

Lumen Customer Support Resources

Lumen provides you with training to get started and guidance to help you reap the benefits of evidence-based courseware and teaching practices.

Support Guides

Faculty Training Materials

These [Faculty Training Materials](#) for Lumen courseware will orient you about how their courses work, how to customize them, and get started teaching.

Resources: Teaching with Lumen Courseware

Looking for tips on teaching effectively with Lumen courseware? [This is the place!](#)

Training/Onboarding Resources:

Waymaker:

- [Waymaker Training Resources](#)
- [Instructor Checklist](#)
- [Student Experience Resources](#)

OHM

- [OHM Training Resources](#)
- [OHM Tutorial Videos](#)

Support Forums

Faculty Support Knowledge Base

When you have a question, we suggest trying the searchable [Faculty User Guides](#) to see if it's already answered somewhere before submitting a customer support request.

Lumen Circles

[Join with peers in virtual peer communities](#) to explore evidence-based teaching practices, apply them in your teaching, and see the impact on student learning.

Technical Support

For all support needs of active customers, [use this form to request resources](#): OER course requests, tech support, LTI, etc. This will provide the information they need to address your request more quickly.

Lumen Office Hours

Want to talk to a human? [Make an appointment](#) for [Lumen Office Hours](#) to connect virtually with a live Lumen expert about any questions you may have.

Any Other Questions

Please fill out the [Contact Us](#) form on [their website](#).

Revision #1

Created 2026-05-08 20:02:54 UTC by William Murry

Updated 2026-05-08 20:02:54 UTC by William Murry