

FAQ:

These instructions will help you properly set-up your computer for a seamless user experience when accessing Pearson MyLab and Mastering.

**Pearson Tech Support Texting Line:**

US Students: Text “Hi” to 1 (866) 264-0618



Pearson Tech Support Contact Us: <https://support.pearson.com/getsupport/s/contactsupport>

**** Once you fill out the required fields regarding your issue, you will receive a case number with a contact number to call ****



Pearson Support Website: <https://support.pearson.com/getsupport/s/>

HOW TO TURN OFF POP-UP BLOCKERS?

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

HOW TO DELETE CACHED FILED AND COOKIES?

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

BROWSER SETTINGS – [Guided Assistance to properly set up your browser](#)

- **Firefox** Recommended Settings - [click here](#)
- **Chrome** Recommended Settings - [click here](#)
- **Safari** – Safari 13 and Safari 12 are not currently supported at this time with an integrated course (Canvas / Blackboard), please use an alternative browser.