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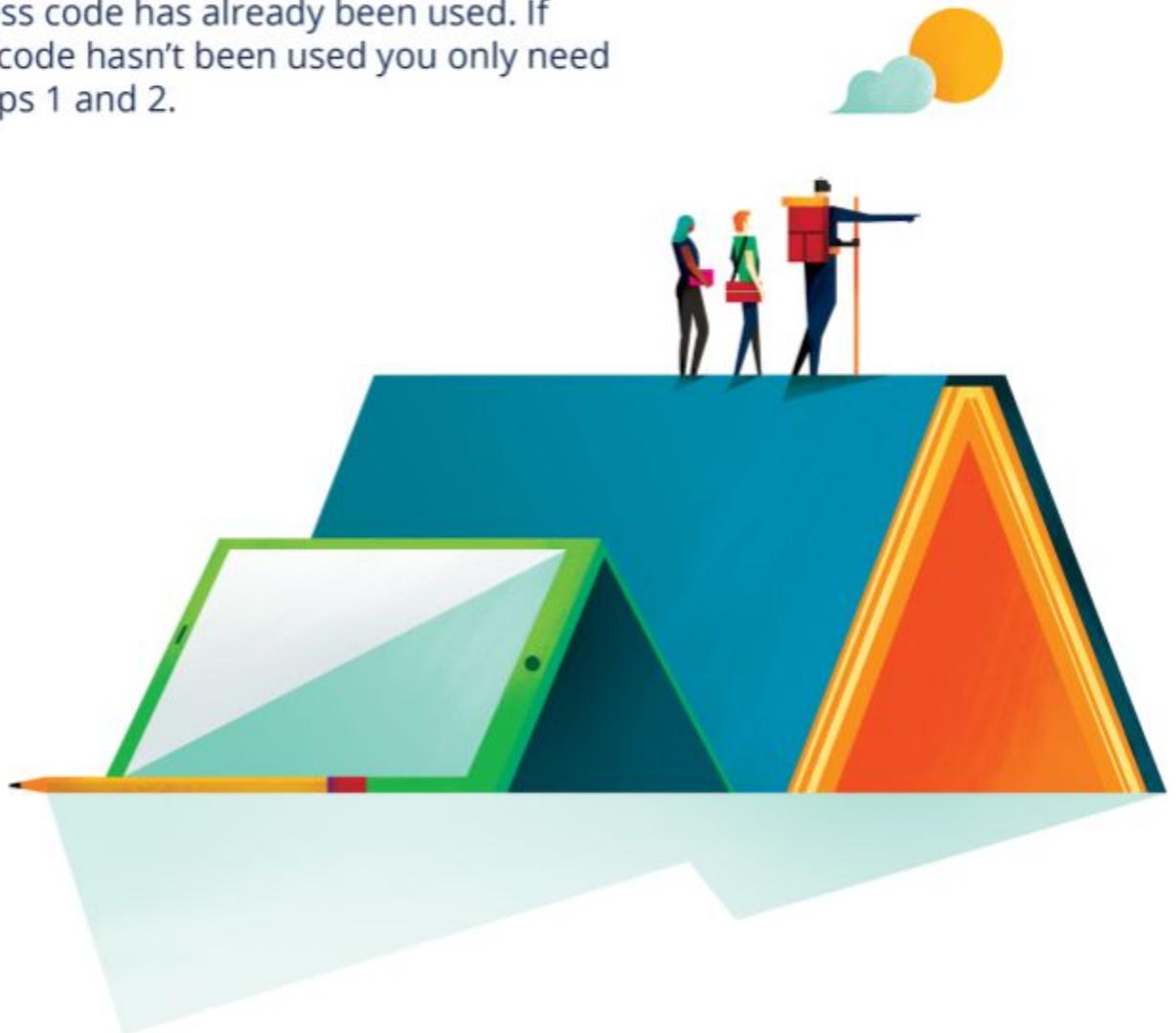
Pearson Places support

Student guide

Learn how to activate a secondhand eBook

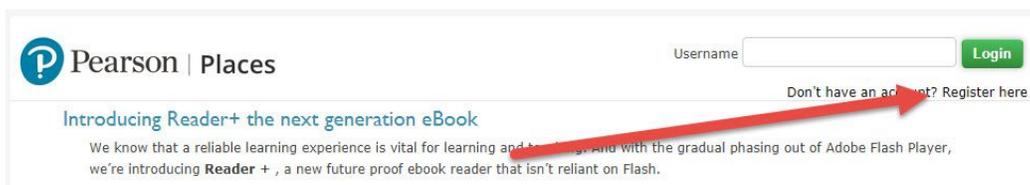
Pearson Places brings your online learning tools into one place. Before you start using it to plan and learn, you need to reactivate your secondhand eBook in your account with a reactivation code.

You'll only need a reactivation code if your original access code has already been used. If your access code hasn't been used you only need to follow steps 1 and 2.



Step 1

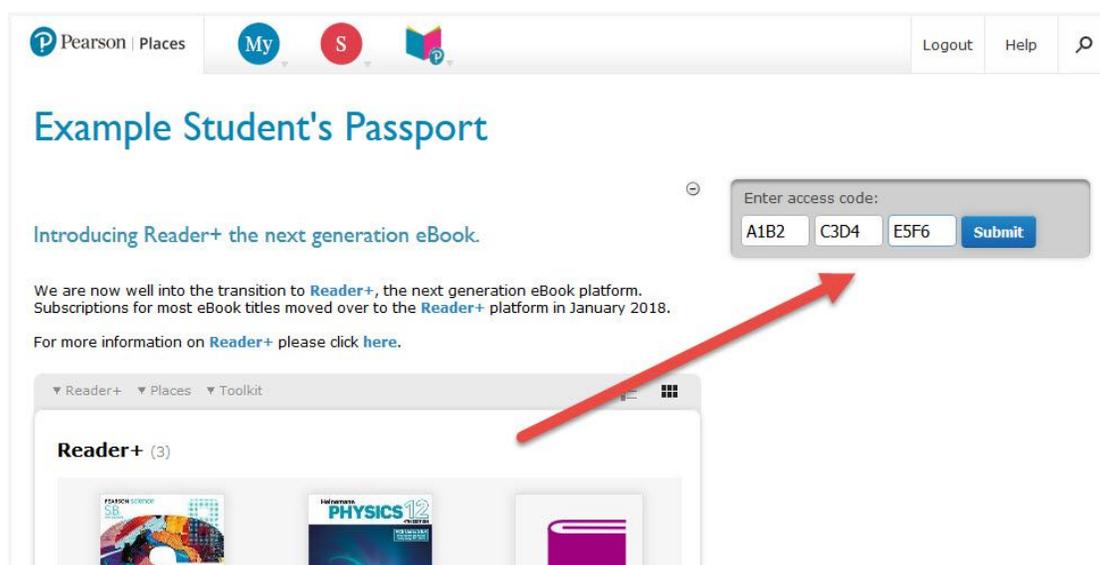
Visit pearsonplaces.com.au and log in to Pearson Places. If you don't have an account click on 'register here' to create one free of charge.



Step 2

To add your eBook you need to find the access code in your book. This can usually be found printed inside the front or back cover. Access codes are 12 digits long and have numbers and letters.

Enter the code into the access code window on the right and select 'submit'.



Step 3

If the code in the book has already been activated then you will be asked to enter your 'reactivation code'. These codes are also 12 digits long and always start with 'REA'. Enter the code and select 'submit'.

(see the FAQs section for more information on purchasing a reactivation code)

Activate my code

To activate your code please complete the following form. Got questions? Call Customer Care on 1800 656 685.

Activation code **Z3M9-J6Z4-F3D9**
Subscription **27 months - Quoi de Neuf? 3 & 4**
Product **Quoi de Neuf? 3 & 4**



This access code has already been activated.
To reactivate this code you need to enter a reactivation code.

Reactivation Code: REA

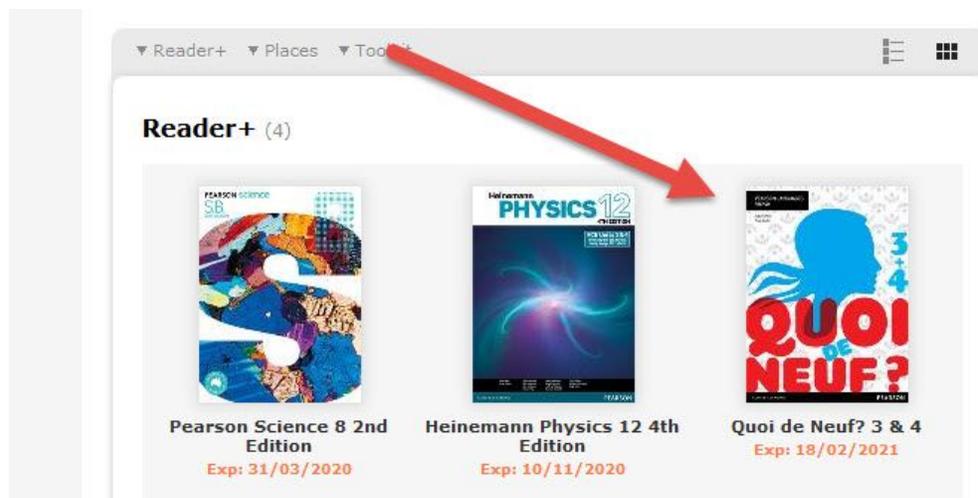
Submit

Need to buy a Reactivation code? Please contact your bookseller
If you need help, please reach out:
Phone: 1800 656 685
Email: help@pearson.com.au

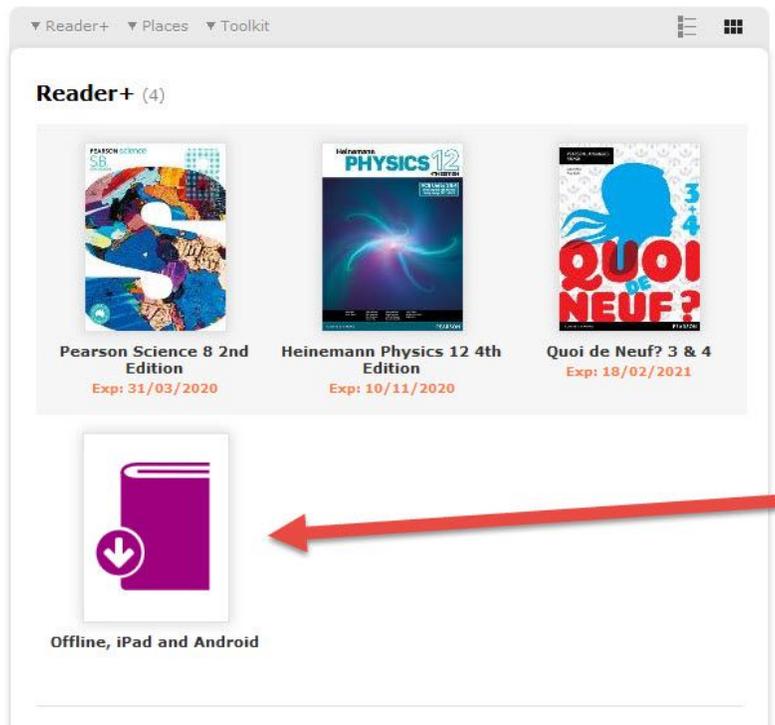
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The eBook will then be activated and added to your passport.



Did you know that you can also download the Reader+ eBook app to your device so you can have an offline version of the eBook that you can access anywhere? For instructions on how to download the app just select the offline icon.



FAQs

When activating my access code I received a 'Looks like that access code is invalid' message.

Please try again to make sure your code was entered correctly.

If you are still having trouble please reach out to us via livechat or:

Phone: 1800 656 685

Email: help@pearson.com.au

When activating my access code I received a 'This code is already in use' message.

It looks like this code was already activated recently. If you did not activate it, please contact us and we'll look into it.

Please reach out to us via livechat or:

Phone: 1800 656 685

Email: help@pearson.com.au

I don't have an access code.

Access codes are 12 digits and contain both letters and numbers. It should be printed inside the front or back cover of your book.

If you are still having trouble please reach out to us via livechat or:

Phone: 1800 656 685

Email: help@pearson.com.au

I don't have a reactivation code.

Please contact your bookseller to purchase a reactivation code. If you need any help finding a bookseller to purchase one, please reach out to us via livechat or:

Phone: 1800 656 685

Email: help@pearson.com.au

I have a new, physical book with a code in it. So how do I get my eBook on Pearson Places?

Just follow steps 1-2 of this guide. You don't need to enter a separate reactivation code, just the code that's in the book.

How do I know if I have an access code or a reactivation code?

- Access codes have 12 characters with letters and numbers. For example A1B2-C3D4-E5F6.
- Reactivation codes also have 12 characters, but they start with REA followed by different letters and numbers. For example REA1-B2C3-D4E5.



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We're here to help. You can reach out to us at any time via livechat or:

Phone: 1800 656 685

Email: help@pearson.com.au



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