Pearson Online Textbook Troubleshooting Guide

Slowness or Loading Issues
If you experience any difficulty accessing the Pearson online textbooks, such as problems loading the textbooks or slowness when moving from page to page, here are some things to check:

- **Close any unnecessary tabs or windows in your browser** – Having too many tabs or windows open simultaneously can cause issues. If you are only using Pearson, you should have at most 2 tabs or windows open: the main Pearson SuccessNet window and the pop-up window displaying the textbook.

- **Check your browser** – Although the Pearson online textbooks should be accessible using any of the most common browsers (Internet Explorer, Chrome, Firefox and Safari) on both Windows and Mac computers, it’s a good idea to run the browser test to confirm your system is fully compatible. To do so, go to [www.pearsonsuccessnet.com](http://www.pearsonsuccessnet.com) and click the **Check Your Settings** button. If you are missing any of the required software, you will need to update your system accordingly.

Session Timeout Issues
If you stay on the same page for more than 15 minutes without doing anything, a **Session Timeout Warning** will appear – and you must click the **Continue Session** button to continue using the textbook. As above, if you have multiple windows open, it’s possible you might miss that Session Timeout Warning and then be logged out of the Pearson SuccessNet system.

If you do get logged out, it’s recommended that you close ALL browser windows and completely exit out of your browser before attempting to log back in to the Pearson site.

Getting Help
If you still experience any issues after trying the above suggestions, please report the problem directly to Pearson Tech Support in either of the following ways:

- **Call** Pearson Tech Support at **1-800-234-5832** between **8am~8pm Monday–Friday**

- **Click** the [https://pearsonnacommunity.force.com/coco/s/K12_Curriculum_Support_Form](https://pearsonnacommunity.force.com/coco/s/K12_Curriculum_Support_Form) link under **Email** on the [www.pearsonsuccessnet.com](http://www.pearsonsuccessnet.com) login page and then complete the online customer support form.

  **IMPORTANT:** Select **Pearson SuccessNet Platform** under “Choose a product” on the first part of the form.

Updated March 2015