

Need Mastering Help? Please follow these easy steps.

Typically, 95% of issues are resolved in Step 1. Of the remaining issues, 95% of them are resolved in Step 2. Your local representative will be able to escalate the few remaining issues in Step 3.

1. Check your computer browser settings, pop ups, and cookies.

- For the best experience, check the system requirements for your product at: <https://www.pearsonmylabandmastering.com/northamerica/mymislab/system-requirements/index.html#browser-settings>
- Tech Tips:
 - ✓ Use Chrome or Firefox as your browser
 - ✓ Allow pop ups
 - ✓ Enable cookies

2. If you are still having an issue, Contact Tech Support.

- Visit Tech Support online:
 - <https://support.pearson.com/getsupport/s/contactsupport>
 - You will be asked to answer four quick questions before you are taken through to 24/7 Live Chat and/or talk to a representative on the phone.

3. If Tech Support is unable to resolve the issue.

- Email your local Pearson representative Gina Mackey at gina.mackey@pearson.com
You must include a screen shot of the issue or detailed description, and your Pearson Case # from Tech Support.