Hello Units of Study Community,

Life here at Heinemann has been more or less completely upended by COVID 19—as we know it has been for most of you. We are experiencing many disruptions in the way we normally do business, but we want you to know that we are here to help you.

Our customer service team is working night and day to clear the backlog of Units of Study Virtual Teaching Resources orders that grows by the day as more and more schools are finding out they will be all-virtual this fall. We need to ask for your patience and can assure you that your orders will be processed as quickly as humanly possible.

Because the demand for support is currently exceeding our capacity to respond, we’re trying to post as much information as we can on our website, but we know there will be needs that go beyond that information. Below is a list indicating where to turn for some of the specific types of support you may need. We hope this can serve as a roadmap to help you get what you need as quickly and efficiently as possible.

All best,
Your Heinemann Units of Study Team

UOS Virtual Teaching Resources Support

Find Instant Access to Information
- **UOS Virtual Teaching Resources webpage**: [http://www.unitsofstudy.com/virtualteaching/](http://www.unitsofstudy.com/virtualteaching/)
  - Overview Video to orient new users to the Units of Study Virtual Teaching Resources
  - UOS VTR Reviewers Guide with step-by-step support for navigating information on the website and planning your order
  - Overview Brochure including charts listing all the units included in the Virtual Teaching Resources
  - Platform Demo Video to show educators step-by-step how subscriptions work
  - Sample Videos across the UOS series (reading, writing, phonics) and grade levels
  - Ordering Information, Order Forms, and Subscriptions Details—must-read information before you place your order
  - FAQs—answers to all the most frequently asked questions, right at your fingertips

Contact Customer Service—custserv@heinemann.com—for the following needs:
- Placing email orders (note that orders are also accepted on the Heinemann website; web orders are fulfilled immediately; if you need to submit a PO, you must order by email)
- Queries on the status of orders
  - Please note that due to unprecedented demand, orders are taking much longer to process than normal.
  - Before you contact customer service, be sure to check your spam folder where some have reported finding their Order Confirmation email from Heinemann.
  - Note that once you contact customer service, your request for information will go into the very long queue. We must ask for your patience as only the customer service group can check the status of your order.
  - Please do not contact tech support or UOSInfo@Heinemann.com or any other Heinemann email address for order status information.
- Questions about invoices
Contact Tech Support—technologysupport@heinemann.com—for the following needs:

- Resending lost UOS VTR confirmation emails.
- Verification of registration of print Units of Study in a specific Online Resources account (note that teachers must register their print UOS in their Online Resources accounts in order to activate their UOS VTR subscriptions; details on how to register are in the frontmatter of the Guide that comes with every print set of units). If you cannot find your print login information in your unit books, email: UOSInfo@Heinemann.com for help finding it).

For all other questions, contact—UOSInfo@Heinemann.com:

- Content questions not addressed in the Overview Brochure.
- Errors/difficulties in activating UOS Virtual Teaching Resources subscriptions - Please forward your Order Confirmation email from Heinemann along with a list of email addresses for the teachers who should register each subscription activation code.
- Queries about how teachers can use Units of Study Virtual Teaching Resources with their print Units of Study.
- All other questions not addressed on the webpage.