Campus Store Pearson+ FAQs

1. What is Pearson+?

Pearson+ is a desktop and mobile app available via subscription to access Pearson eTextbooks and learning content on and offline. Students can choose from one eTextbook or access over 1,500 eTextbooks depending on the plan they choose. All eTextbooks come with study tools, such as enhanced search, notes and flashcards, and complimentary expert video lessons from Pearson+ Channels, all in one place.

2. How do Campus stores sell Pearson+?

Pearson+ access codes are available on demand through Campus stores via RedShelf or VitalSource using an API call to generate a code for each student purchase. Please note, Pearson+ is not available for bulk buys.

3. How is Inclusive Access/Equitable Access impacted by Pearson+?

There is NO CHANGE to IA/EA. You will continue to use perpetual (lifetime) access eBooks for IA/EA adoptions.

4. What is Pearson+ Channels?

Pearson+ Channels is an interactive hub of expert-curated video lessons to help students with homework and tests. Students can learn faster and simpler from thousands of videos that cover various topics and step-by-step guides. Students can watch videos, quiz their knowledge with practice questions, and add comments to connect with other students.

- Do students need a subscription to Pearson+ Channels?
    - Students can watch and learn for free or as part of their Pearson+ subscription
- How can students access Pearson+ Channels?
    - Pearson+ Channels can be enjoyed at www.PearsonPlus.com and through the Pearson+ app

5. What is a Single vs Multi subscription?

- Pearson+ Single Access gets the student access to one title and is $39.96 for four (4) months
- Pearson+ Multi Access gets them access to over 1,500 Pearson titles and is $59.96 for four (4) months

If a student needs more than one Pearson eTextbook title for their courses, the Pearson+ Multi subscription is what they need.

6. Is the subscription term four (4) months or 120 days?

It is a four-month subscription that is calendar based. The expiration date is four (4) months from the day the student redeems their access code.

- For example, if they redeem their access code on September 10, the last day of their four-month subscription is January 10

7. When the student redeems their access code, will they need to search for their ISBN(s)?

Single Access users will have their Library Bookstore automatically populated when they register their access code. https://www.pearson.com/store/en-us/pearsonplus/redeem,
Multi Access users can choose unlimited titles and will need to search for their titles via ISBN, title, or author and add it to their bookshelf.

8. How does the registration process differ from the current ebook process?

The Pearson+ process follows the same registration path you currently use. Students will receive the fulfillment partner pin or access code on the receipt or via email and follow those instructions to get to www.PearsonPlus.com to enter the Pearson+ code and select their chosen title(s).

9. What is the return period?

A student has fourteen (14) days to return to the campus store from the day the code is requested via API (point of purchase).

10. How does a student contact Pearson Customer Support?

The student can reach out to Pearson Support through chat via the Chat icon on www.PearsonPlus.com.
In the Help Center, they can find answers to issues pertaining to the redemption of a purchased access code, upgrading a subscription, and accessing an eTextbook.
Returns or cancellations for access codes purchased in the campus store must be handled by the campus store.

11. What support is needed from my campus store?

Pearson Support will be handling all support aspects of Pearson+. Escalations that come through the campus store to the store's digital fulfillment partner (VitalSource or RedShelf) will also be routed back to Pearson Support.

12. What if the student already has a Pearson+ subscription that was purchased directly via www.PearsonPlus.com but wants to pay with financial aid instead?

The student will need to:

- Cancel their existing Pearson+ subscription by contacting Pearson Customer Support through the Pearson Virtual Assistant Chat function on www.PearsonPlus.com.
- Purchase an access code from their campus store using their financial aid account.
- Redeem the new access code.

13. Can a student use two Pearson+ access codes at the same time?

No. A student can only redeem one access code at a time per account. There can be only one active subscription per account.

14. What if the student already purchased and redeemed a Single subscription but needs a Multi subscription?

If a student needs to change their Pearson+ subscription from Single to Multi access, they have two options:

- They can upgrade directly via www.PearsonPlus.com at a pro-rated rate.
- If they are within the 14-day return period, they can return their Pearson+ Single access code at the campus store they purchased from and buy an access code for Pearson+ Multi.

15. How does a student get a refund for their Pearson+ access code?

Students can get a full refund during the first 14 days of their subscription term (from the date of purchase). To get a refund, they must return the access code to their campus store.

16. What happens at the end of the four-month period?

There are 3 options students can take at the end of the access period:

- Students can let the access expire
- They can purchase a new four-month code through their local campus store for the next term (stores are unable to sell access monthly)
- They can extend their purchase month-to-month access directly from www.PearsonPlus.com (before four-month expiration date)

17. Can my campus store order bulk Pearson+ codes through Pearson or OASIS?

No. Pearson+ is only saleable through your fulfillment partner, RedShelf or VitalSource.

18. Does Pearson+ include Courseware (Revel, Mastering or MyLab)?

No. Pearson+ subscriptions do not include access to MyLab, Mastering or Revel products. You'll continue to purchase these platforms as you currently do.

However, if they use MyLab or Mastering with an integrated eTextbook, they will get access to the eTextbook via Pearson+ without having to do or pay anything extra. Pearson+ access is an integrated part of the MyLab and Mastering products and now include Pearson+ Channels with videos and practice questions by key course area.

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