

# Pearson Tech Support Tips:

Having MyLab or Mastering trouble? Try each of these common fixes.

## 1) [Check Your Browser!](#)

<https://support.pearson.com/getsupport/s/article/Browser-Settings>

- Open [the link](#) above.

- Learning platforms work best on **Google Chrome or Mozilla FireFox.**

- Once on the support web page, scroll down and select the browser settings instructions for the browser you are using or wish to use.

Follow EACH STEP in the instructions in the article before closing the browser completely and starting again.

2) [Clear your Cache!](#) (Useful for errors such as "time-out" errors or "session error" messages, eText errors or for shared computers)

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

- Click [the link](#) above.

- Choose instructions for your browser.

- Follow all instructions, close your browser completely, then re-open browser.

3) [Allow Pop-Ups!](#) (Useful for many errors, such as assignments not opening. eText not opening)

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

- Click [the link](#) above.

- Choose instructions for your browser.

- Follow all instructions, close your browser completely, then re-open browser.

## 4) [Contact 24/7 Tech Support](#)

<https://support.pearson.com/getsupport/s/contactsupport>

- Click [the link](#) above and answer the questions on the web page using the answers below

- \*What kind of customer are you? **College Student**

- \*What's the name of your Pearson Product?

- \*Issue Category: **Select the option that best describes your issue**

- \*Describe your issue: **Include specific details of the issue**

- Click Next & Fill in your personal & school information, continue to live chat.

## **Other Resources:**

### **Upgrade Temporary Access:**

**<https://support.pearson.com/getsupport/s/article/MyLab-Mastering-Change-Temporary-Access-to-Full-Access>**

- Click [the link](#) above.
- Follow all instructions
- If you have any trouble, contact support via chat at support.pearson.com

### **Refund Requests:**

**<https://support.pearson.com/getsupport/s/article/Refund-Requests>**

- Click [the link](#) above.
- Find your purchase method and follow instructions listed  
*(If you purchased online during the course registration process, then follow the instructions for Pearson Online Subscription Purchases)*