



# Help with ILC Courses

Having trouble with a concept or a Key Question in an ILC course? Here is how to get help from an ILC teacher. Once we receive your request, a teacher will get back to you in two to four business days. The teacher will make three attempts to reach you.

## Email

Email ILC at [teacher@tvo.org](mailto:teacher@tvo.org).

The fastest way to get help with a course is to send an email with the following information:

- your name and ILC student number
- your email address
- the course code, unit, and key question number
- a brief explanation of how ILC can help you

## Telephone

Phone the ILC Student Help Line and leave a voicemail message at 416.484.2673 or 1.800.736.6187.

When you call, speak clearly and include this information:

- your name and ILC student number
- your telephone number (include area code)
- the best time to reach you during the day
- the course code, unit, and key question number
- a brief explanation of how ILC can help you

## Fax or Mail the Help! Form

Fax a Help! form to 416.484.2754 or mail it to the address on the form.

There is a Help! form at the back of the *How to Get Started* pamphlet included in your first package of course material. Fill it out and fax or mail it to ILC.

---

## Ask a Teacher

You can get help with English, Math, and Science through ILC's

[Ask a Teacher chat rooms](http://www.ilc.org/aat/chat/php) (<http://www.ilc.org/aat/chat/php>).

This web-based service connects you live with certified Ontario teachers.

The Ask a Teacher tutors do not have access to ILC course materials, so you can't ask them about specific content, page numbers, or key questions in your course. But they can help you understand educational concepts and solve problems in English, Math and Science.