

Contact Support Services

While using HeadMaster, you may need to contact our Support department for assistance with the program. HeadMaster Support is available Monday through Friday from 9:00 a.m. - 6:00 p.m. Eastern Time.

You can contact HeadMaster Support by [email via the client portal](#), fax at 1-800-644-5786, or telephone at 1-800-669-2509.

In order for our support representatives to best help you, have the following information available when contacting HeadMaster Support:

- Your site number
- Your organization's name
- Your contact person's name (the person who will be working with the HeadMaster Support Representative to resolve the situation)
- A brief description of the situation (if you received an error message, it is important that you record the error code and be able to describe to your HeadMaster Support Representative exactly what you were doing when the error occurred)
- Information regarding previous calls about this same problem
- Additional information such as the computer's operating system, the network operating system, installed hardware and other installed software may be requested by our support representatives.

For more information on our support services and the maintenance plans available, please call HeadMaster Support at 1-800-669-2509 or [visit our website](#).