



# PEARSON SUPPORT WE ARE HERE TO HELP!

## Thank you for enrolling with us!

In an effort to assist when things just don't seem to be working out the way you planned, we are here to help. The most effective way to get help is by following the steps listed above. If you exhaust all the possibilities and still are unable to get a resolution, please send your Pearson Technical Support Case number to your professor. **NO SUPPORT CASE # = YOUR INSTRUCTOR CANNOT HELP!** Once you have a support case # our internal team can escalate your ticket to resolve your issue as quickly as possible.

### HOW TO ACCEPT/ENABLE COOKIES?

- ★ [Chrome](#)
- ★ [Firefox](#)
- ★ [Safari](#)

### HOW TO TURN OFF POP-UP BLOCKERS?

<https://support.pearson.com/getsupport/s/article/Pop-Up-Blockers>

## PEARSON Technical Support Process

(click one of the links below)

1. [Pearson Support Portal](#)

2. [Pearson Chat](#)

3. [Pearson Phone  
\(800\) 677-6337](#)

4. [Send Case  
Number to  
professor - if still  
unresolved](#)

## PEARSON TECHNICAL SUPPORT

Twitter:  
[@PearsonSupport](#)

<https://support.pearson.com/getsupport>