



Student and Faculty Pearson Support Resources

New Pearson Support Website:

Access our **NEW** Ask Pearson Homepage where you will find helpful information and guides for Educators and Learners

[Pearson Higher Education Support Home](https://www.pearson.com/en-us/higher-education/products-services/mylab-and-mastering-login.html)

Troubleshooting for MyLab, Mastering, Revel, and Pearson+ Platforms

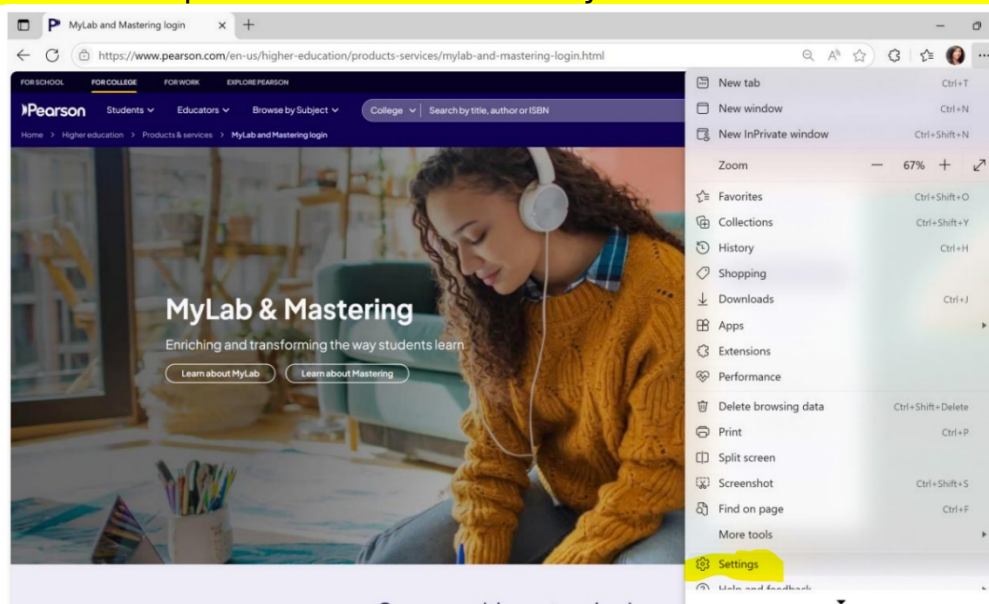
Listed are some common settings that you will want to double-check if you are experiencing issues and error messages. The browser setting wizard link below has step by step directions for all browsers and operating systems.

[Browser Settings Wizard](#)

Try these common fixes:

1. Clear your browser's cache and cookies. Close your browser and retry.
2. Try a different browser (Google Chrome, Microsoft Edge and Firefox are preferred)
3. Disable your popup blocker, allow popups always.

***Below is a snapshot of where to locate your Internet Browser Settings**





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How To Reach Pearson Support

Students

Link to Support Site/ Submit Ticket: [Contact Support \(pearson.com\)](https://support.pearson.com/ask/submit-ticket)

Educators

Link to Support Site/ Submit Ticket: [Contact Support \(pearson.com\)](https://support.pearson.com/ask/submit-ticket)

Faculty Support Help: [Book an appointment](https://support.pearson.com/ask/submit-ticket)