Troubleshooting Guide

Purchasing or Sign-In Issues
• Unable to complete registration when purchasing online
• Multiple charges on credit card
• Making PayPal or credit card payments online
• Forgot username/password or can’t sign in
• Need to change username, email or other account information
• Refund Request (Note: Pearson can only process purchases made through Pearson)
• Temporary Access FAQ

Browser Issues
We highly recommend you use Chrome or Firefox. If you want to use Safari, you should make sure you have the right browser settings and reset Safari.
• Adjust your browser settings ⥄ this will solve most common browser issues
• “Your Session Ended” Error

Assignment Issues
• My assignment/course loads a blank page
• I can’t open my assignment
• My assignment only partly loads
• There is inaccurate content in my assignment

If using a handheld device, make sure to:
Note: Kindles are not supported.
• Accept cookies (Safari)
• Accept cookies (Chrome)
• Clear cached files and cookies (Safari and Chrome)

How to download / use Pearson apps:
Note: You will first need to register and sign into your course on a desktop/laptop before using the apps.
• Revel App
• Pearson Etext App
• Dynamic Study Modules App
• Completing Mastering assignments on mobile devices
• Aida Calculus Tutor app (only available for Apple products)
Instructions for redeeming CEI Codes bought from the bookstore

1. If you purchase an access code through the bookstore either in person or from the store website, you will get a receipt with a 3-word code.
2. You will need to visit the CEI site to redeem the 3-word code on your receipt for a 6-word Pearson access code. Here are some examples of what the code will look like:

If you’re still having issues, please visit our 24/7 support page.