

Dual Enrollment Customer Handbook

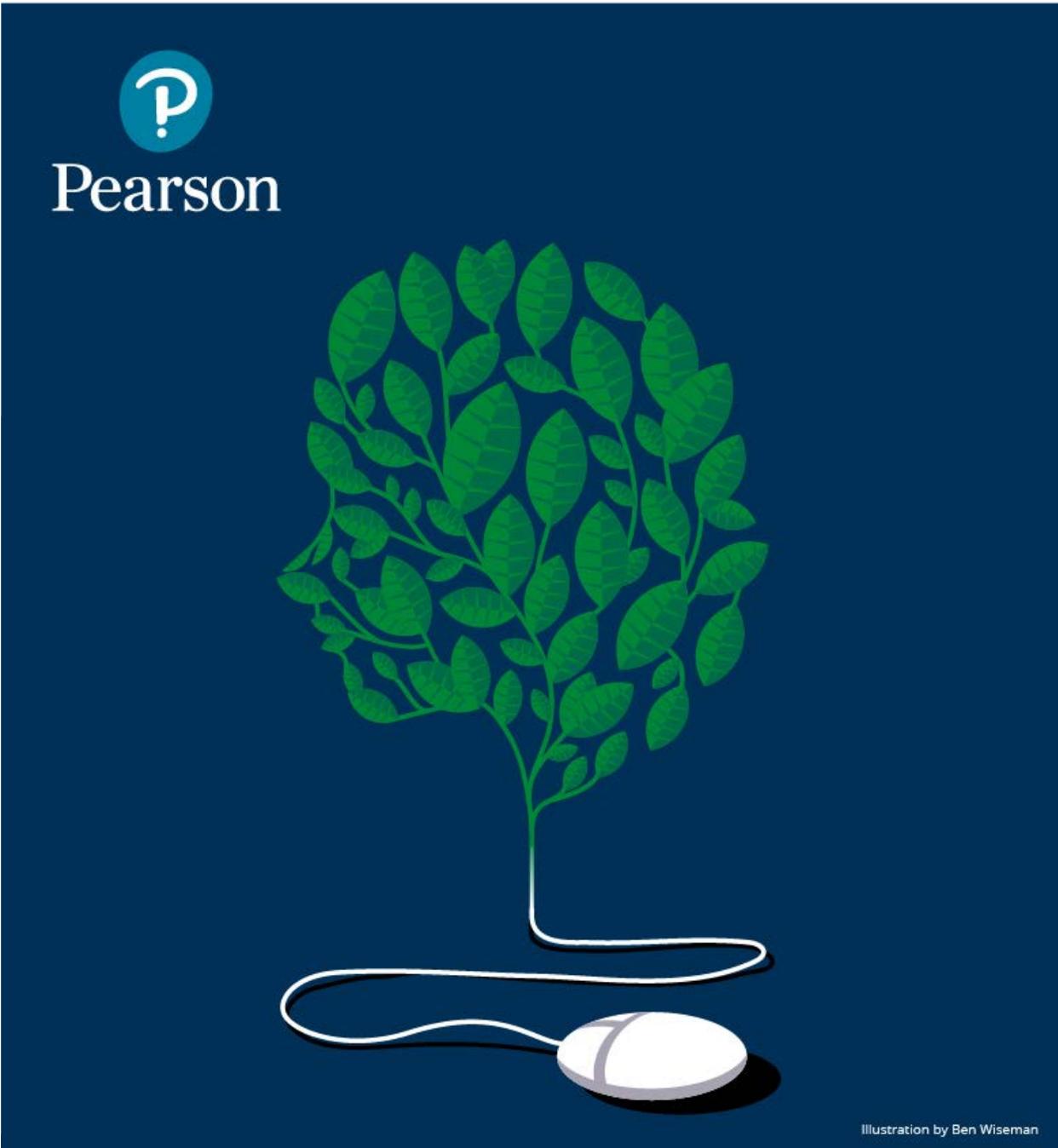


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Dear Dual Enrollment Customer,

Thank you for your interest in Pearson. MyLab, Mastering, and Revel are unique online products that provide the right blend of engaging and dynamic content, along with highly personalized instruction and flexible solutions to help teachers meet the needs of every student.

This handbook is designed to provide the key information necessary to preview, purchase, and register Pearson online products.

Before you begin, please note:

- Instructor access is not included in this manual. Please see the [Preview](#) section of this manual if you do not currently have access to MyLab, Mastering, or Revel.
- Student access is not included in this manual. Student access must be purchased prior to following our step-by-step registration instructions. Please see the [Purchase](#) section of this manual for details on student purchases.
- Refer to the [Get Started](#) section in this manual to learn more about registration and course creation for the online platform that supports your program (Mastering, Math and Stats, MyLab, MyLab Foundational Skills, Revel, and Vital Source). Read and/or watch the instructions before completing your registration.
- There may be additional teacher resources available to support your Pearson program. If available, these resources can be downloaded from the Instructor Resource Center (IRC). Please see the [Training and Support](#) section of this manual for instructions on how to access these materials.
- If you have questions regarding your access code or need personal assistance, please visit <https://support.pearson.com/getsupport/s/> and use the **Customer Service Inquiry form under “Contact Us”**. Identify yourself as a **Higher Education** Instructor or Coordinator.

As we continue to improve our services and processes for Dual Enrollment, the links within this handbook may change. We suggest bookmarking this handbook for future reference so you always have the most up-to-date information.

Thank you for your continued use and support of Pearson programs. We hope you enjoy your experience and continue to choose Pearson for all of your Dual Enrollment needs.

Sincerely,
Pearson’s Dual Enrollment Customer Success Team

Preview

Request Preview Access or Sample Copies

Did you know that, as an instructor, you can browse all of our titles in our [online catalog](#)? Pearson's long-trusted content is authored by respected educators and practitioners from across the entire higher ed curriculum. If you want to preview a specific title, simply fill out the [Dual Enrollment Instructor Access Request Form](#). You will receive access to the MyLab™ or Mastering™ course tied to your text which includes a full electronic version of the textbook. When filling out the form, you will have the option to request a print copy of the textbook, if needed.

Purchase

The use of Pearson digital products, including MyLab™ and Mastering™, requires an access code, which can often be delivered digitally. Alternately, access code cards can be mailed or bundled with print textbooks. This choice must be indicated at the time of purchase. Please be sure to specify the ISBN that corresponds to your desired type of code delivery.

If students will be purchasing materials on their own, direct them to the college bookstore or the appropriate [Pearson digital product page](#).

High School Purchasing

If student materials will be purchased by the high school, use one of the following ordering options:

- **PHONE:** 1.800.848.9500 – Monday–Friday 8 a.m.–8 p.m. EST
- **FAX:** 1.877.260.2530 – 24 hours a day, 7 days a week
- **ONLINE:** School districts using a purchase order, credit card, or P-card can place an order using our [online ordering system, OASIS](#). Need an account? [Resgister for OASIS here](#).*
- **WEBFORM:** If you do not have an OASIS account and don't want to order by phone, you can [fill out this online form](#).

* High Schools that want digitally-delivered codes instead of print access code cards should order through OASIS using the appropriate ISBNs. This applies to MathXL® for School, MyMathLab® for School, MyLab Reading, MyLab Writing, MyLab Literature, and MyLab Foundational Skills.

Locate Your Sales Representative

Your sales representative has the expert knowledge to help you choose the content that's best for your program and can answer questions regarding pricing and delivery. Your rep can also generate a quote for any products you are considering.

- If student materials will be purchased via high school purchase order, [find your K-12 sales representative](#).
- If student materials will be purchased via any other method, [find your higher ed sales representative](#).

Get Started

To get started using your Pearson digital products, explore these implementation resources for your chosen platform.

Mastering (including Modified Mastering)

Mastering™ courses are available in two platforms: Modified Mastering and Standalone Mastering. Use Modified Mastering if you plan to integrate your course with one of our supported Learning Management Systems: Blackboard, Brightspace by D2L, Canvas, or Moodle.

- [Mastering Instructor Quick Start Guide](#)
- [Modified Mastering Instructor Quick Start Guide](#)
- [Student Registration](#)

Math and Statistics

MyMathLab® for School (High School Students)

- [Instructor Registration and Course Creation](#)
- [Student Registration](#)

MathXL® for School (High School Students)

- [Instructor Registration and Course Creation](#)
- [Instructor Quick Start Guide](#)
- [Student Registration](#)

MathXL (College Students)

- [Instructor Quick Start Guide](#)
- [Student Registration](#)

MyLab (excluding Math and Statistics)

- [Instructor Quick Start Guide](#) (*Excluding Math, Statistics, Foundational Skills, and World Languages*)
- [MyLab World Languages Instructor Quick Start Guide](#)
- [Student Registration](#)

MyLab Foundational Skills

- [Instructor Quick Start Guide](#)
- [Student Registration - MyLab Version](#) (sample Course ID: lastname12345)
- [Student Registration - Standalone Version](#) (sample Course ID: XL11-AB11-123Z-XL10)

Revel

Currently, Revel™ is available only to colleges and universities. You may be able to use Revel for your dual enrollment course if you have a valid college email address for the institution you are partnering with.

- [Instructor Quick Start Guide](#)
- [Student Getting Started Guide](#)

VitalSource

- [Redeeming Your VitalSource eText Codes](#)
- [General VitalSource Support Articles](#)

Training and Support

Be a Part of Our Customer Success Journey!

We want to help you get the most out of your Pearson digital solution. Complete [this short form](#) to let us know who you are and what product you're using, and we'll start you on a journey with occasional instructions, best practices, and invitations to free online webinars and virtual meetings. We look forward to engaging with you!

Join Us for Live Webinars

Click [this link](#) to register for one of our live, virtual Getting Started workshops where you can ask questions and learn more about registering or confirming your Pearson account, creating or copying courses, managing assignments, assigning readings, and registering students. The Getting Started workshops include standard integration and standalone options.

Access the Instructor Resource Center (IRC)

Many of our programs include downloadable teacher resources that can be used to complement your core program. Most of these resources are located within your MyLab™ or Mastering™ course in the Instructor Resources section. However, select resources such as presentations, instructor manuals, LMS content, test item files, TestGen software, and more can be downloaded from the Instructor Resource Center.

Need a MyLab or Mastering account or access to the IRC? Request access by filling out the [Dual Enrollment Instructor Access Request Form](#).

Request Help

Need Help? Contact our Technical Support team through [this website](#). Tell us about yourself and the issue you're having, and we'll connect you with the right person to help you. When contacting support, identify yourself as a higher ed user regardless of whether you are a high school teacher or college professor.

If your issue is not resolved after contacting Technical Support, you can fill out the [Dual Enrollment Help Form](#) to receive personalized assistance. Please note that you will be asked to provide your Technical Support case number when filling out the form.