

# How To: Administer Maze Online

The Maze measure in mCLASS with DIBELS 8th Edition is available for online administration; students complete it on a desktop, laptop, or tablet computer. While we still support web entry of scores from paper-pencil assessments, we recommend Maze Online, in which Maze benchmark and progress monitoring forms are presented in a browser window, and students click the correct response for each item. Results are calculated automatically and shown in the mCLASS with DIBELS 8th Edition class, student, and probe detail reports.

This document walks you through the steps necessary to assess your students with Maze Online. You'll need to assign Maze to your students, find and distribute student login credentials, and then set up the environment for students to take the online measure and help them log in, if necessary.

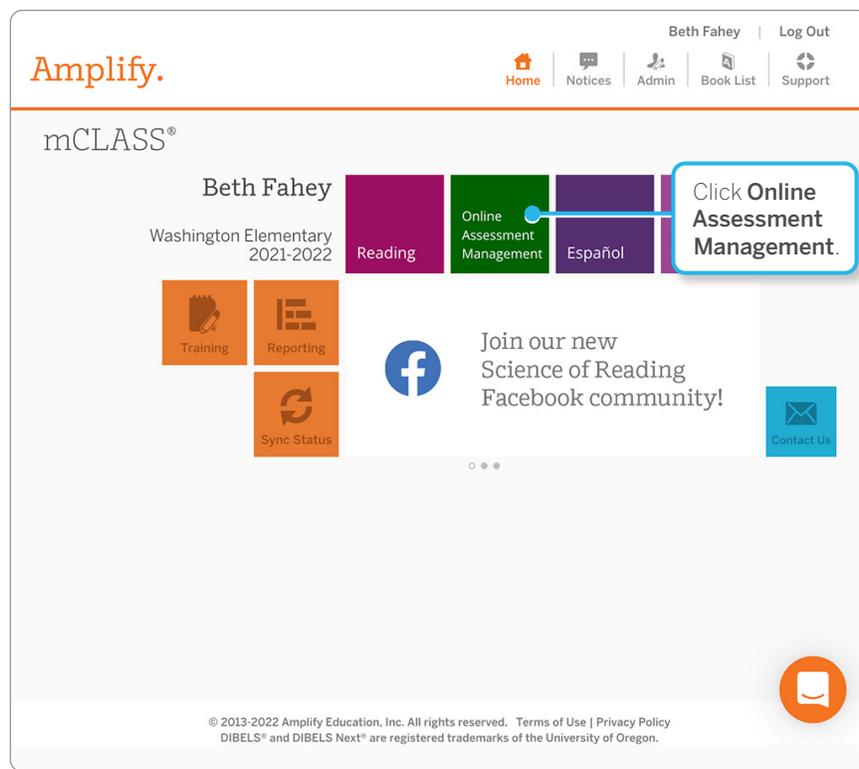
## Composite Scores and Maze

Maze is a required benchmark measure for students in Grades 2 through 6 to receive a DIBELS 8th Edition composite score. You must make sure your students finish Maze Online to complete benchmark administration.

## Assign Maze Online to Your Students

You can assign Maze Online to your students on the Online Assessment Management page.

1. Navigate to the mCLASS home page and click the **Online Assessment Management** tile.



2. The Online Assessment Management page opens.

The screenshot shows the OAM interface with the following callouts:

- Click the **Setup** or **Status** tab to switch the view of OAM.** (Points to the 'SETUP' tab)
- Select a district or school (if applicable).** (Points to the 'DISTRICT' dropdown menu)
- Click the global navigation links to return to mCLASS Home, go to mCLASS Enrollment, open the Help, or log out.** (Points to the top navigation bar)
- Select a class or group.** (Points to the 'CLASS/GROUP' dropdown menu)
- Click to open the How To guide for OAM.** (Points to the 'How to get started with online assessment' link)
- Select the assessment language (if available).** (Points to the 'English' radio button)
- Select a box in the All Students row to assign the measure to the entire class.** (Points to the 'All Students' row checkboxes)
- Click **Get all logins** to download or print all student credentials for the class.** (Points to the 'Get all logins' button)
- Select a box in a student's row to assign an assessment to the student.** (Points to the 'Maze' checkbox for Adams, Julian)
- Click the **Copy** icon to copy a student's credentials.** (Points to the copy icon for Adams, Julian)

ASSESSMENTS	Maze	Vocabulary	Spelling	WRO	Decodin.	RAA	Logins
English	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Get all logins
<b>Grade 2</b>							
Adams, James	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jadams10 / james
Adams, Julian	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jadams9 / julian
Alexander, Audrey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	aalexander2 / audrey
Baker, Mateo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	mbaker / mateo
Bolivar, Susana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sbolivar / susana
Campbell, Ryan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	rcampbell1 / ryan

The example screenshot is during the End of Year (EOY) benchmark window. The Setup tab displays when the OAM page opens. The Setup tab is where you assign assessments and view and download student credentials. See the [How to Manage Online Assessments](#) guide for more details on navigating the OAM page.

## Assign Maze Online Benchmark

During Benchmark periods, you can select the Maze Online benchmark assessment, as well as Maze Online progress monitoring. Any selections you make on the Online Assessment Management page are saved automatically.

To assign the Maze Online benchmark assessment to your students:

1. Locate the rows of the students you want to assign, then locate the Maze column at the left of the Setup table. Select the **Maze** box for each student you want to assign Maze Online benchmark.

The screenshot shows a table with columns: Name, Benchmark, PM, and Amplify Username/Password. The Benchmark column has sub-columns for Maze, Vocabulary, Spelling, TRO, Decoding, and RAN. The 'All Students' row has a checked Maze checkbox. A callout box points to the Maze checkbox for 'Alexander, Audrey' with the text: 'Select the Maze box in the Maze column for each student you want to assign the Maze benchmark assessment.'

Name	Benchmark	PM	Amplify Username/Password
All Students	Maze <input checked="" type="checkbox"/>	Maze <input type="checkbox"/>	If you have SSO credentials for your students, use those. Get all logins
Grade 2			
Adams, James	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	jadams10 / james
Adams, Julian	Maze <input type="checkbox"/>	<input type="checkbox"/>	jadams9 / julian
Alexander, Audrey	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	aaalexander2 / audrey
Baker, Mateo	Maze <input type="checkbox"/>	<input type="checkbox"/>	mbaker / mateo
Bolivar, Susana	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	sbolivar / susana

When you select the **Maze** box in a student's row, it displays a check mark. The Maze box in the table header displays a horizontal line if one or more students' boxes in the Maze column are selected, but not all.

2. You can also assign Maze Online benchmark to all students in the selected class by selecting the **Maze** box in the All Students row at the top of the assessment table.

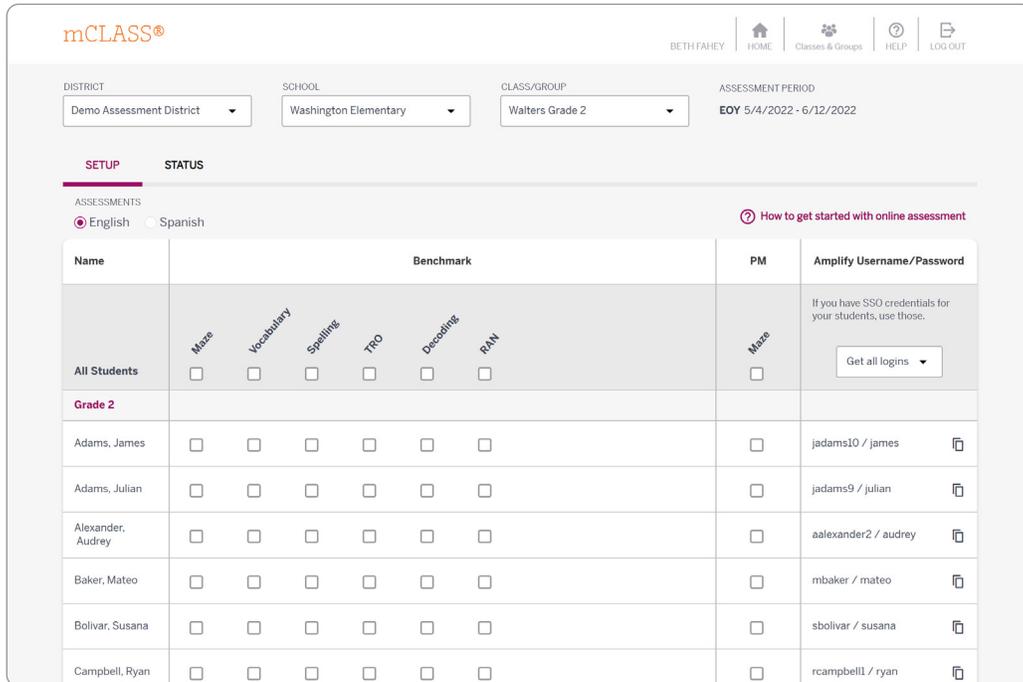
The screenshot shows the same table as above, but with the 'All Students' row selected. A callout box points to the checked Maze checkbox in the 'All Students' row with the text: 'Select the Maze box in the All Students row to assign the Maze benchmark assessment to all students in the class.'

Name	Benchmark	PM	Amplify Username/Password
All Students	Maze <input checked="" type="checkbox"/> Vocabulary <input type="checkbox"/> Spelling <input type="checkbox"/> TRO <input type="checkbox"/> Decoding <input type="checkbox"/> RAN <input type="checkbox"/>	Maze <input type="checkbox"/>	If you have SSO credentials for your students, use those. Get all logins
Grade 2			
Adams, James	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	jadams10 / james
Adams, Julian	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	jadams9 / julian
Alexander, Audrey	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	aaalexander2 / audrey
Baker, Mateo	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	mbaker / mateo
Bolivar, Susana	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	sbolivar / susana
Campbell, Ryan	Maze <input checked="" type="checkbox"/>	<input type="checkbox"/>	rcampbell1 / ryan

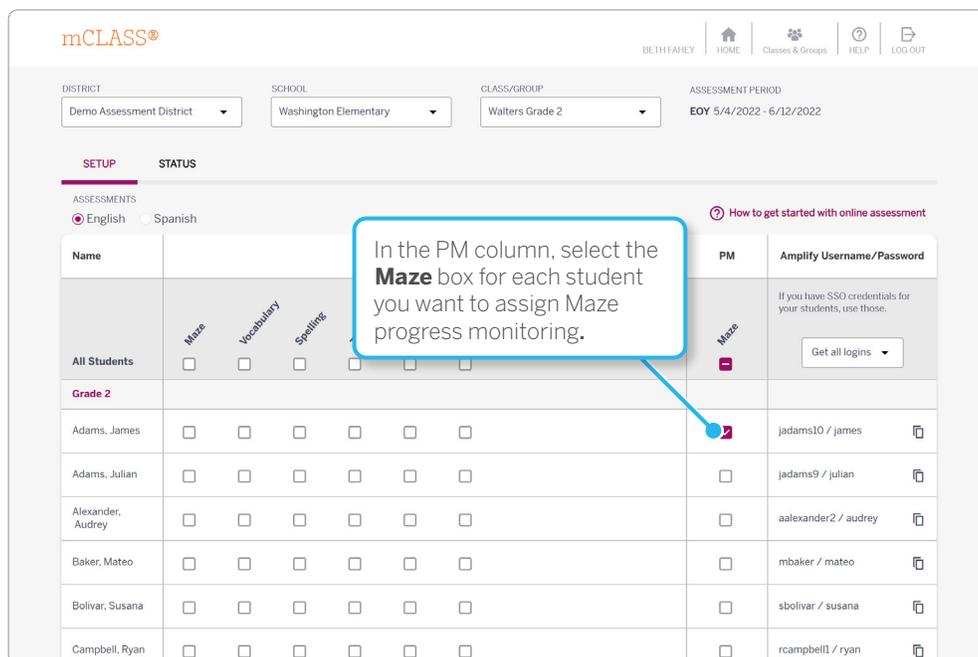
When you select the **Maze** box in the All Students row, it displays a check mark, and all the students' boxes in the Maze column display check marks as well.

# Assign Maze Online Progress Monitoring

During Benchmark periods, Maze progress monitoring is available for you to assign to students who need additional monitoring. Maze is currently the only online assessment with progress monitoring available. You can assign Maze PM to the class/group or to individual students.



1. To assign a Maze progress monitoring assessment to a student, select the box in the student's row in the PM column at the far right of the table. The box displays a check mark when selected.



- You can also assign Maze Progress Monitoring to all students in the selected class by selecting the Maze box under PM in the All Students row at the top of the assessment table. The box displays a horizontal line if one or more students' boxes in the Maze column are selected, but not all.

The screenshot shows the mCLASS interface for a teacher named BETH FAHEY. The interface includes navigation links for HOME, Classes & Groups, HELP, and LOG OUT. The current settings are: DISTRICT: Demo Assessment District, SCHOOL: Washington Elementary, CLASS/AGROUP: Walters Grade 2, and ASSESSMENT PERIOD: EOY 5/4/2022 - 6/12/2022. The interface is divided into SETUP and STATUS tabs. Under ASSESSMENTS, English is selected. A table lists various assessments: Maze, Vocabulary, Spelling, TRO, Decoding, and RAN. The 'All Students' row has checkboxes for each of these assessments. A callout box points to the 'Maze' checkbox in the 'All Students' row, with the text: 'Select the Maze box under PM in the All Students row to assign Maze progress monitoring to all students in the class.' To the right of the table, there is a 'PM' column with a 'Maze' checkbox that is checked, and an 'Amplify Username/Password' section with a 'Get all logins' button.

## Student Login Credentials

Maze is a group-administered measure that can be assessed online as an alternative to being conducted on paper. For online assessment, the mCLASS system needs to associate students with their Maze results for reporting on the mCLASS home page. To make this possible, every student who completes Maze Online requires a unique username and password.

You can view or download the login credentials for one or all of your students on the Setup tab of OAM.

### Logging in to mCLASS

For instructions on logging in to mCLASS as a student, see the Student Login section of the [Logging in to mCLASS](#) article. If you have any questions, please ask your IT administrator or contact Amplify Customer Care and Support at (800) 823-1969 or [help@amplify.com](mailto:help@amplify.com).

## Individual Student Credentials

1. In the Amplify Username/Password column at the far right of the Setup table, view the system-generated logins for each of the students in the selected class.

SETUP		STATUS						
ASSESSMENTS								
<input checked="" type="radio"/> English <input type="radio"/> Spanish		<a href="#">How to get started with online assessment</a>						
Name	Benchmark						PM	Amplify Username/Password
	Maze	Vocabulary	Spelling	TRO	Decoding	RAN		
All Students	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If you have SSO credentials for your students, use those. <input type="button" value="Get all logins"/>
<b>Grade 2</b>								
Adams, James	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jadams10 / james <input type="button" value="Copy"/>
Adams, Julian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	jadams9 / julian <input type="button" value="Copy"/>
Alexander, Audrey	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	aalexander2 / audrey <input type="button" value="Copy"/>
Baker, Mateo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	mbaker / mateo <input type="button" value="Copy"/>
Bolivar, Susana	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sbolivar / susana <input type="button" value="Copy"/>
Campbell, Ryan	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	rcampbell1 / ryan <input type="button" value="Copy"/>

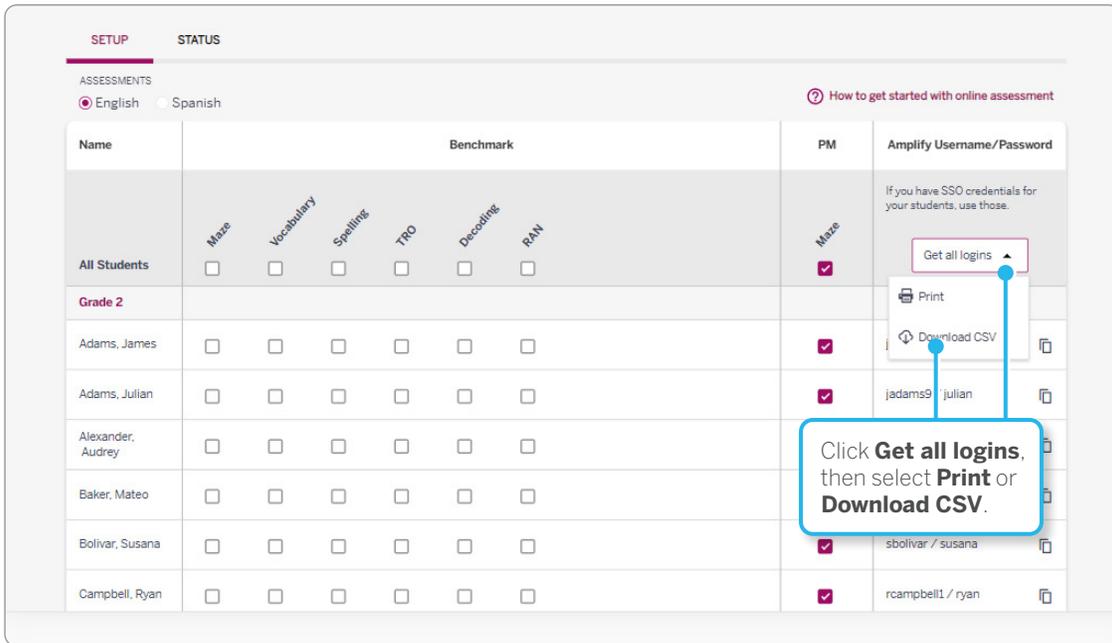
2. Click the **Copy** icon to the right of a student's username and password to copy the student's credentials to the clipboard. A message displays confirming that you have copied the credentials. You can paste the copied credentials into a document or email message to share with the student.

SETUP		STATUS						
ASSESSMENTS								
<input checked="" type="radio"/> English <input type="radio"/> Spanish		<a href="#">How to get started with online assessment</a>						
Name	Benchmark						PM	Amplify Username/Password
	Maze	Vocabulary	Spelling	TRO	Decoding	RAN		
All Students	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	If you have SSO credentials for your students, use those. <input type="button" value="Get all logins"/>
<b>Grade 2</b>								
Adams, James	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	jadams1 <input type="button" value="Copy"/> <span>Copied!</span>
Adams, Julian	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	jadams9 / julian <input type="button" value="Copy"/>
Alexander, Audrey	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	aalexander2 / audrey <input type="button" value="Copy"/>
Baker, Mateo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	mbaker / mateo <input type="button" value="Copy"/>
Bolivar, Susana	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	sbolivar / susana <input type="button" value="Copy"/>
Campbell, Ryan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	rcampbell1 / ryan <input type="button" value="Copy"/>

Click the **Copy** icon. A confirmation message displays.

## All Student Credentials

1. At the top of the Amplify Username/Password column, click the **Get all logins** list.



The screenshot shows the Amplify interface with a table of student credentials. The table has columns for Name, Benchmark (Maze, Vocabulary, Spelling, TRO, Decoding, RAN), PM, and Amplify Username/Password. A dropdown menu is open over the 'Amplify Username/Password' column, showing options: 'Get all logins', 'Print', and 'Download CSV'. A callout box points to the 'Get all logins' option with the text: 'Click Get all logins, then select Print or Download CSV.'

Name	Benchmark						PM	Amplify Username/Password
	Maze	Vocabulary	Spelling	TRO	Decoding	RAN		
All Students	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<b>Get all logins</b> (dropdown)					
Grade 2								
Adams, James	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Print, Download CSV, jadams9 / julian					
Adams, Julian	<input type="checkbox"/>	<input checked="" type="checkbox"/>	jadams9 / julian					
Alexander, Audrey	<input type="checkbox"/>							
Baker, Mateo	<input type="checkbox"/>							
Bolivar, Susana	<input type="checkbox"/>	<input checked="" type="checkbox"/>	sbolivar / susana					
Campbell, Ryan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	rcampbell1 / ryan					

2. Select one of the options from the list:
  - Click **Print** to open a PDF in a new browser tab with scissor lines between the student credentials. Right-click the page and select **Print** in the popup to print the PDF (or select **Save** to save the PDF to your computer).
  - Click **Download CSV** to save a CSV spreadsheet file containing the student credentials to your computer.

After printing the downloaded file you can distribute the credentials to your students.

3. After you print this list of user names and passwords from your browser, cut along the dotted lines and distribute the strips to your students. Explain that they need to use the information on this strip to log on to the computer to complete Maze.

## Setting Up Devices for Maze Online

Amplify's [Customer requirements](#) page includes a list of supported devices for Maze Online assessment.

Ensure headphones are plugged in to each computer being used for Maze assessment and that the volume is set to a comfortable level. While no sound is played during the assessment itself (unless students click the owl for a reminder of the instructions), audio is required for the Maze instructions and practice screens before the assessment. The brief animation that displays after the assessment also has audio, so you may want to make sure students continue wearing their headphones.

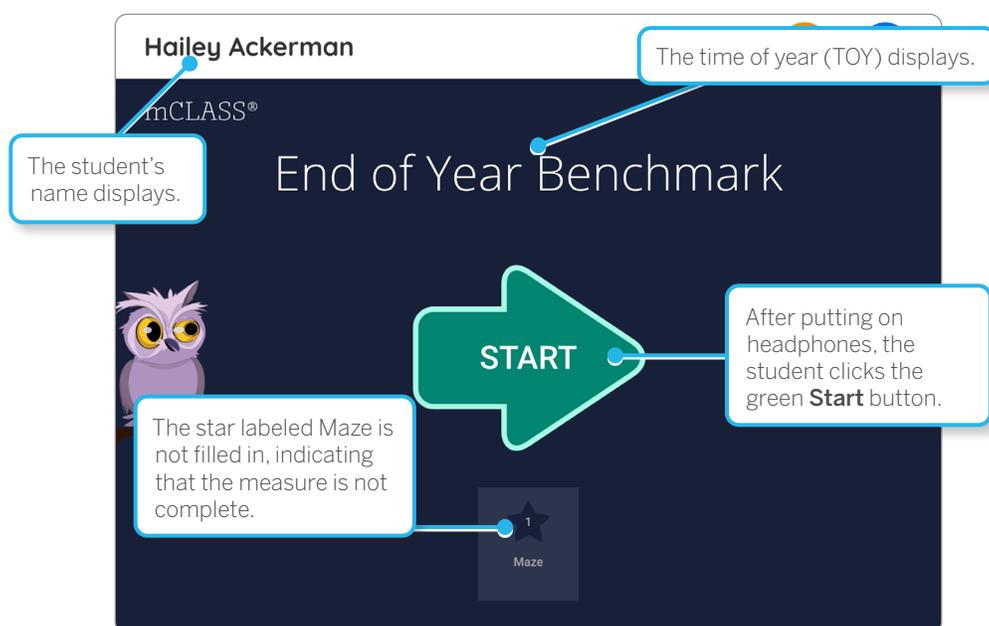
After students log in and click the **Start** button to begin assessment, the browser goes into full-screen mode. It's important that the screen remains in this mode to prevent students from using the browser buttons to navigate through the assessment. Remind students that all navigation and scrolling should be done by clicking the buttons in the assessment window.

## Supporting Students During Maze Assessment

Maze Online is designed so that students should be able to complete the measure without additional guidance, but they may ask you for technical support. If so, follow the on-screen prompts to address technical issues such as loss of internet connectivity. This section describes the screens as students encounter them and explains the actions students should perform on each screen. Maze Online benchmark assessments includes instructions and practice screens that students must complete before assessment begins. These are omitted from progress monitoring; you can use the information in [steps 4 through 10](#) to assist students who require support during progress monitoring. Once students begin the assessment form, please limit your interaction to the scripted prompts mentioned in [step 9](#).

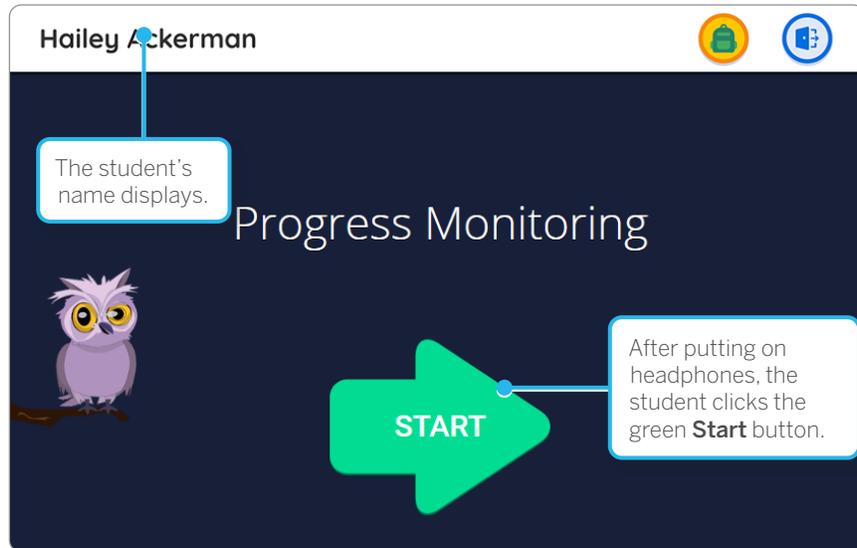
1. Open a supported browser and navigate to [learning.amplify.com](https://learning.amplify.com). For instructions on logging in, see [Logging In to mCLASS](#).

For benchmark assessments:

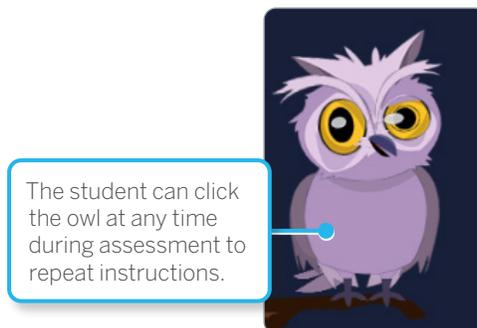


- The TOY displays below the student information.
- The correct benchmark form is selected automatically based on the TOY and any Maze forms the student completed previously online.
- At the bottom of the screen, the star labeled Maze is not filled in to indicate that the measure is not complete. The corresponding star at the top right is also not filled in.
- If the student has completed the current benchmark, the completion screen displays and the Start button is not displayed.

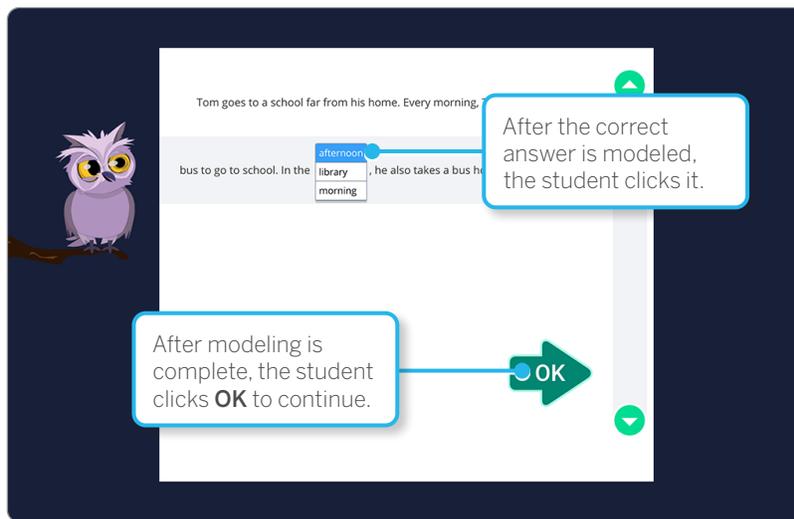
For progress monitoring assessments:



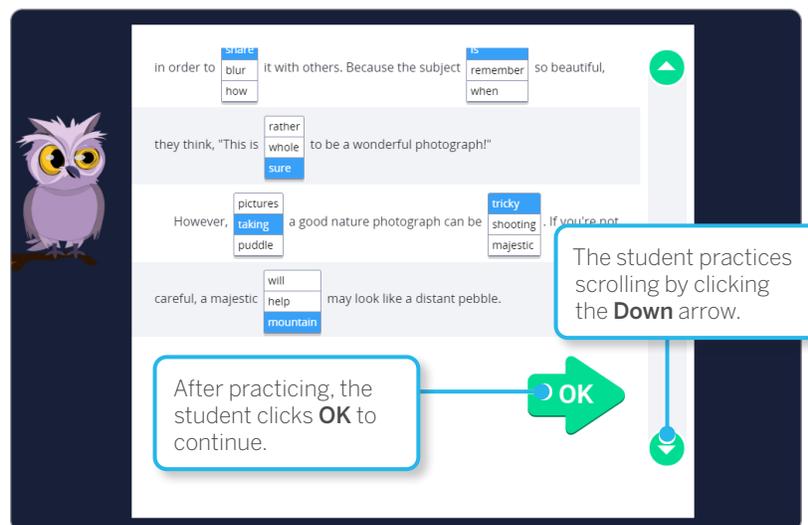
- The welcome screen displays Progress Monitoring.
  - The correct progress monitoring form is selected automatically based on the student's grade and any Maze forms the student completed previously online.
  - Maze Online progress monitoring loads the assessment form when students click the **Start** button. Remind students that they can click the owl for instructions during the assessment.
2. Students should put on their headphones and click the green **Start** button.
  3. Maze Online enters full-screen mode. Students listen to the instructions spoken by the owl and click **OK** to continue. Throughout the assessment, if students don't understand the instructions, they can click the owl to hear them again before continuing.
- For students completing progress monitoring, skip directly to [step 9](#).



- The model screen displays. The owl reads a sentence and the three possible words, and prompts students to click the correct word. If students click the wrong word, the owl shows them the correct word again. Once they finish with the model sentence, students click **OK**.

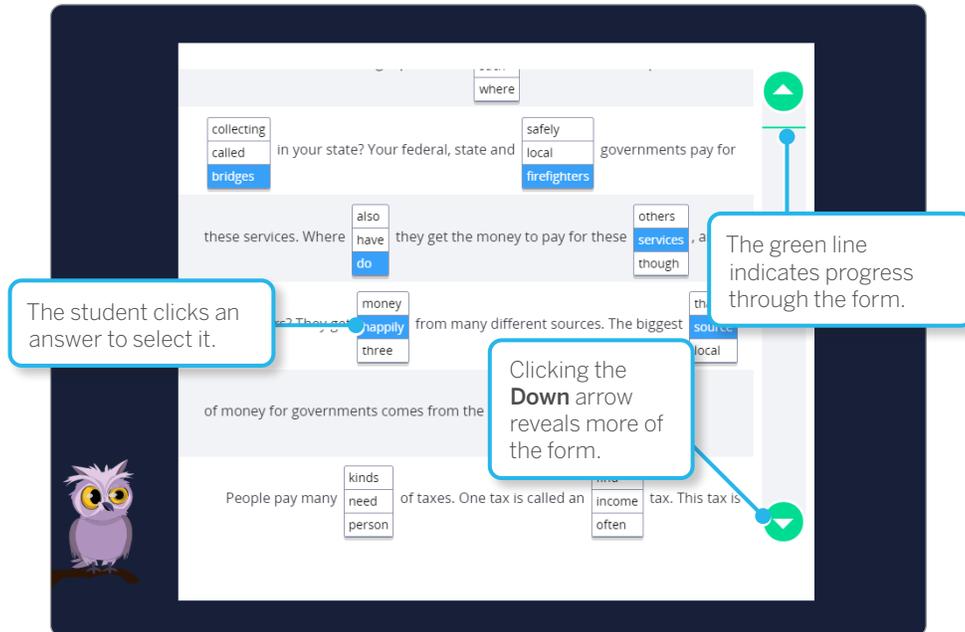


- The practice screen displays; this time, students have to determine the correct word. If they click the wrong word, the owl prompts them to try again. Once they finish with the practice sentence, students click **OK**.
- Finally, students are given the opportunity to practice scrolling with the green arrow buttons. You may wish to observe to ensure students understand scrolling and can do it properly before they begin the assessment. Once they finish with scrolling practice, they click **OK**.



- The owl displays to provide a final set of instructions before assessment begins. Students click **OK** to continue to the assessment form. Maze Online selects the correct form automatically. The student's grade and the current TOY determine the form.

- Once the form loads, the timed assessment starts. Students are given three minutes to complete it by clicking the correct answers. They can click a different answer in the same box to change their response. To reveal more of the story, students click the green **Down** arrow; the line between the arrows indicates their progress through the passage. If they complete the assessment within the allotted time, they click the **OK** button at the bottom of the screen.

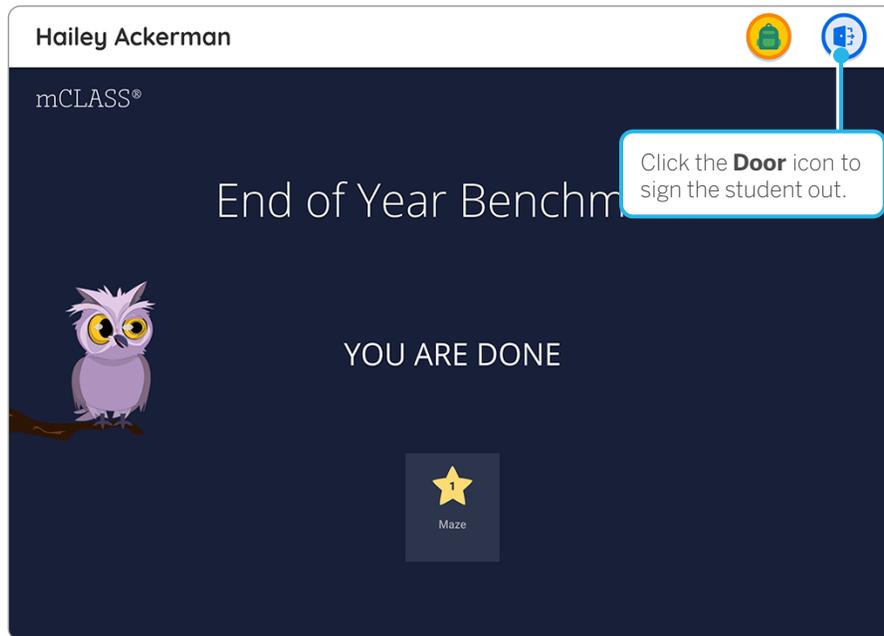


To ensure results similar to paper-pencil assessments, let students work their way through the form by themselves. You may use the following prompts as often as needed:

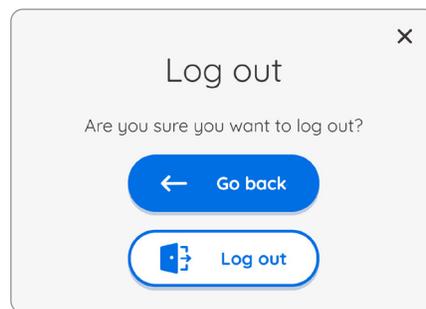
- If the student starts reading the passage aloud, say “Remember to read the story silently.”
  - If the student does not click any answers, you can say “Remember to click the word in each box that makes the most sense in the passage.”
  - If the student asks you to provide a word or for help with the task, say “Just do your best.”
- After three minutes elapse or the students click **OK**, the assessment ends, a brief animation plays, and students are returned to the welcome screen.



The welcome screen displays a completion message. For benchmark assessments, the star at the bottom is filled in to indicate that the measure is complete. To log the student out, click the **Door** icon.



In the popup that displays, click **Log Out** to sign out and exit Maze Online.



If students exit without completing the form, the same form is administered the next time they log in.

## Viewing Maze Results

Once a student has completed Maze Online, assessment results display in the mCLASS with DIBELS 8th Edition web reports on the mCLASS home page. The Maze score is calculated by summing up the number of correct answers and subtracting half a point for each incorrect answer. This formula will sometimes result in scores with half-point values; these scores are not rounded. If a student's score contains more than twice as many incorrect responses as correct responses, the score is calculated as zero. Benchmark scores can be viewed on the Class Summary Time of Year view and the Student Summary. Progress Monitoring scores can be viewed in the Progress Monitoring Class Summary results table and on the Student Summary Progress Monitoring page.

Clicking a Maze score opens the corresponding Probe Details report (NOTE: Maze scores with a pencil icon are web-entry paper-pencil scores; clicking one of these scores opens the Maze web entry panel.). On the Probe Details report you can view the student's selections highlighted in blue. The correct response is indicated by a check mark. If a box doesn't have a student selection and subsequent boxes do, that item is counted as skipped and marked as incorrect. A legend at the top of the report indicates the number of correct, incorrect, and skipped items, and the overall score is indicated by the Running Girl at the right of the report page. A red bracket indicates the student's progress through the passage in the allotted time; items after the bracket are not counted toward the student's score.

## Invalidating an Online Assessment

We recommend invalidating assessments only if absolutely necessary. If a student's score for a Maze Online assessment has been compromised (for example, if a student accidentally logs in with another student's user name and password) you can invalidate the results.

### Online Assessment Management

Use Online Assessment Management to invalidate a student's results for completed benchmark measures. Results can only be invalidated during the benchmark window in which an assessment was conducted.

1. Click the **Status** tab.

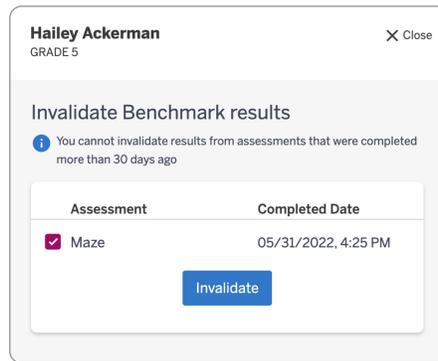
Name	Benchmark	Invalidate Results
All Students		
Grade 5		
Ackerman, Hailey		<input type="button" value="Choose Results"/>
Ali, Jayden		<input type="button" value="Choose Results"/>
Caceres, Julio		<input type="button" value="Choose Results"/>
Choudhury, Darsh		<input type="button" value="Choose Results"/>

The Status table displays the selected class list with each student's progress on assigned online assessments. The legend at the top describes the icons that display in the table. The Invalidate Results column is at the far right of the table.

2. Click **Choose Results** in the Invalidate Results column for the student whose results you want to delete.

The button is grayed out if a student does not have any results in the current TOY.

- The Invalidate Results box opens. A list of results for online benchmark assessments for the current TOY displays in this box. Select the box for the assessment result you want to invalidate.



- Click **Invalidate**, then click **X Close** to close the list.

Name	Benchmark	Invalidate Results
All Students	Maze TRO Decoding Vocabulary	
<b>Grade 5</b>		
Ackerman, Hailey	<input type="radio"/>	<input type="button" value="Choose Results"/>
Ali, Jayden	<input checked="" type="radio"/>	<input type="button" value="Choose Results"/>
Caceres, Julio	<input type="radio"/>	<input type="button" value="Choose Results"/>
Choudhury, Darsh	<input type="radio"/>	<input type="button" value="Choose Results"/>

The Not Started result icon displays for the invalidated measure in the table.

## For More Information

To learn more about mCLASS:

- Click the Help icon  that displays in the Menu of the mCLASS Dashboard navigation bar, in the Global Navigation on the Classroom Reports page, and on the Probe Details panel of each measure for specific information about assessing your students and interpreting their results.
- Click the **Training** tile on the mCLASS home page to access professional learning resources for all your mCLASS assessments.

## Contact Us

If you have questions that haven't been answered by this guide, our Amplify Customer Care and Support representatives are standing by Monday through Friday, 7 a.m. to 7 p.m. ET, to assist you.

### By Chat

Click the **Amplify chat** icon  on mCLASS Home to open the Amplify chat panel. You can send a message to initiate a live chat with an Amplify Customer Care and Support representative.

### By Phone

You can reach our technical support and pedagogical support representatives at (800) 823-1969.

### By Email

You can email our support representatives at [help@amplify.com](mailto:help@amplify.com) if you have an issue or concern that doesn't require an immediate response. Please use a descriptive subject so we can direct your message to the appropriate representative, and be sure to include as much detail as possible, including screen shots, error codes, and any other information that provides the context necessary to help us work with you to resolve the issue.