

## Troubleshooting in MasteringEngineering

Sites like **MasteringEngineering** rely on certain technical features to run smoothly. The majority of perceived technical problems are actually incorrect browser settings that can be very easily resolved. Any time a user experiences problems (content missing, “subscription” issues), they should immediately try the below three steps. 99% of the time, this will resolve the problem.

1. Do you have more than 1 Pearson account? If your course has mysteriously “disappeared,” you likely have more than 1 log-in. Try alternate email or usernames to sign in, then try tech support (below).
2. Delete cached files and cookies
  - Users who do not know how to do this should go to:  
<https://support.pearson.com/getsupport/s/article/Deleting-Browser-Cached-Files-and-Cookies>.
  - This site will help the user determine what steps to take for the correct browser
3. Allowing third-party cookies
  - Users who do not know how to do this should go to:  
<https://support.pearson.com/getsupport/s/article/Chrome-Allow-Cookies>.
  - This site will help the user determine what steps to take for Chrome.

Less commonly, users will experience issues with pop-up blockers. Please ensure all pop-up blockers are disabled.

## Technical Support

Any **students** whose issues cannot be resolved by these methods should contact Technical Support:

<https://support.pearson.com/getsupport/s/>

There are 3 ways to get in touch with Tech Support. We recommend the following, in order.

1. Search using applicable keywords. It’s likely we have record of another user who has had similar issues to you! Search for key words to find out and there is usually an explanation of a simple solution.
2. Live Chat (website above-on home screen click on “Contact us”)
3. Phone call: 844-292-7015

\*\*If a student is having a particularly difficult time with Tech Support, please feel free to contact me directly. I will need the student name, email, and a ticket number to help!

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