

# Pearson Support

To assist when things just don't seem to be working out the way you planned, Pearson has created this document with helpful technology tips. They are here to help you.

**System Status:** [@PearsonSupport](#) and [Pearson System Status site](#)

[2021 Planned Maintenance Schedule](#)

[Upgrade Temporary access to full](#)

[Refund Information \(Online Purchase only\)](#)

[Invalid Access Code](#)

[Lost Username or Password](#)

[Common Support Questions & Answers](#)

Most issues can be resolved by performing each step below on your browser:

[TURN OFF POP-UP BLOCKERS](#)

[ACCEPT/ENABLE COOKIES](#)

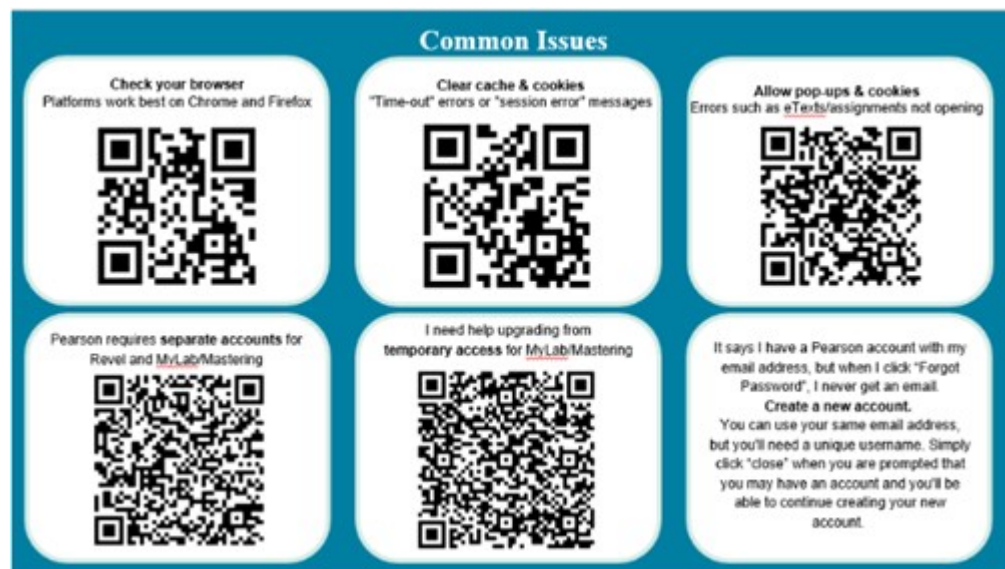
[DELETE CACHED FILES & COOKIES](#)

\*TIP - Preferred browsers are Chrome and Firefox

If you still need help, follow the Pearson Technical Support Process steps listed in the blue box. [Here](#) is helpful information to provide to Support.

Since our course is paired with the Canvas LMS system, please include your [diagnostics](#) when opening your case.

If you exhaust all the possibilities and still are unable to get a resolution, please send your Pearson Technical Support Case Number to your instructor, who can pass it to their Representative for further investigation.



If you were told to contact Tech  
Support for help, please scan this code  
**OR**  
text 'Hi' to 1-866-264-0618 for assistance.

