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,