

Best way to contact iTalam for Support

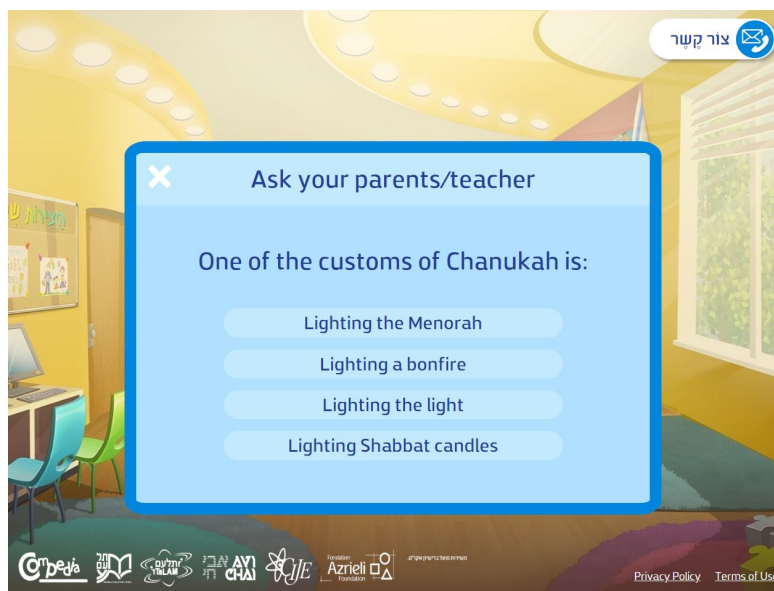
On the iTaLAM homepage please click on the symbol - located in the upper right hand corner of the



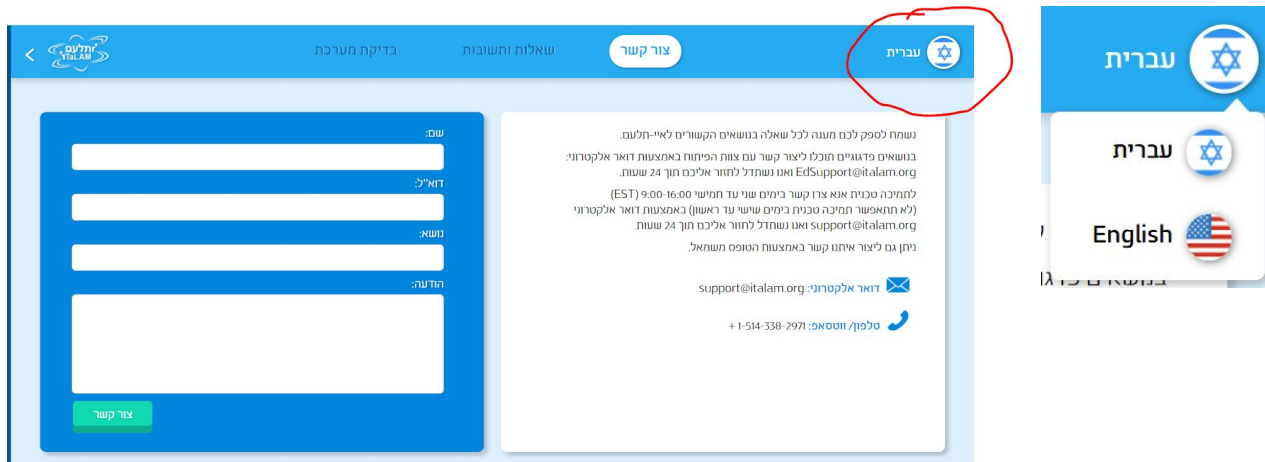
symbol - page



For security purposes, you will be asked to answer a random pop up question relating to Jewish content.



Click on the upper right hand corner to choose your language of preference (Hebrew or English)



Please complete the form, send an email to support@italam.org or a WhatsApp to +1 514-338-2971.

When you describe the problem please include the following information:

- School name
- Your child's username and password for iTaLAM
- What device your child is using to access iTaLAM
- Description of the problem


If possible, please take a video showing the issue and submit the video via the WhatsApp (+1 514-338-2971) or via email (support@italam.org).


Please keep in mind the iTaLAM system Requirements. iTaLAM will not work properly on device that don't meet the minimum requirements.

- [System requirements](#)
- **iTaLAM does not work on any phones!**
- If using an iPad (iPad Air 2 or newer - older iPads will not work with iTaLAM), use the iTaLAM app available in the app store. If the app is already installed on your iPad, please update the version of the


iTaLAM app via the app store - the latest version is from Aug 2019 -version 4.1.

App Store Preview



iTaLAM 
Compedia
★★★★★ 5.0, 8 Ratings
Free

Screenshots [iPhone](#) [iPad](#)



What's New [Version History](#)
Bugs fixes Version 4.1

Ratings and Reviews
5.0 out of 5 ★★★★★
8 Ratings ★★★★
★★★★
★★★★
★★★

Information

Seller	Compedia Software and Hardware Development Ltd.
Size	126.2 MB
Category	Education
Compatibility	Requires iOS 9.0 or later. Compatible with iPhone, iPad, and iPod touch.
Languages	English
Age Rating	Rated 4+
Copyright	© 2016 iTaLAM.org
Price	Free

[Developer Website](#) [App Support](#) [Privacy Policy](#)

- **When using a computer, only access iTaLAM from the Chrome Browser.** Please update your chrome browser.

High speed internet providers usually promise high speeds for up to a certain number of devices at any given time. iTaLAM requires high bandwidth to function properly. Please check that your router is not handling more traffic than it can support while your child is doing homework with iTaLAM.

Please allow up to 24 hours for a response Monday - Thursday.

Sincerely,
The iTaLAM Team

