



**Pearson  
Digital Product  
Welcome Packet**

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**2015**

System Requirements

OASIS

Customer Service

Easy Bridge Auto

Easy Bridge Plus

Easy Bridge Basic

Additional Services

School Codes

Community Connection

How to Contact Support

Customer Readiness Guidelines

Bulk Uploading, Rostering & Training Time-frames

# Helpful Links

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Oasis

<http://k12oasis.pearson.com/>

myPearsonTraining

<http://mytrainingconnection.com/portal>

Customer & Technical Support via [Community Connection Website](#)



Send us a message

[Customer Service](#)

[Technical Support](#)



Give us a call

Customer Service:

800-848-9500

Technical Support:

800-234-5832



Chat with us

[Start a live chat](#)

(Tech Support Only)



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# K-12 Learning Management Systems

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## System Requirements

Following the recommended system requirements guidelines ensures an optimal user experience; however, other combinations of settings and software versions may function equally as well. A link to system requirements can be found on the bottom of the homepage for each platform.



[Pearson Realize Teacher Self Registration Guide](#) - For new users

[Pearson Realize Login Site](#) - For existing users that have Pearson account

[Pearson Realize Getting Started Guide](#)



[Pearson SuccessNet Teacher Self Registration Guide](#) - For new users

[Pearson SuccessNet Login Page](#) - For existing users that have Pearson account

[Pearson SuccessNet Quick Start Guide for Teachers](#)

## SuccessNet Plus

[SuccessNet Plus Teacher Self Registration Guide](#) - For new users

[SuccessNet Plus Log-In Page](#) - For existing users that have a Pearson account

[SuccessNet Plus Quick Start Guide for Teachers](#)

# Ordering via OASIS

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## Online Order & Shipment Information System (OASIS)

Oasis is your online marketplace for everything Pearson. We encourage you to permanently bookmark [OASIS](#). It is a valued tool that will help you with everything related to the ordering process even if you don't place your order in OASIS, including:

- 24/7 Access
- Order placement for K12 & Higher Ed/AP Titles
- Priority handling (for OASIS orders only)
- C fXYf`hfUW]b[ / `XY`j Yfmj Yf] WWh]cb
- Shipping status; partial shipments; delays
- Generate reports & invoices

Please review the [User Guide](#) for helpful tutorials on how to use all aspects of OASIS.

### Register for an OASIS ID & Password

- Click the "Register Now" button on the [OASIS](#) site
- Complete the simple form
- Your ID and password will be emailed within one business day

### Go Paperless

Sign up to receive Pearson documents via email including invoices, credit memos, statements, acknowledgements, and more. To sign up for this free service, please complete this form: <http://oasis.pearson.com/edocs>.





# Selecting Your Pearson Administrator

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Use this information to determine who in your school or district would be the best candidate to manage your users and class rosters on Pearson K-12 Learning Management Systems.

## Why do we need a Pearson administrator?

Pearson administrators make important decisions on behalf of their district and schools, centrally manage user accounts and class rosters, and run school-level reports.

## Who should be a district or school administrator?

school data, such as student assessment data and account information. The Pearson administrator can be a building administrator, technology coordinator, curriculum coordinator, or department chairperson.

## How do I become a school administrator?

Once approved by your district as an administrator, you will submit a request to Pearson through [Community Connection](#).

For more information about administrator accounts:

Community Connection: [Administrator Reference Resources](#).

## Username & Password Requirements

Before creating users again in your system, check with your user administrator to make sure they are not already created. If you have an account in one of these systems, you will not need to complete the registration process.

# Bulk Upload & Rostering Services

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If you opted for one of Pearson's integration options or assistance with uploading



[EasyBridge Introductory Video](#)

[EasyBridge Resources on Community Connection](#)

## Pearson EasyBridge Auto

Pearson EasyBridge Auto brings together essential student information in one place so you spend less time managing class rosters and more time teaching. Your district will need to provide data extracts from your Student Information System (SIS) to Pearson's SFTP site for nightly ingestion into EasyBridge. Enrollment data synchronizes nightly with the Pearson learning management systems so you always have access to the most accurate, up-to-date student information.

## Pearson EasyBridge Plus

Pearson EasyBridge Plus builds on the capabilities of Pearson EasyBridge Auto, providing districts with easy access to student information through single sign-on, and enabling students and teachers to only remember one set of credentials. This solution requires an identity provider compatible with SAML 2.0.

# Bulk Upload & Rostering Services

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## Pearson EasyBridge Basic

Administrators only need to upload class rosters once to see the information implemented across all of the designated Pearson learning management

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# Accessing Your Digital Product

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Your order will be processed once it is placed either through Customer Service or OASIS. The digital product licensing process typically takes approximately one business day. The license will provide your teachers access to the digital content for the duration of your contract.

If you have new teachers or have a new school within your district, you will need to provide your teachers with a school code to access the learning management system. (See the school code section below for more details). If you have problems accessing your new product, please contact Technical Support using the [Technical Support Web form](#).

\* Note that this does not include EasyBridge Plus or Auto customers. EasyBridge Basic customers use an admin to upload teacher accounts.



# Accessing Your Digital Product

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## What is the Purpose of a School Code?

DYUfgcb [ YbYfUHg'U'gWcc`WXY'Ui hca Uh]W`mk \Yb'h\Y' fghX][ ]HJ`Wff]W'i a 'g'  
di fWUgYX'hc'a U\_Y'gi fY'hYUWYfg'gY`ZfY[ ]ghYf']bhc'U'gdYWY WgWcc`"H\]g'Ybgi fYg'

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# Support

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The Customer Support organization provides you with two valuable resources:

Customer Service will assist you with the entire order life cycle, from providing product and pricing information to ensuring successful shipment and product usage.

Technical Support provides you with a knowledgeable resource that can assist with platform/product questions, and reporting defects/ enhancement requests to Product Management and Development.

## Technical Support Contact Information

- K-12 Instructional Resources: 800-234-5832
- [Technical Support Web form](#)

Hours of Operation: 8:00 AM - 8:00 PM EST. Emails can be sent 24x7. (Chat only available for Technical Support, not Customer Service.)

# Support

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## Community Connection: Pearson's K-12 Customer Support & Technical Support Site

### Community Connection: Pearson's K-12 Technical Support Site

[Community Connection](#) serves as Pearson's main Customer Support site for district administrators, principals, teachers, students, and parents. It should be used as your self-help resource includes access to customer service, technical support, as well as step-by-step instructions and how-to articles to help you answer questions or resolve issues. In addition, you can set up an account in Community Connection and use the system to report and track help tickets with Customer Support.

### New Customer User Tips:

- Community Connection Site: <http://support.pearsonschool.com/>.
- the 6-minute [tutorial video](#) to learn best practices for understanding the functionality and navigation overview.
- registration link in the case email that will allow you to register for a complimentary account, enabling you to view support cases and research customer-only how-to articles.



# Support

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How to Contact Customer Support for Issues

# Rollout Planning Timeline

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## Customer Readiness Guidelines:

We understand the importance of ensuring your teachers are ready for back-to-school with access to the content you purchased. We provided some guidelines below with approximated times for you to complete a few basic tasks that will help you meet your district readiness goals. Note: The guidelines are listed in business days, starting with the day you place your order or register for OASIS.





