Technical Support

SIRS (ProQuest) –

For customer service help with account maintenance including IP updates, expired accounts, subscription adjustments, preference settings, billing issues, renewals, usage questions, contact:

- Phone: 1.800.521.0600, ext. 77112 or customer_service@proquest.com

- Representatives are available: Monday-Friday, 8 am – 6pm, ET.

Specific questions about MDK12 Digital Library accounts may be directed to:

- Kara Hewett, Customer Support Representative – Kara.Hewett@proquest.com

EBSCO –

For any questions, setup authentication, or to request access to the EBSCOhost administrative module please contact:

- EBSCO Publishing Technical support at 1-(800) 758-5995, Option 1

- Via email at support@ebsco.com

- Please provide your EBSCO customer account number when calling technical support if available or let them know you are part of the Maryland SAILOR contract.

- Hours of operation:

  o Monday – Friday, 24 hour support,

  o Saturday & Sunday, 9:00 AM-5:00 PM ET