



Nothing is worse than students attempting to complete an assignment and they simply cannot get access to the book. This site is meant to help parents/students troubleshoot these issues at home so students are able to recover quickly when their technology fails. Below is some quick information that will hopefully help you resolve issues you may encounter:

Most common problems & solutions:

PROBLEM: My book has been working fine and all of a sudden I am receiving errors when I attempt to log on (for all platforms).

SOLUTION: Follow the instructions provided by the following link for your specific browser:

<https://pearsoncommunity.force.com/getsupport/s/article/Deleting-Browser-Cached-Files-and-Cookies>

IF YOU HAVE NEVER ACCESSED YOUR BOOK BEFORE, MAKE SURE YOU HAVE THE FOLLOWING INSTALLED (ONLY DOWNLOAD WITH PARENTAL SUPERVISION):**

- FLASH: <https://get.adobe.com/flashplayer/>
- JAVA: <http://www.java.com/en/download/>
- SHOCKWAVE: <https://get.adobe.com/shockwave/>
- For APPLE—QUICKTIME: <https://www.apple.com/quicktime/>
- SILVERLIGHT: <http://www.microsoft.com/silverlight/>

ALL DOWNLOAD LINKS VALIDATED AS OF AUGUST 15, 2016

To get started with eText for iPad check out this website:

<https://support.pearson.com/getsupport/s/article/eText-for-iPad-Requirements-and-Get-Started>

PROBLEM: I have downloaded everything, cleared my cache, and I still do not have access to my digital book.

SOLUTION:

- If you are going through PowerSchool (EasyBridge) to access your book you can call 1-800-234-5832 (Pearson K12 help) - **make sure you mention you go through EasyBridge**. Email Ms. Miller (rmiller@mercycatholic.org) if you cannot get it resolved.
- If you are a MyLab or Mastering student, please call 1-877-865-2527 or use the <https://support.pearson.com/getsupport/s/?tabset-dd12d=1> to address your issue. Check the system status at <https://status.pearson.com/#/home> to see if there are any system problems. Email Ms. DeMello (ademello@mercycatholic.org) if you cannot get it resolved.
- If you can access your book through a Windows device but cannot do so going through an App
 1. Please make sure you have the LATEST version of the App.
 2. If you are on an iPad this site might be helpful:
<https://support.pearson.com/getsupport/s/article/eText-for-iPad-Troubleshooting>
 3. Last resort, call the numbers provided above for your particular platform.

Make sure students have their email, school, login, password, and access code information that has been given to them available when calling technical support.

Make sure you send Ms. Miller & the teacher an email if book access is interrupted.

Contact information MS. MILLER—rmiller@mercycatholic.org or 770-461-2202 ext. 405