



http://pearsonsupport.helpserve.com/pmc_clone

This is how the chat screen looks. Just complete your information and chat with the technician about your issue. Be prepared to provide your username and email.

Language:

To help us serve you better, please provide some information before we begin your chat.

Department:

Full Name:

Email:

Your Question:

TIPS & PROTOCOL

Your username is exclusive for the level you are registered for.

Exactly like trying to use your username for Yahoo in Google unless you have the same username for both, if that's the case.

Your password is case sensitive, check that you don't have the locks on and that you have the numbers on.

You can always reach a Pearson technician directly via chat, if you need immediate response or if you are working outside of the lab.

A Pearson technician can check and see what is the problem with your access, and reset your PW if you forgot.

We can reset your PW here at the lab if you forgot, and we can check the nature of your issue.