

Provide Stephanie (Pearson Technical support) the following information for support.

1. URL of the error where the students are getting the error.

2. Specific steps on how they are able to get the error.

3. Diagnostics of at least 1 affected student. Please follow these steps to obtain a text copy of a student's diagnostics on your Blackboard account or you may also ask them to generate the diagnostics on their end by providing the link below:

Go to Course Tools > Pearson's MyLab & Mastering > Roster Information

Hover over the Students Name > Click View Diagnostics > Export

[https://help.pearsoncmg.com/integration/cg/student/content/diagnostics.htm](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fhelp.pearsoncmg.com%2fintegration%2fcg%2fstudent%2fcontent%2fdiagnostics.htm&c=E,1,Q415TaJufnjFsTW4PgUU2NkrD3P7gUmKevqm5-ucjHFZN5r1OC21VPjlrTWRbmrLFcxSMq4zYJ6rGEe1OFjZe-fCY7sWT3YxbeIY3--f-yetcrFBIIF4_l0KAzM,&typo=1)

**Pearson Technical Support:**

1. [Tech Support](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2fcontactsupport&c=E,1,rg_TNp1ln1USHR2FzJ8FjtFhh-d5tLKsu66lvKU4rFZSdXsLS626nzIVsIutJcThfauNWWlcYFn4zwSjmxpvaC9VB0P_xZqx8KoRiTZfdKAxX22HAYrltuSI&typo=1)
2. [Pearson System Status](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fstatus.pearson.com%2fs%2f&c=E,1,IXPM9TPEhHU3ByHH-QdvZ0EH79tU8uwM3f1Xrm3R7tIEMVDOwTsa2n60RResV9AGTKMF8QOVhi_6LFiL5IZv9Zb4Qr8dd7oSLjwPEYckyXQfj6Bb&typo=1)

**We recommend Chrome as browser.**

1.  Most error messages will clear up once you follow all of these steps.  Log out of all open applications on the computer you are using (your school websites, any Pearson accounts, Canvas/BB/D2L,/Moodle, etc).  Don't just close the applications, but make sure you are fully logged out first.

2.  Select a browser below to delete cached files (a.k.a., clear your cache) and cookies.  Click on one of the links below to see instructions.

* [Chrome: Delete Cached Files and Cookies](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fChrome-Delete-Cached-Files-and-Cookies%3fr%3d1%26ArticleActions.handleEditPublished%3d1%26ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished%3d1%26aura.Component.getComponent%3d1%26other.PS_CSSContactPrint_Email.getCurrentUser%3d1%26ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute%3d1%26ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord%3d1%26ui-self-service-components-controller.ArticleTopicList.getTopics%3d1%26ui-self-service-components-controller.ArticleView.getArticleHeaderDetail%3d1&c=E,1,SCjmqcyG-ux8ZCXf6NJOMynjxTTuuIDTUBFASWOjwyM96lLP0emm9OH7LrBggNNmNjzX5v6umjoOibD8BcEDEztEQuaZ4ZrtSyTFi7TsDWB6aGUGovDNquub&typo=1)
* [Safari: Delete Cached Files and Cookies](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fSafari-Delete-Cached-Files-and-Cookies%3fp%3dbrowser-usecases%2fbrowser-settings-delete-cached-files-and-cookies-safari&c=E,1,fSeLAsyTCFLR4sQxh-fNFibANC9RDHaVssTvHJpvwlIjVs4rUFYq3HojghbMAtTUKQCzNiKwz7TZmRJkiQ93TP8zLJoDWuJGkub-kxccU5rL5g,,&typo=1)
* [Firefox: Delete Cached Files and Cookies](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fFirefox-Delete-Cached-Files-and-Cookies%3fp%3dbrowser-usecases%2fbrowser-settings-delete-cached-files-and-cookies-firefox&c=E,1,JD1abQhgQkdw4bRaskMIoQ1pLge5eldcj8Rw0AVvxxxB-Gc_qk0cQHHzYnD4gLOM25fhOCuXaAEHIiJq1bEKP6APzq9FXHpbowy709LqL0ppWOImDmU,&typo=1)
* [Edge: Delete Cached Files and Cookies](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fEdge-Delete-Cached-Files-and-Cookies&c=E,1,_xu-cQO4GBpW7mpaMDF1-nyrF6w57ISnysIynPvbygXyxeUc_gDS6VxoV21GFxwhenzF6H12M-9O5ZcE0RgNJQdjO0CtqVKqzKzQMnhhPnMzlodg&typo=1)

3.  Update your browser settings.  Click on one of the links below to see instructions.

* [Chrome: Recommended Settings](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fChrome-Recommended-Settings%3fr%3d1%26ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished%3d1%26aura.Component.reportFailedAction%3d1%26ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord%3d1&c=E,1,MgS1QDrjK3s8N81oIaVxWsA1KeXr3L-SnX-ZJpUc-3Y57ErR93hhJA47JHFoardio4l26xHd163T8C7qZEqNXQosfr0UziC18ikUVyd-Cg,,&typo=1)
* [Safari: Recommended Settings](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fSafari-Recommended-Settings%3fp%3dbrowser-usecases%2fbrowser-settings-delete-cached-files-and-cookies-safari&c=E,1,0ntdeLncdvgirDN4Jb_KBfpRtAGdWK4Vt4sXribSyGDM4iXPIsTcZ2AXVf-tQTrLrRsv7E1S790ujLeLu47elRvP7EU4x2n5KyailQZhFNdp&typo=1)
* [Firefox: Recommended Settings](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fFirefox-Recommended-Settings%3fp%3dbrowser-usecases%2fbrowser-settings-delete-cached-files-and-cookies-firefox&c=E,1,3nMbmu28N2AaeApM05jhQW_139s2PNPFfookQal8eFP53a9DCDrbOElugQxlUC0XELpWGzwmTQHDFTnR5bZT_r1TKrsSTtOhAwQHbDF8hrba3danVmY,&typo=1)
* [Edge: Recommended Settings](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fEdge-Recommended-Settings%3fr%3d1%26ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished%3d1%26aura.Component.reportFailedAction%3d1%26ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord%3d1&c=E,1,SlumjDrul5e8fla3tfpnfHeFkZd_gH4-xRujn7GtNcpPT7rC35UmpjDCO1jNlgIog-xkQZ-VqBUSeZ_nm2eBtz5nAeQvwLphtseUBXphk7XAVv7B6vcBlSYoHUw,&typo=1)

4.  Turn off pop up blockers.    Click on one of the links below to see instructions

* [Chrome: Turn Off Pop-Up Blockers](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2fqelp-item%2faBx0N000000GmnnSAC%2fbrowser-settings-turn-off-pop-up-blockers-chromebrowser-usecases%3fp%3dbrowser-usecases%2fbrowser-settings-turn-off-pop-up-blockers-chrome&c=E,1,Rs60pQPfWA2-fBJneK0VvA9T_igrckTdcicDqUSeQ2MpKwQGnUAyHsi4gEdaTm9xjYYfVrcY4qlRRq1cjw1S-Ydkhi9Fh96HattR4UuXIfdSRRXFSuTSRRM,&typo=1)
* [Safari: Turn Off Pop-Up Blockers](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fSafari-Turn-Off-Pop-Up-Blockers%3fp%3dbrowser-usecases%2fbrowser-settings-turn-off-pop-up-blockers-safari&c=E,1,Ud4cp7-Sr2PmB-6sWY399h88r6YFKs_BA-NZjKk577Gssp-E05MPZLjVJcr-ai36nOrEeJ-XnhFd1jIPOfZve446rEprOXQOhYrRbvUSZ3iO&typo=1)
* [Firefox: Turn Off Pop-Up Blockers](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2fguided-assistance%3fp%3dbrowser-usecases%2fbrowser-settings-turn-off-pop-up-blockers-firefox&c=E,1,7L79wKKmScpcrOIFyzXLk6xJ2xctDdoAiaedXUICsAV-Gzn_32gGqPFINx9ezyAJLM5UbTOGg79MEP-pfwZCLv303MKZH4p2so42kT7uR2DzfV5CgQ,,&typo=1)
* [Edge: Turn Off Pop-Up Blockers](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2farticle%2fEdge-Turn-Off-Pop-Up-Blockers&c=E,1,aIemiBpgQe81TQMbpD6DNiukx-HZgUX-yPzt4YGCauZa-jjLU5QV3XGW4vqD0AU1Ce37YDhrEA7UQWRn4cMAaLOO_ctLCSWYI4hx9XSwsb1LwXC21Q,,&typo=1)

**5.  Restart your computer.**

6.  Then, follow the exact instructions that your instructor gave you.

If the above does not work, then please fill out a tech support ticket here[https://support.pearson.com/getsupport/s/contactsupport](https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fsupport.pearson.com%2fgetsupport%2fs%2fcontactsupport&c=E,1,2PgzXi1v3IeVMDMa3jLGuzEL9pM0q5ACynu1P0bNc646t6FBVJ-Ompsgk5a7z65P1Ol78rKZEBZhYrWHk7KveghQ-kTCdRYII570m1lLogkawtRxrsb_thJSWgs,&typo=1) and send the support ticket number to the bookstore immediately and to me. If the issue with Pearson Tech support is not solved in 24 hours, please reach out to me.