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
   - 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.

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**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

<table>
<thead>
<tr>
<th>First name</th>
<th>Last name</th>
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<tbody>
<tr>
<td>Larry</td>
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</table>

<table>
<thead>
<tr>
<th>Email address</th>
<th>Phone number</th>
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<table>
<thead>
<tr>
<th>Country</th>
<th>Language</th>
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</thead>
<tbody>
<tr>
<td>United States</td>
<td>English</td>
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</tbody>
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<table>
<thead>
<tr>
<th>School, college, or university</th>
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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.