Pearson MyLabs Technical Support

Dear Student:

We appreciate your purchase of a Pearson MyLabs product.

If you have any technical questions about how to utilize these MyLabs resources, **do not contact your instructor!**

Instead, please use this important information below:

**1. To begin…**

**Upgrade Your Browser with the Browser Tune-Up**

The Browser Tune-Up reports on the browser you are currently using and determines what plug-ins you have (and need) to run our Pearson products.

http://browsertuneup.pearsoncmg.com/browser_tuneup.html

**2. If you’re still having trouble…**

**Contact Customer Technical Support**


Here you can:

- **Search** frequently asked questions.
- **Ask a Question** and receive a detailed response, monitored 24/7.
- **Chat** online with a live representative.

**3. Finally…**

In many instances, a Pearson Sales Representative (and/or Technology Specialist) will be able to assist you with your technical problems **if the first two situations do not work.**

**However, a technical support incident number is necessary in order for your Instructor to contact the Pearson Textbook Sales Representative or Technology Specialist.**

Thank you for using Pearson products and good luck in your course!