Learning Services
2019-2020
Customer Welcome Packet
Thank you for choosing to implement Learning Services curriculum for your teaching and learning environment. We look forward to being your educational partner!

As your partner, we are committed to supporting you throughout the processes of ordering, accessing and implementing curriculum, utilizing training options, and getting support when you need it. Your Customer Welcome Packet is designed to simplify and streamline those experiences for you. Please utilize this resource to quickly access self-help resources as well as reach out to appropriate Learning Services contacts when needed.
Find quick answers to your questions below

We have compiled the list of most frequently asked questions into four sections. Use the next 2 screens to locate a question you have, and click on that question. You will be taken to a page in this Customer Welcome Packet with an answer to the question as well as links to additional information.

Orders
1. I have my PO ready. How do I place an order?
2. What information should I include with my order?
3. If I want to speak to someone about my order, who do I call?
4. When will my order be delivered?
5. I have placed my order, so how do I check the status?
6. I received my order, but there is an issue with the contents, who should I contact for assistance?
7. I reported an issue about my order and received a case number, how do I find out the status of my issue?

Access and use of online/digital products
1. What is EasyBridge, and how do I decide which solution is best for my district or school?
2. How will my school or district receive licenses for online products?
3. How do teachers access the online curriculum once our licenses are active?
4. I purchased an Advanced Placement, Honors, or Elective program with Pearson MyLab or Mastering technology platform, how do I access the online curriculum?
5. I purchased Career & Technical Education (CTE) products, how do I access the online curriculum?
6. We are using EasyBridge Basic. What is the account gatekeeper role, and who in our school or district should be assigned these responsibilities?
Find quick answers to your questions below

Access and use of online/digital products
7. We received training on EasyBridge Plus or Auto, but where do I find more information for our administrators and teachers?
8. I can’t log in to my online curriculum, who do I contact for help?
9. I have a question or concern about the online curriculum functionality, who should I contact?

Online Training Resources
1. We had training for the curriculum we purchased, but need to review the information, where can I find online training resources?
2. We did not receive training for our products, where can I find online training resources?

Product Activation & Professional Development
1. What are my options for product training for my district and school?
2. What type of professional development is available through Learning Services?

Consumable Texts for Next year
1. I placed an order for consumable worktexts last year, and need to place an order for the coming school year. What is the process for this?
2. I have a consumable worktext order coming, but class sizes have changed so I need to change quantities for some grade levels. How can I do this?
Ordering Information

5 Ways to Place Your Order

1. **Submit an Order Form**
   Place your order using the online [Order Form](#).

2. **Order online on OASIS**
   Place orders with PO or credit card on [OASIS](#).
   View the Tutorial: [Placing an order on OASIS](#).

   Register to use OASIS today.

3. **Send a Fax**
   Fax your order toll free 24/7 at
   Fax: 877-260-2530

4. **Call Customer Service**
   Call to speak to a customer service representative
   Call: 800-848-9500
   Monday-Friday 8AM-8PM EST

What to Include with Your Order

1. Copy of proposal with current pricing
2. Purchase Order
   - Billing/Shipping Address(es)
   - Phone Number
   - Product Description & Quantities
3. Preferred Method of Shipping
4. Date by which product is needed
5. Include any specific requirements you have for delivery. For example, if products need to be packaged in a specific way and/or delivered to multiple school sites.

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**Customer Service**
Learning Services Customer Service Team is available to assist you with questions.

Contact via [webform](#)

**Call:**
800-848-9500

**Hours of Operation**
Monday-Friday
8:00 AM - 8:00 PM EST
Order Management or Issue Resolution

Track or Inquire about an Order you have Placed

Track your order on OASIS
Check status and track all of your orders online on OASIS (no matter how the order was placed). Track your order on Oasis at https://k12oasis.pearson.com

Register to use OASIS today.

Contact Customer Service
Call to speak to a customer service representative
Call: 800-848-9500
Monday-Friday 8AM-8PM EST.

Track Orders via Carrier Websites
You may use carrier tracking numbers to track your delivery on the carrier website (UPS, FedEx)

Report Issues about Your Order

Click the article titles for more information on reporting these issues: Damaged Shipments, Defective Product or to Return Unwanted Product.

To report any of the above issues:
Complete the Customer Service Webform
or

Call Customer Service
Call: 800-848-9500
Monday-Friday 8AM-8PM EST.

Note: Have date of purchase and invoice number available when you call.
Follow up on a Reported Customer Service Issue

There are two ways to follow up on a Customer Service issue that you reported:

1. **Access the K12 Curriculum Support Site**
   All Learning Services customers may track their support cases on the K12 Curriculum Support Site.

   **Steps to Track a Case:**
   From the K12 Curriculum Support Site homepage
   - Click **Login** (Next to the search field)
   - Enter username, password and click Log in
   - Click on My Support Cases
   - Click on your case number
   - Read details about your case status

2. **Speak to Customer Service**
   Call: 800-848-9500
   Monday-Friday 8am-8 pm EST

**Case Escalation**
If you need to escalate a closed case that you feel was not resolved, see these steps for escalation.

**Need to Register on the K12 Curriculum Support Site?**

**Registration Steps**
In order to register, you need to have opened a case with support, as a case number is required.
- Click Login (Next to the search field)
- Click Register
- Complete the K12 Curriculum Support Site Registration form. Be sure to use the email address that was provided when you contacted support.
- Click Submit

You will be automatically logged in to the site. Click on **My Support Cases** or My Profile and click on the case number.

**More information about K12 Curriculum Support Site:**
The K12 Curriculum Support Site is a self-help resource that includes access to Customer Service and Technical Support, as well as step-by-step instructions and how-to articles to help you answer questions or resolve issues.

To learn more about the K12 Curriculum Support Site benefits, click here.
Planning or Modifying your Consumable Text Orders

Customers that purchase subscription, consumable worktexts will automatically receive replenishment worktexts each year for the duration of their license.

Subscription Worktext Change Request Guidelines

The following guidelines are intended to help you plan for your annual worktext shipments:

• Worktexts will ship each year on the anniversary date of your original order
• Worktexts will ship to the location listed on the original order
• Quantities for each grade level and title will remain consistent each year

Change Requests

We realize you may need to make minor adjustments to your annual subscription worktext order. Customer Service can help you make the following common subscription changes 4 weeks prior to your anniversary date:

• Change quantity between purchased titles to accommodate class size
• Change quantity between grades to accommodate class size. You may only change quantity between grades that were purchased.

Note: Changes that fall outside these parameters should also be submitted by webform at least 4 weeks prior to the anniversary date. Customer Service will work with you to determine the best course of action and a revised timeline.

Instructions to make changes in the Worktext Subscription Self-Service Portal:

To make your changes, go to Subscription Worktext Self-Service Portal.

Follow the steps in the Subscription Worktext Self Service Portal.

Need Help? Contact Customer Service through the Access the Self Service Portal Assistance webform.

Note: Customer Service can also help you “consolidate” worktext shipment dates if you need to reorder additional worktexts due to increased enrollment.
EasyBridge Basic, Auto, & Plus Descriptions

EasyBridge provides user management and class roster synchronization tools in an effort to simplify platform setup tasks for customers at the beginning of each school year. To learn more about EasyBridge benefits and implementation, visit pearsoneasybridge.com.

If you would like to learn more about implementing EasyBridge Plus or EasyBridge Auto, ask your Pearson Account General Manager about scheduling an EasyBridge Discovery call or complete and submit this form: EasyBridge Discovery Request.

There are three EasyBridge solutions. Compare features of each solution below.

<table>
<thead>
<tr>
<th>SOLUTION</th>
<th>PLUS</th>
<th>AUTO</th>
<th>BASIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single sign-on from SIS or district portal</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Single sign on using Pearson provided custom URL</td>
<td></td>
<td>x</td>
<td></td>
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<tr>
<td>Manage Pearson credentials via data ingestion</td>
<td>x</td>
<td>x</td>
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<tr>
<td>Roster synchronization with SIS</td>
<td>x</td>
<td>x</td>
<td></td>
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<tr>
<td>Manual roster and user uploads</td>
<td></td>
<td></td>
<td>x</td>
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<tr>
<td>Roster synchronization with six learning platforms *</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Roster synchronization with three learning platforms **</td>
<td></td>
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<td>x</td>
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<tr>
<td>Add/Manage products for classes directly in EasyBridge</td>
<td></td>
<td>x</td>
<td>x</td>
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<tr>
<td>Associate classes to a product directly in EasyBridge</td>
<td></td>
<td>x</td>
<td>x</td>
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<tr>
<td>View product license information (district administrator)</td>
<td></td>
<td>x</td>
<td>x</td>
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<tr>
<td>View and filter all classes in the district (district administrator)</td>
<td></td>
<td>x</td>
<td>x</td>
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<tr>
<td>View rosters directly in EasyBridge</td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Automated product to class association using OneRoster™ 1.1</td>
<td>x</td>
<td></td>
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<tr>
<td>Add/Manage Administrators directly in EasyBridge</td>
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<td>x</td>
</tr>
</tbody>
</table>

* Realize, SuccessNet, MathXL® for School, Dash & Classview (iLit, ELL, myPerspectives ELD)

** Realize, SuccessNet and Dash
EasyBridge: Accessing Online Curriculum

Accessing Your Digital Product
Your licenses for online curriculum will be activated within 1-2 business days after your order is processed. Once Activated, your online curriculum will be available in your EasyBridge account for gatekeepers/administrators and teachers to manage.

There are three ways teachers may obtain an account to access curriculum using EasyBridge Basic.

1. The gatekeeper (administrator) can complete an upload process that creates teacher accounts for them.
2. The gatekeeper (administrator) can send the teacher(s) a self-registration invitation. This is the best practice recommendation.
3. Teachers can request an account from their gatekeeper (administrator).

First, determine if your gatekeeper is uploading teacher accounts. If not, teachers will receive an invitation to register per #2 or #3 above and follow the Teacher Self-Registration Process.

IMPORTANT! If your school or district does not already have a dedicated account gatekeeper (administrator), please identify that person(s) and have them complete the Administrator Request Form.

Learn more about EasyBridge Basic gatekeeper role & registration, set up, and account management.

EasyBridge Auto Curriculum Access:
With EasyBridge Auto, class roster data automatically updates from your district student information system (SIS) to your Learning Services learning platforms such as Realize, SuccessNet, Dash, and MathXL® for School.

Learn more about EasyBridge Auto administrator role, teacher access, set up, and implementation

EasyBridge Plus Curriculum Access:
EasyBridge Plus is a Single Sign On (SSO) integrated solution and is connected to your Student Information System (SIS) and your Learning Services learning platforms such as Realize, SuccessNet, Dash, and MathXL® for School.

Learn more about EasyBridge Plus administrator role, teacher access, set up, and implementation.

If your licenses are not available within 3-5 business days, contact Technical Support.
EasyBridge: Management and Communication Strategies for your Staff

Tools for Implementation

**PearsonEasyBridge.com**
Access everything you need for EasyBridge support and training, important announcements about your EasyBridge solution, and ways to sign in. Go to [pearsoneasybridge.com](http://pearsoneasybridge.com).

**Communications Toolkit**
Rolling out a new solution or product can be an overwhelming task. The Communications Toolkit provides a customizable communication plan, email templates, presentation, and informational letters to help you prepare your staff for your newly adopted EasyBridge solution with consistent messaging. Click [here](http://pearsoneasybridge.com) and scroll to download the latest Communication Toolkit.

Training & Tutorials

**Learn more about EasyBridge**
Visit [mypearsontraining.com](http://mypearsontraining.com) and enter EasyBridge or Administrator in the Product Search box then select your EasyBridge solution to access a variety of tutorials and handouts.

**System Requirements**
EasyBridge does not have its own dedicated system requirements other than the requirement of SAML 2.0 for EasyBridge Plus single sign-on.
Advanced Placement, Honors & Electives

Access Your Online Curriculum

Initial Adoption/Renewal Access Codes
If you have adopted a Pearson program that is supported by an online resource for up to 6 years and need your MyLab or Mastering initial adoption or renewal access, visit our Access Code Request site. To confirm your Pearson program is supported, please visit PearsonSchool.com/AdvancedCoveredTitles.

Learn more about your AP, Honors & Electives Curriculum Access and Implementation on My PearsonTraining. Register to create an account and/or sign in to My PearsonTraining to access the most comprehensive on-demand training including the Instructor Access Manual, a registration guide for teachers and students.

Registration Support
For additional assistance with access code registration, use the Customer Service webform.

Technical Support
For technical assistance with AP&E products, including MyLabs and Mastering, MathXL for School, and MyMathLab for School, visit the Higher Ed technical support site. You can search the knowledge database or use the quick links provided to view by topic. If they need to open support case, use the Contact Us Link.

Downloadable Instructor Resources

Most downloadable instructor resources are available within the instructor section of your MyLab and Mastering course. Select resources, including the TestGen application, available through the Instructor Resource Center (IRC). Registration is necessary to access the IRC. You will need to request an access code and set up a username and password.

To request your access code, visit pearsonschool.com/access_request, select the link for Instructor Resource Center and complete the online request form. Upon verification, access information and instructions will be sent via email.

Check Access Code Status
Enter the access code in the Access Code Status box in upper right corner of OASIS homepage.
- Check the status of an Access Code (not activated, activated, expired)
- View activation dates
- Check the status of codes that have multiple redemptions
- Request code deactivation

Questions & Support
To answer common questions about accessing your online curriculum, read this article on K12 Curriculum Support Site.
Career & Technical Education (CTE)

Access Your Online Curriculum
View this video to learn about Getting Started with Career & Technical Education.

VitalSource Bookshelf
Learn more about VitalSource access code cards. Redeem codes for access to CTE eText on VitalSource.

Adobe Titles
Create an account and access your eBooks, videos and other digital Adobe products.

Learning Microsoft Office
Quick Start Guides
Microsoft Office 2016
Microsoft Office 2013

MyLabs
Learn more about MyLabs access codes. For instructor access, see the Getting Started Video link at the top of this column.

Learn more about your Career & Technical Education (CTE) Curriculum Access and Implementation on My PearsonTraining. To access the most comprehensive on-demand training, Register to create an account and/or sign in to My PearsonTraining.

Access to the Instructor Resource Center (IRC)

CTE Teacher Resources & Support
Learn more about complimentary CTE teacher resources and access these resources as well as join free webinars on Pearnschool.com CTE pages.

Instructor Resource Center, (IRC)
Learn more about and gain access to downloadable CTE teacher resources available through the IRC.

NCCER Instructor Resource Center
Access resources and support in the NCCER Instructor Resource Center.

Technical Support
Contact Learning Services Technical Support if you have questions about licenses, online functionality, or need help with registration/login.
Technical Support

Technical Support can assist with questions about online/digital products including platform and product questions, access to curriculum, online functionality, and reporting defects/enhancement requests.

Ask a Question or Report an Issue

Visit Technical Support on the K12 Curriculum Support Site. On this site, you will find answers to questions quickly. Including how to access online curriculum, administrator registration, and username/password help.

You may also contact the Technical Services team directly.

Call:
800-234-5832 (Option 3)
Monday - Friday
8:00 AM - 8:00 PM EST

Email:
Technical Support Webform

Instant Message:
Chat

Two ways to follow up on a reported Technical Support issue:

1. You may track your support cases on the K12 Curriculum Support Site. Simply register on the site to track your cases and to access specific customer knowledge 24/7.

Register on the K12 Curriculum Support site

Registration Steps
In order to register you need to have opened a case with support, as a case number is required.

• Click Login (Next to the search field)
• Click Register
• Complete the K12 Curriculum Support Site Registration form. Be sure to use the email address that was provided when you contacted support.
• Click Submit.

You will be automatically logged into the site. Click on My Support Cases or My Profile and click on the case number.

2. You may also contact Technical Support by phone, email, or chat. Be sure to have your case number ready.
Training and Professional Development

Resources
Learning Services develops and delivers relevant, innovative, and research-based training, on-site and online.

ONLINE: mypearsontraining.com

- **On-Demand Tutorials** that offer concise, modular product training. You can start and stop at any point, and focus your training time on the specific topics you need to know.

- **Live Virtual Training Sessions** on the topic of your choice, that are self-scheduled with the option to sign up as a single participant or as a group.

- **Live Chat feature** that connects you directly with a Training Specialist for instant answers to your questions.

- **Email Support** that conveniently puts you in touch with a Training Specialist to quickly answer your implementation questions.

- **Transcript Tracking and Reporting** that keeps a record of your completed online training and tasks.

ON-SITE: pearsonschool.com

- **Program Activation**: Providing you with an orientation to the program components and design, in order to prepare you for the first day in the classroom.

- **Essential Services**: Focusing on the seamless integration of essential components of the program and the implementation of best practices into the teaching and learning cycle.

- **Enhancing Practice**: Empowering you with pedagogical strategies, best practices, and targeted coaching supports to change practice and ensure implementation efficacy.

To find descriptions for both discipline-specific and cross-discipline PD offerings, reference Professional Development section of the PreK-12 Catalogs.