

Dear students,

Pearson has pulled together some tips and Knowledge Base (KB) articles from their Pearson Support site that will help answer some of the questions you may have as you get started with your Mastering course. The below answers are based on the most frequently asked questions that Pearson's technical support typically receives at the beginning of a semester.

**Top Student Questions:**

1. **How do I register for a Mastering or Modified Mastering course?**
  - a. Follow the instructions in the registration handout provided by your instructor. You will need an email address, course ID, and an access code or credit card/PayPal account to register.
2. **How do I register for Modified Mastering through my campus system (ex: Blackboard, Canvas, Moodle or Brightspace by D2L)? (Note: LMS integration is only available with Modified Mastering)**
  - a. Here are links for each system to walk through the registration process:
    - i. [Blackboard](#)
    - ii. [Brightspace](#)
    - iii. [Canvas](#)
    - iv. [Moodle](#)
3. **I can't remember if I already have a Pearson account or I forgot my username and/or password. How do I retrieve my login information?**
  - a. Use your email address to [retrieve your username and reset your password](#). (If you have more than one email address, try entering each one).
4. **How do I get an access code?**
  - a. See [Registration: Help for Students without an Access Code](#) to learn about the different ways to purchase access to Mastering.
5. **I'm getting an invalid Course ID message when I try to register, what should I do?**
  - a. Check to make sure you entered the correct course ID.
  - b. Check the instructions that came with the access code card to ensure you are starting from the correct website. Make sure the access code matches the course. Access codes are author, title, and edition specific.
  - c. See [Registration: Access Code Not Valid for the Website or Course](#) for further information on what to do if you receive an error while entering an access code.
6. **I purchased the wrong version of Mastering and need a refund, who do I contact?**
  - a. See [Refund Requests](#) for instructions.
7. **After clicking on my course in my course list, I receive an "Auth Data Processing Failure" error.**
  - a. See [Mastering "Auth Data Processing Failure" error](#) to resolve this issue.
8. **Where do I find the eText?**
  - a. See [Mastering: Use eText or eText 2.0](#)
  - b. If you have any issues accessing your eText 2.0, see [Mastering: Unable to Access eText 2.0](#).

9. How do I enroll in another course for the same textbook? Do I need to buy access again?
  - a. See [Mastering: Use Multiple Courses \(Same or Different Textbooks\)](#)
10. Is there a Student Guide to help me have success with using Mastering?
  - a. See [Mastering Student Guide](#)
  - b. See [Modified Mastering Student Guide](#)

Best regards,