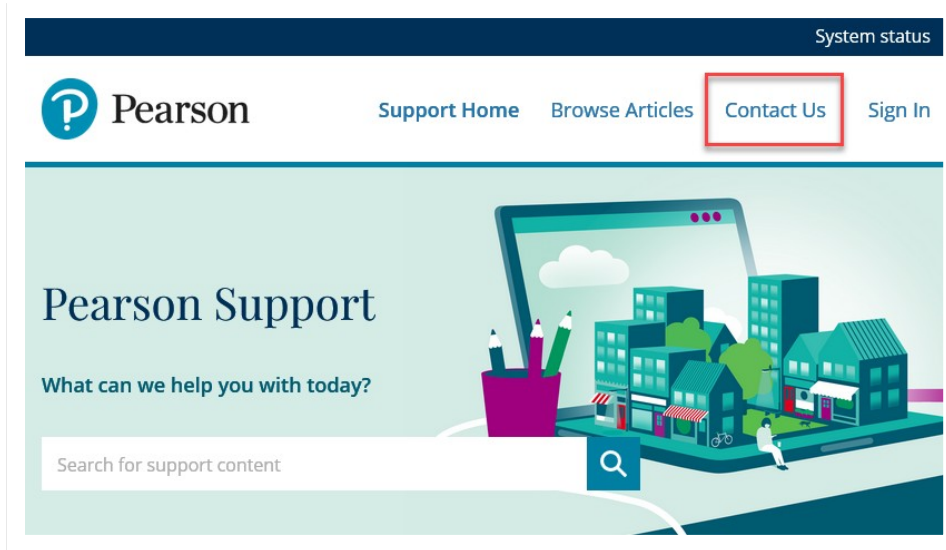


# Four Steps to Get Pearson Product Support

Here are the steps for getting product support via Pearson Support website.

1. Go to the Pearson Support website and select "Contact Us."

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



2. Enter information about issue

**Tell us about your issue**

**What kind of customer are you?**

College Student

**What's the name of your Pearson product?**

Just start typing and we'll find it for you

MasteringNutrition x

**Issue category**

Enrolling in a course

**Describe the issue you're experiencing**

Please provide any specific access codes, error messages, etc.

Can't get enrolled

**Articles just for you**

**Browser Settings**

If you are experiencing errors getting into your course or assignment ensure your browser is set up correctly.

3170170 · Last views updated February 9, 2018

**Safari: Add a Top (Trusted) Site**

Add Top (trusted) sites to the Safari browser.

3. Enter personal information and select a support option, either chat or phone.

### Tell us about yourself

**First name**  **Last name**

**Email address**

**Country**  **Language**

**School, college, or university**

### Thank you!


Please choose a support option.


**Chat with an agent**  
Chat online with an agent that can walk you through it.

**Call us**  
Our Support staff is available to take your call.

4. Receive your case number and either a call-in number or chat connection.

## Your Case Information

 **Your case number is:** **04311403**

 **Please call us at:** **1-844-292-7017**  
and provide your case number

**Note:** We will not act on your case until we hear from you. If you do not contact us in the next 24 hours, your case number will expire and you will need to get a new one by submitting the Contact Us form again.

Save Chat End Chat

**Jave Leonard B**  
Hi, my name is Jave Leonard. Please give me a moment to review your issue.  
11:04:55 AM

**Me**  
Hi Jave.  
11:05:22 AM

**Jave Leonard B**  
Hello Larry, how are you doing?  
11:05:33 AM