

GETTING STARTED with PEARSON in 2014

CUSTOMER SERVICE

Place orders, order status, missing/damaged/wrong products, returns:

Phone: 800.848.9500 | email: k12cs@custhelp.com

IMPORTANT NOTE: ACCESS CODES ARE NOT REQUIRED FOR **SUCCESSNET**, **SUCCESSNET PLUS** OR **REALIZE**

School Codes: Teachers use a school code during the self-registration process to ensure they register into the correct school building. If you are a teacher and do not have a school code to create a Pearson account, please go to Pearson Community Connection (<http://support.pearsonschool.com>) and select the link "Request Your School Code". Enter your email address and school name to request a code. Once approved, your school code will be sent by email allowing you to complete the registration process.

SYSTEM REQUIREMENTS

Successnet, **SuccessnetPlus**, and **Realize**: bit.ly/sys_reqs

TRAINING

My Pearson Training: On-demand training resources for **Successnet**, **Successnet Plus**, **Realize** — <http://www.mypearsontraining.com/>

My Training Connection: Training resources for Digital Products including **digits**, **GradPoint**, **iLit**, **SuccessMaker**, **OLE**, etc — <http://www.mytrainingconnection.com/>

Getting Started Documents:

Successnet: <http://www.mypearsontraining.com/products/successnet/2009/tutorials.asp>

Successnet Plus: <http://www.mypearsontraining.com/products/successnetplus/tutorials.asp>

Realize: <http://www.mypearsontraining.com/products/pearsonrealize/tutorials.asp>

Administrator Request Form for Realize or SuccessNet

It is recommended to use a Pearson **SuccessNet** or Pearson **Realize** administrator account to bulk upload and centrally manage teacher and student accounts.

<http://support.pearsonschool.com/index.cfm/support/forms/admin-request-curriculum-platforms/>

Bulk Uploading Documents for SuccessNet, SuccessNetPlus and Realize:

Pearson recommends that administrators create and manage student accounts for all designated systems on **SuccessNet** or **Pearson Realize**.

- [Bulk Uploading Options for Pearson K12 Products](#)
- [How to Upload Students on SuccessNet](#)
- [How to Bulk Upload Student on Realize](#)

MyLab and Mastering Access Codes for AP/Electives Programs

Please use this link if you are a teacher requesting an access code for one of the scenarios below:

http://www.pearsonschool.com/access_request

- Renewal Access (Years 2-6): Need a renewed teacher and/or student access for this fall
- Initial Adoption Access (Year 1): Need initial teacher and/or student access this fall.
- Instructor Resource Center Access (IRC): Need access to downloadable teacher supplements

TECHNICAL SUPPORT

Product / Platform	Phone Number	Website
PSN, PSN+, Digits, Dash, OLE	(800) 234-5832	http://support.pearsonschool.com
SuccessMaker, GradPoint, WriteToLearn	(888) 977-7100	http://support.pearsonschool.com
Realize	(888) 247-2099	http://support.pearsonschool.com
iLit	(888) 710-4548	http://support.pearsonschool.com/
PowerSchool, Inform	(866) 434-6276	https://powersource.pearsonschoolsystems.com
Schoolnet	(866) 697-6435	https://powersource.pearsonschoolsystems.com
Clinical	(866) 249-0659	NA
Higher Ed	See Notes	http://247pearsoned.custhelp.com/