



**Pearson
Digital Product
Welcome Packet**

2015

Updated July 2015

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Helpful Links

Oasis

<http://k12oasis.pearson.com/>

myPearsonTraining

<http://mytrainingconnection.com/portal>

Customer & Technical Support via [Community Connection Website](#)



Send us a message

[Customer Service](#)
[Technical Support](#)



Give us a call

Customer Service:
800-848-9500
Technical Support:
800-234-5832



Chat with us

[Start a live chat](#)
(Tech Support Only)

Introduction

The Customer Welcome Packet 2015 is intended for Public School Districts, Private, and Parochial Schools that place their orders with Customer Service or OASIS.

Digital learning takes education to the next level, offering unprecedented interactivity, academic resources, and a seamless user experience that enriches the learning environment. To enable these rich features, it is important that you get your school or district started off right. This includes assigning digital licenses, uploading rosters, and configuring the systems to your specific requirements.

Use this guide to learn more about helpful tips, handy resources, and available tools that can help you easily roll out your digital resources and get the most out of your learning technology asset.



K-12 Learning Management Systems



Pearson SuccessNet

SuccessNet Plus

You've purchased digital content as part of your Pearson curriculum. Depending on the product(s) you purchased, you will access your products on one of Pearson's learning management systems: Pearson Realize, Pearson Successnet, or SuccessNet Plus. All of our learning management systems deliver these benefits:

- High-quality, interactive instructional content aligned to standards
- Class management tools
- Mobile eText
- Online assessments
- Student progress data
- Automatic scoring
- Remediation
- Teacher and student resources
- Robust reporting

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K-12 Learning Management Systems

System Requirements

Following the recommended system requirements guidelines ensures an optimal user experience; however, other combinations of settings and software versions may function equally as well. A link to system requirements can be found on the bottom of the homepage for each platform.



[Pearson Realize Teacher Self Registration Guide](#) - For new users

[Pearson Realize Login Site](#) - For existing users that have Pearson account

[Pearson Realize Getting Started Guide](#)



[Pearson SuccessNet Teacher Self Registration Guide](#) - For new users

[Pearson SuccessNet Login Page](#) - For existing users that have Pearson account

[Pearson SuccessNet Quick Start Guide for Teachers](#)

SuccessNet Plus

[SuccessNet Plus Teacher Self Registration Guide](#) - For new users

[SuccessNet Plus Log-In Page](#) - For existing users that have a Pearson account

[SuccessNet Plus Quick Start Guide for Teachers](#)

Ordering via OASIS

Online Order & Shipment Information System (OASIS)

Oasis is your online marketplace for everything Pearson. We encourage you to permanently bookmark [OASIS](#). It is a valued tool that will help you with everything related to the ordering process even if you don't place your order in OASIS, including:

- 24/7 Access
- Order placement for K12 & Higher Ed/AP Titles
- Priority handling (for OASIS orders only)
- Order tracking & delivery verification
- Shipping status; partial shipments; delays
- Generate reports & invoices

Please review the [User Guide](#) for helpful tutorials on how to use all aspects of OASIS.

Register for an OASIS ID & Password

- Click the "Register Now" button on the [OASIS](#) site
- Complete the simple form
- Your ID and password will be emailed within one business day

Go Paperless

Sign up to receive Pearson documents via email including invoices, credit memos, statements, acknowledgements, and more. To sign up for this free service, please complete this form: <http://oasis.pearson.com/edocs>.

Ordering via Customer Service

Customer Service

Customer Service is also available to assist with your ordering needs, including order placement, tracking, and status. They can also assist with backorders, incorrect shipments, partial shipments, damaged products, returns, delayed shipment, and misprints.

Multiple Contact Options:

Call: 800-848-9500

Fax to: 877-260-2530

Webform: https://pearsoncommunity.force.com/coco/s/Contact_Us#email

Mail:

Pearson Education

P.O. Box 6820

Chandler, AZ 85246



Useful tips for ordering:

<https://pearsoncommunity.force.com/coco/articles/FAQ/Tips-to-efficiently-place-your-order-1416103403071/>

What to include with your order:

Copy of Proposal

Purchase Order

Selecting Your Pearson Administrator

Use this information to determine who in your school or district would be the best candidate to manage your users and class rosters on Pearson K-12 Learning Management Systems.

Why do we need a Pearson administrator?

Pearson administrators make important decisions on behalf of their district and schools, centrally manage user accounts and class rosters, and run school-level reports.

Who should be a district or school administrator?

The Pearson administrator should be authorized to view and manage confidential school data, such as student assessment data and account information. The Pearson administrator can be a building administrator, technology coordinator, curriculum coordinator, or department chairperson.

How do I become a school administrator?

Once approved by your district as an administrator, you will submit a request to Pearson through [Community Connection](#).

For more information about administrator accounts:

Community Connection: [Administrator Reference Resources](#).

Username & Password Requirements

Before creating users again in your system, check with your user administrator to make sure they are not already created. If you have an account in one of these systems, you will not need to complete the registration process.

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Bulk Upload & Rostering Services

If you opted for one of Pearson's integration options or assistance with uploading rosters, your onboarding experience will differ depending on the solution you chose.



[EasyBridge Introductory Video](#)

[EasyBridge Resources on Community Connection](#)

Pearson EasyBridge Auto

Pearson EasyBridge Auto brings together essential student information in one place so you spend less time managing class rosters and more time teaching. Your district will need to provide data extracts from your Student Information System (SIS) to Pearson's SFTP site for nightly ingestion into EasyBridge. Enrollment data synchronizes nightly with the Pearson learning management systems so you always have access to the most accurate, up-to-date student information.

Pearson EasyBridge Plus

Pearson EasyBridge Plus builds on the capabilities of Pearson EasyBridge Auto, providing districts with easy access to student information through single sign-on, and enabling students and teachers to only remember one set of credentials. This solution requires an identity provider compatible with SAML 2.0.

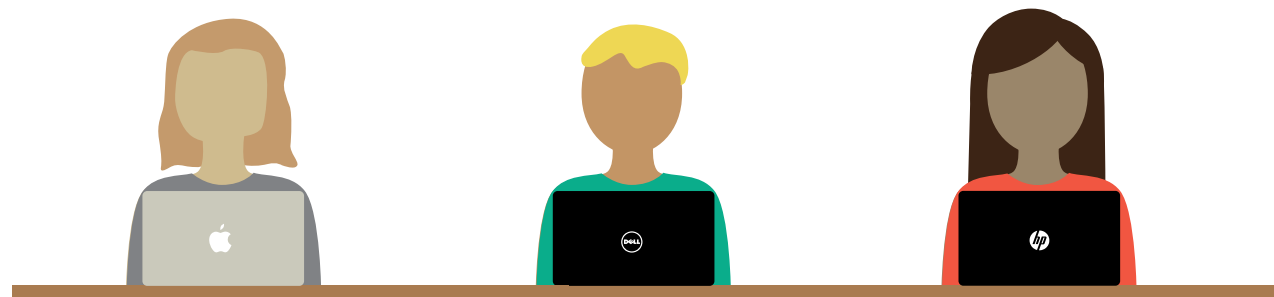
Bulk Upload & Rostering Services

Pearson EasyBridge Basic

Administrators only need to upload class rosters once to see the information implemented across all of the designated Pearson learning management systems. Teachers can then make roster changes and see the changes reflected across platforms. The EasyBridge Basic solution provides centralized customer administrator tools for managing user accounts and uploading classes and rosters.

Need More Information About EasyBridge?

Self-help tutorials are located at [myPearsonTraining](#) or contact [Technical Support](#).



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Accessing Your Digital Product

Your order will be processed once it is placed either through Customer Service or OASIS. The digital product licensing process typically takes approximately one business day. The license will provide your teachers access to the digital content for the duration of your contract.

If you have new teachers or have a new school within your district, you will need to provide your teachers with a school code to access the learning management system. (See the school code section below for more details). If you have problems accessing your new product, please contact Technical Support using the [Technical Support Web form](#).

** Note that this does not include EasyBridge Plus or Auto customers. EasyBridge Basic customers use an admin to upload teacher accounts.*

PEARSON
realize[™]

 Pearson SuccessNet

SuccessNet Plus

Accessing Your Digital Product

What is the Purpose of a School Code?

Pearson generates a school code automatically when the first digital curriculum is purchased to make sure teachers self register into a specific school. This ensures teachers and students can access all products purchased by their school or district.

Who Needs a School Code?

District Administrators: If an administrator creates accounts through a district or school bulk upload process, individual teachers will not need a school code.

Teachers: Please check with your school administrator to see if your account has been set up. Teachers will need access to the school code if they create their own accounts and self register. Teachers only self-register once and do not need a school code once they have an account.

To request your School Code: Teachers can request their school code during the self-registration process.

1. Go to [Community Connection website](#)
2. Click on Request a School Code
3. Complete process to have the code emailed

Important Note: Be sure to use your school building zip code for the request and select your specific school within the district.

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LMS Training & Digital Services

Training Resources

Pearson develops and delivers trusted, relevant, innovative, and research-based training, on-site and online. Based on your contract and the product's specific training offerings, you may have access to the following:

- Product activation training to help orientate new customers to print and digital features.
- Pearson's teams of certified and highly qualified education consultants, whom deliver Professional Development, instructional solutions/technologies, and school-wide improvement services.
- Self-service learning resources, including virtual training sessions, on-demand tutorials, and a library of training resources on [myPearsonTraining](#). In addition, customers can chat live with a Training Specialist and track completed training transcripts.

[Learn more](#) about myPearsonTraining.

How to Access myPearsonTraining:

- Register with your customer number - provides optimum access to all available features including on-demand tutorials, webinars, guides, resources, and other support.
- Register without a customer number - provides limited access to content. You will receive announcements of new content, invitations to special events, as well as a personalized homepage.
- Open access - if you choose not to register, you can still access some content.

Support

The **Customer Support** organization provides you with two valuable resources:

Customer Service will assist you with the entire order life cycle, from providing product and pricing information to ensuring successful shipment and product usage.

Technical Support provides you with a knowledgeable resource that can assist with platform/product questions, and reporting defects/ enhancement requests to Product Management and Development.

Technical Support Contact Information

- K-12 Instructional Resources: 800-234-5832
- [Technical Support Web form](#)

Hours of Operation: 8:00 AM - 8:00 PM EST. Emails can be sent 24x7. (Chat only available for Technical Support, not Customer Service.)

Support

Community Connection: Pearson's K-12 Customer Support & Technical Support Site

Community Connection: Pearson's K-12 Technical Support Site

[Community Connection](#) serves as Pearson's main Customer Support site for district administrators, principals, teachers, students, and parents. It should be used as your first place to identify your support options for any learning platform or product. This self-help resource includes access to customer service, technical support, as well as step-by-step instructions and how-to articles to help you answer questions or resolve issues. In addition, you can set up an account in Community Connection and use the system to report and track help tickets with Customer Support.

New Customer User Tips:

- **Bookmark** Community Connection Site: <http://support.pearsonschool.com/>.
- **Watch:** the 6-minute [tutorial video](#) to learn best practices for understanding the functionality and navigation overview.
- **Register:** The first time you contact Customer Support, you will receive a registration link in the case email that will allow you to register for a complimentary account, enabling you to view support cases and research customer-only how-to articles.

Support

How to Contact Customer Support for Issues

Customers that experience product, platform, ordering, shipping, tracking, and invoicing issues can contact Customer Support to open a case for issue resolution.

- Customers can open a case by contacting Pearson via phone, email, or chat (chat only available for Technical Support).
- The Customer Support agent will create a case to manage and track the issue.
- You will be sent an email confirmation that includes a reference case number. Important note: Be sure to keep your case number handy for tracking progress of case resolution.
- Customers that are registered with Community Connection can view and track their case using the My Cases menu. As a reminder, new customers will receive Community Connection registration instructions on their confirmation email.



Send us a message

[Customer Service](#)
[Technical Support](#)



Give us a call

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Technical Support:
800-234-5832



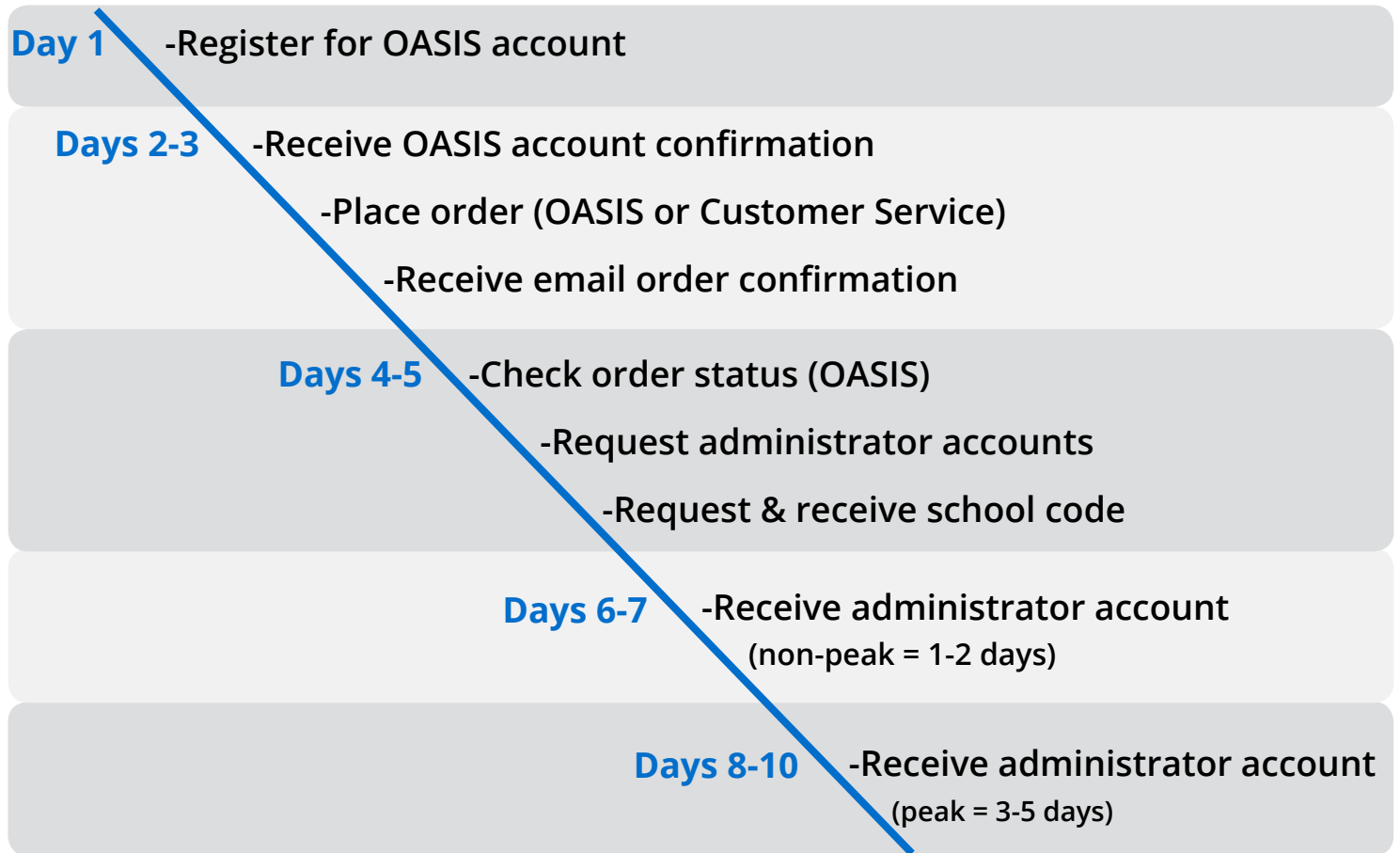
Chat with us

[Start a live chat](#)
(Tech Support Only)

Rollout Planning Timeline

Customer Readiness Guidelines:

We understand the importance of ensuring your teachers are ready for back-to-school with access to the content you purchased. We provided some guidelines below with approximated times for you to complete a few basic tasks that will help you meet your district readiness goals. Note: The guidelines are listed in business days, starting with the day you place your order or register for OASIS.



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Rollout Planning Timeline

Bulk Uploading, Rostering & Training Timeframes:

The following table provides provides approximate timeframes to complete bulk uploading, rostering and training. Timeframes will vary by district.

Task	Timeframe
Individual teacher class set up	Varies by teacher and class size
District bulk upload	Varies by district - 10 business days (Complete after June 29 and before teachers return)
Pearson bulk upload service	Approximately 8-10 non-consecutive hours
EasyBridge Auto & EasyBridge Plus	10 non-consecutive business days for Pearson to complete the process. Best practices recommend completing integration prior to teacher training. (Process should be completed before teachers return.)
Pearson Training & Professional Development (if applicable)	Training/PD will be delivered based on your district's timeline. Schedule dates with your AGM/Specialist as early as possible to secure desired dates. <i>Note: Peak periods require more lead time (July-September)</i>

**All approximated days are based on a process without issues or holds.*

AP, Honors & Electives (MyLabs/ Mastering)

Links to Helpful Resources

We realize you may also be using digital content for AP, Honors, and Electives. We included some helpful links to information about access codes, registration, teacher resources, and technical support.

Product Access Code site for AP, honors, or electives

If you need your teacher or student access codes for initial or renewal access, please use the self-help access code request site:

http://www.pearsonschool.com/access_request

- MyLab/Mastering Year 1: Access code for teachers & students
- MyLab/Mastering Renewal/Returning Customer Years 2-6: Student Codes for upcoming year

MyPearsonTraining Online Resources for MyLab/Mastering:

<http://mypearsontraining.com/products/mylab/index.asp>

Registration Support

If you need help registering, please complete the [Customer Support Webform](#).

Technical Support for Higher Ed

For product or technical issues, please logon to: <https://247pearsoned.custhelp.com>.