# **Human Kinetics Online Video**

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**Contact Us**

If you need technical support, please call 1-800-747-4457, or email us at [**techsupport@hkusa.com**](mailto:techsupport@hkusa.com).

When you call or email, please provide the following information:

* Your name and the email address or phone number we should use to contact you regarding the problem you’re experiencing
* The type of hardware/device, operating system, and browser you are using
* The exact wording of any error messages or the message numbers appearing on screen
* A complete description of what happened and what you were doing when the error occurred or when the error message appeared
* An explanation of how you tried to solve the problem

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