Pearson+ Troubleshooting Pathways

Issue

Troubleshooting

Difficulty registering

Student should engage with the Pearson+ Chat on the Pearson+ website for Tech Support to check for setup issues.

➡️ Is code entered properly?
Has code already been redeemed?
Are they trying to register more than 1 Single Access Code? (see below)

Code doesn't work

This error is mostly seen when the registration process wasn't completed initially, and the student has tried re-entering the code. OR, if the student is attempting to register more than one Single Access code.

For Multi Access users, the student should check to make sure they completed the registration process by adding their selected eTextbooks to their library.

If problems persist, they should engage with the Pearson+ Chat on PearsonPlus.com for Tech Support to confirm that there is no user error, account is working properly, and the code was entered correctly.

➡️ If Tech Support has determined there is a problem with code, the student should go back to the Campus Store and ask them to return the code and purchase a new code of the same plan (Single or Multi) **IF within 14 days of purchase.**

Bought 2 SINGLE access codes

Please allow up to 24 hours for the return to be processed and for the student to be able to register the new Multi code.
Note: There can only be one active subscription per Pearson+ account and one Pearson+ account per email address.

➡️ The student should go back to the Campus Store and ask them to return both Single codes and purchase a new MULTI code **IF within 14 days of purchase.**

OR
Return one Single code to the Campus Store and upgrade the kept Single code to Multi on www.PearsonPlus.com.
If ONE code is outside 14 days of purchase,
Return the code *within* 14 days of purchase and upgrade the older one to Multi Access on www.PearsonPlus.com
IF BOTH codes are outside 21 days of purchase, the student should be referred to Customer Service for assistance in exchanging the Single codes for a Multi code (CS will open a ticket and provide a Promo Code to redeem for Multi plan)