

Experiencing a problem with registration or a technical issue with your Mastering/MyLab account?



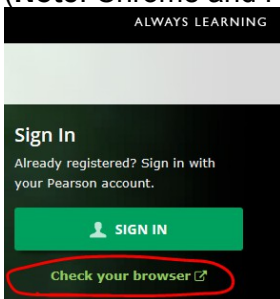
Do NOT contact your instructor or 24/7 tech support yet.

Follow these steps FIRST

Step 1: Make sure your Browser is tuned up:

- First click the “Check your browser” link for every different browser and computer you use. This can be found within your Mastering/MyLab, or on the registration page of your Mastering/MyLab.
- If you still have problems, try another browser (even if it’s not your favorite one)

(Note: Chrome and Firefox are recommended browsers Mastering/MyLab usage)



Step 2: (Do this if you log into your account, click on your course and see nothing on your page):

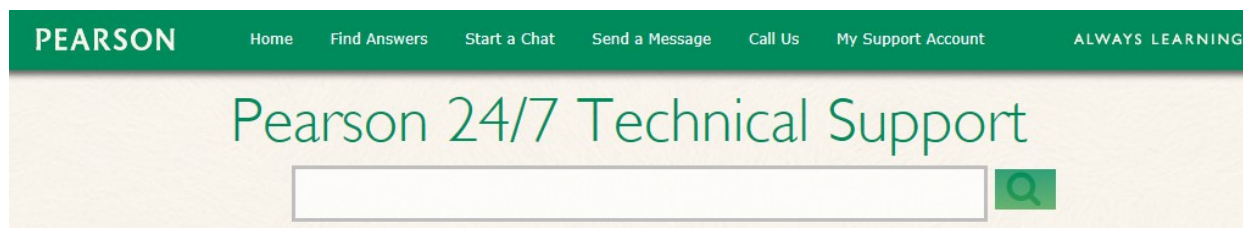
Log out, if still on line. Clear your cache in Tools and Internet Options, and then open a different browser and Log into your course again. If you still see nothing on the page, try it once more with yet a different browser.

Step 3: Review the Student Support FAQ page here:

<http://www.pearsonmylabandmastering.com/northamerica/students/support/index.html>

Step 4: If you cannot find your question in the FAQ, visit this site:

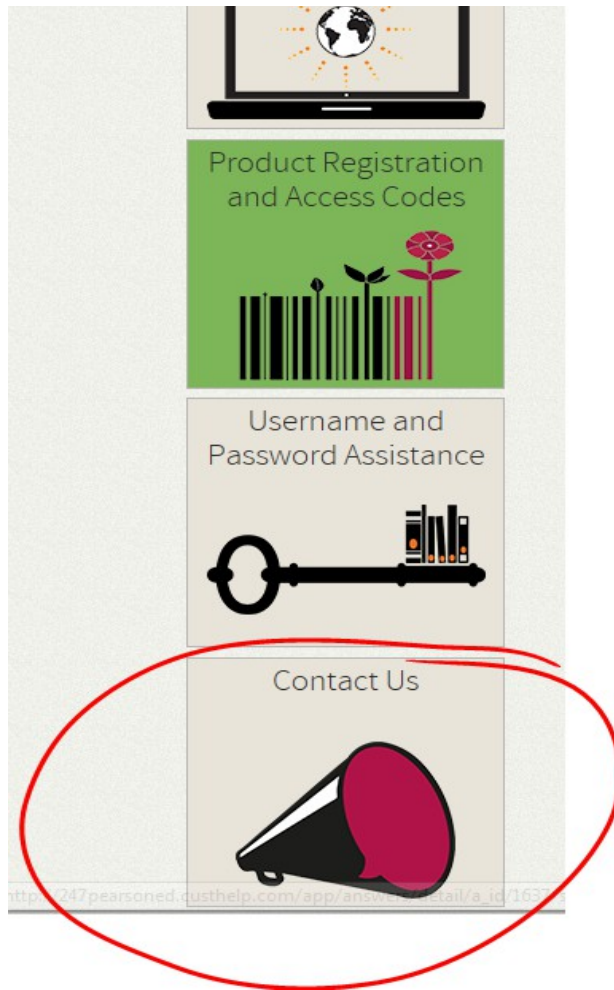
<http://247pearsoned.custhelp.com/>



Once on this page, see if your question or issue falls within one of these main categories. Click on the appropriate topic on the page and follow the prompts.



If you still cannot resolve your issue, select '**Contact Us**'



Once you select '**Contact Us**', the next page will ask you a series of questions about your problem and give you an opportunity to contact us with an email. Once you submit an email, you will receive an **Incident Number** instantly. You can then either chat or call (1-800-677-6337) and give them the Incident Number, so they can reference what you have submitted.