

Pearson Customer Support Escalation Guidelines

In order to best capture Pearson Customer Support type issues, please follow these best practices when preparing to report an issue to Pearson Customer Support:

- Affected Usernames or sample Username from pool of affected Users
 - If a large group of Students or Teachers are affected providing 1 or 2 sample Usernames from the affected group will suffice
 - If a single user is affected simply provide their Username
 - If only Students are affected, the Teacher's Username is always helpful as well
 - No passwords are required if the User is not comfortable providing such
- Steps to Reproduce
 - How did the error occur?
 - How did you navigate to the point of failure being reported?
 - Here is an example template of Steps to Reproduce:
 - Login at Pearson SuccessNet
 - Select Algebra 1 e-text from Teacher Resources
 - Receive "Not Authorized" error message
- Screenshot of error, defect, or notable situation
 - Screenshots or captures are a valuable asset when reporting any type of issue to Pearson Customer Support
 - Here is a link that covers obtaining a screenshot or capture of your computer monitor, <http://www.take-a-screenshot.org/>

When contacting Pearson Customer Support, please consider the following Support interaction priority levels:

- Phone Support (**800.234.5832 Mon - Fri 8am - 8pm EDT**) – Highest priority transaction
- Chat Support (https://pearsonnacomunity.force.com/coco/s/Chat_Support_Form) – Medium to High priority
- Email Support (https://pearsonnacomunity.force.com/coco/s/K12_Curriculum_Support_Form) – Low to Medium priority

You will be provided a ticket number for each new interaction. To follow up on an issue, for fastest service, please reference the ticket number from the original interaction.

Pearson's MyTrainingConnection.com is also a great resource for becoming more familiar with Pearson K12 Learning Platforms and products.