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## **What do I do if lessons, articles, or videos in HSI Blue Ocean Brain are not displaying correctly?**

We apologize for any difficulty you are having with Blue Ocean Brain content, and we want to resolve the problem as quickly as possible. Please email [support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with your name, organization, and a brief description of your issue and our Support Team will be in touch shortly!

## **What do I do if the Brain Exercises are not operating correctly?**

We apologize for any difficulty you are having with HSI Blue Ocean Brain's Brain Exercises and we want to resolve the problem as quickly as possible.

Before contacting the Support Team, please try the following to resolve the issue:

- Try clearing your browser's cache and cookies
- Attempt to play the game in a different browser than you are currently using (i.e. Chrome, Edge, Firefox)

If the problem persists, please email [support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with your name, organization, and a brief description of your request. Please include the browser you are using, whether you are playing the Brain Exercise on a desktop or a mobile device, and a screenshot of the error (if applicable).

## **How do I submit feedback to HSI Blue Ocean Brain?**

HSI Blue Ocean Brain (BOB) values receiving feedback to improve our product and Learners' experiences. Comments, questions, and suggestions on Lessons, Brain Exercises, and overall platform experience are welcomed. Please email [support@blueoceanbrain.com](mailto:support@blueoceanbrain.com) with your name, organization, and a brief description of your feedback to share your thoughts with our team! Your feedback will then be directed to the appropriate team.