

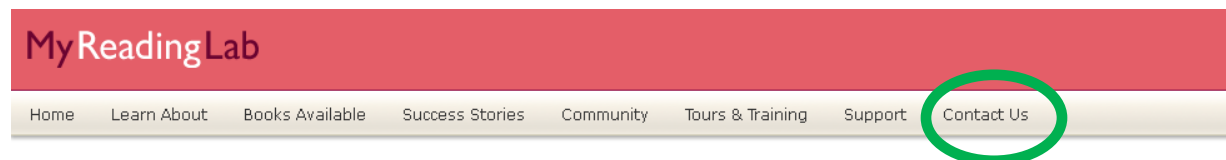


Resolving Issues with *My Reading Lab*

1. Call Customer Service: 1-877-675-4338

2. Contact a representative through the Chat Room:

- Open a browser (Mozilla works best)
- Type “myreadinglab.com” in the address bar
- Click “enter”
- Click on “Sign In” in the “Sign In” box
- Click on “Contact Us” at the right end of the bar near the top of the page:



Sign In

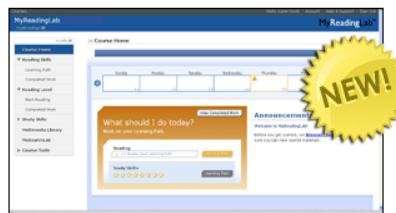
What does your MyReadingLab home page look like?

A new version of MyReadingLab (shown below on the right) is now available. Be sure to sign in to the correct version of MyReadingLab by following the instructions below. If you are unsure of the version to choose, please ask your instructor.

Sign in here if your MyReadingLab home page looks like the screen below.



Sign in here if your MyReadingLab home page looks like the screen below.



- Click on “Customer Technical Support” in the middle of the screen:

MyReadingLab

Home Learn About Books Available Success Stories Community Tours & Training Support Contact Us

Contact Us

If you need help using MyReadingLab, use our [Student Support](#) or [Educator Support](#) pages. If you experience technical problems, visit [Customer Technical Support](#).

For educators interested in learning more about MyReadingLab, use our [rep locator](#) to find out how to contact your Pearson representative.

ALWAYS LEARNING PEARSON

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- Click on the “Chat” tab near the top of the screen:

PEARSON ALWAYS LEARNING

Log In | Sign Up

Home Find Answers Send an Email **Chat** My Support Account

Advanced Search Search

Search by product, category, keyword, or phrase.

Most Popular Answers

- [Mastering and XL MyLab Courses: Document and Media Management Update on March 7](#)
- [MyLabsPlus Status: Maintenance March 9th](#)
- [MyLabsPlus: Logging In](#)

Answer Wizard

The [Answer Wizard](#) is designed to help guide you to the right Answer through a series of questions.

Choose one of the options below to use the Answer Wizard.

- [Registration or Access Code](#)
- [Logging In](#)
- [Enrollment](#)

24/7 Support Account

For the best possible service on this website, [log in](#).

Learn more about using your Support Account and finding answers in our [video guide](#).

Educator Resources

- [Faculty Services](#)
- [Catalog Search](#)
- [Instructor Resource Center](#)
- [myPearson Account](#)
- [ESL Educators](#)
- [Find Your Rep](#)
- [Review & Desk Copies](#)

- Fill in the required information:

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[Log In](#) | [Sign Up](#)

Home
Find Answers
Send an Email
Chat
My Support Account ▾

Chat with a member of our support team

Email Address *

First Name *

Last Name *

Product (Please select two levels in this box, your subject area and your product. After you locate your subject, click on the arrow to the left of the subject to select your product) *

Select a product ▾

Category (Please select at least two levels in this box, your category and your specific issue. After you locate your category, click on the arrow to the left of the category to select your specific issue) *

Select a category ▾

Subject *

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Educator Resources

[Faculty Services](#)
[Catalog Search](#)
[Instructor Resource Center](#)
[myPearson Account](#)
[ESL Educators](#)
[Find Your Rep](#)
[Review & Desk Copies](#)
[First Days of Class](#)

Student Resources

- Click on “Submit Request” at the bottom of the page:

Subject *

ISBN

School Name

I am a(n) *

-- ▾

Country *

-- ▾

School Name

Submit Request

Chat support is available
 Chat hours are listed below.

Monday - Friday: 12:00 AM - 11:59 PM EST
 Saturday: 12:00 AM - 04:00 AM, 06:00 AM - 11:59 PM EST
 Sunday: 12:00 AM - 11:59 PM EST

Student Resources

[myPearson Account](#)
[Buy Online](#)
[CourseSmart](#)

Bookseller Resources

[Ordering Information](#)
[Policies & Services](#)
[Copyrights & Permissions](#)
[Returns Information](#)
[Find Your Rep](#)

Additional Resources

Hours of Operation
 Find out the many different ways to contact us and our support hours.
[Contacting Support](#)

Helpful Links
 The following links are to other service resources:
[MyPearsonStore](#)
[Customer Service – in the U.S.](#)
[Customer Service – outside the U.S.](#)

There will probably be a delay, depending on Internet traffic, before a company representative introduces him- or herself and asks for more specific information about the problem. Respond by typing in the nature of your problem. You will type back and forth with the representative until the issue is resolved.

Most problems are resolved within a few minutes. Some require more searching by the representative or his/her supervisor and can take longer.