

Enterprise & Education Support Information

Support for Learners

Learner Engagement Team

For product usage questions, mobile application information, and general product information:

Email: engagement@rosettastone.com

EU Support: emeasuccess@rosettastone.com

Phone: 1-877-223-9848 (Option 3, then Option 1)

Hours: Mon-Fri, 9am-8pm ET

Product Support Team

For technical issues, error messages, and headset configuration:

Self-Help: <http://support.rosettastone.com>

Email: instsupport@rosettastone.com

Phone: 1-877-223-9848 (Option 2, then Option 1)

Chat: Available at <http://support.rosettastone.com>

Hours for English support: Mon-Fri, 4am-10pm ET, Sat-Sun 8am-8pm ET

Live Tutoring Assistance

For technical issues or scheduling assistance:

Phone: 1-877-223-9848

Hours for English support: Mon-Fri, 4am-10pm ET, Sat-Sun 8am-8pm ET

Support for Administrators, IT, and Teachers

Implementation Team

For non-technical support, Administrator Tools assistance, Implementation, and reporting:

Email: americasimplementation@rosettastone.com

EU Support: emeasuccess@rosettastone.com

Phone: 1-877-223-9848 (Option 3, then Option 2)

Hours: Mon-Fri, 9am-8pm ET

Product Support Team

For tech-related assistance, error messages, and system requirements:

Email (global): instsupport@rosettastone.com

Phone: 1-877-223-9848 (Option 2, then Option 2 again)

Chat: Available at <http://support.rosettastone.com>

Hours for English support: Mon-Fri, 9am-8pm ET

