



Pearson



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Mastering™ Student User Guide

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TABLE OF CONTENTS

Purchase Access Options	3
How Do I Register for Mastering?	3
How Do I Purchase and Access Learning Catalytics?	4
What Are the Top 10 Technology Tips?	5
How Should I Get Started with Mastering?	10
How Does Grading Work?	11
Where Can I Find More Help?	11
How Do I Get Support?	11
Accessibility Information	11
System Requirements	11
Sign-In Help	11

PURCHASE ACCESS OPTIONS

To get started with your Mastering course, you must either have an Access code card or a form of payment (credit card, debit card, or a PayPal account) to make an online purchase. Access code cards can come with your bookstore textbook package or can be purchased separately at the bookstore.

Access to Mastering, eText, and Learning Catalytics

Your access code card purchased from your campus bookstore either packaged with your textbook or purchased separately includes access to a full eText and Learning Catalytics.

Important: It is **not** recommended that you purchase an access code card through online retailers that specialize in used items. Access code cards purchased from anywhere besides Pearson or your campus bookstore cannot be guaranteed by Pearson and returns or exchanges must be done through the third-party retailer.

If you purchase access online at the Mastering website with a credit card or PayPal account, you can purchase Mastering access *with or without* eText. If you purchase without an eText, Learning Catalytics is not included. If you purchase with an eText, Learning Catalytics is included.

Purchase the Correct Access Code Card

When looking to buy an access code card or a textbook package that includes Mastering, it is very important to note that access codes are *author, title, edition and version specific*. Make sure you purchase the correct access code card and check with your professor if you have questions.

HOW DO I REGISTER FOR MASTERING?

You will need three things to register for Mastering.

1. **Email** – you will get important emails from your instructor at this address

2. **Course ID** – a course ID is provided by your instructor. Note: Not all courses require a course ID. Please check with your instructor.
3. **Access code or credit card/PayPal account**



For step-by-step directions, visit [Online Help](#).

HOW DO I PURCHASE AND ACCESS LEARNING CATALYTICS?

Learning Catalytics access is included with the purchase of Mastering with an eText.

Purchase from the bookstore?

If you purchase a new textbook package or a Mastering access code card at your campus bookstore, the access code card includes Mastering, the eText, and Learning Catalytics.

Purchase online access?

If you purchase instant Mastering access online, you can purchase *with or without* an eText. If you purchase Mastering with an eText, Learning Catalytics access is included. If you purchase Mastering without an eText, Learning Catalytics access is an additional \$12 for 6 months, \$20 for 12 months. To purchase Learning Catalytics, sign into your Mastering course and click the Learning Catalytics link from within your course. Be sure to associate your purchase with the SAME username and password you use for your Mastering course.

Important: DO NOT go to learningcatalytics.com to create a new Learning Catalytics account! Purchase access to Learning Catalytics from your Mastering course.

[How to access or purchase Learning Catalytics \(PDF\)](#)

WHAT ARE THE TOP 10 TECHNOLOGY TIPS?

Click the link below to see the tip for your specific issue.

My issue:

1. [I have display issues, have trouble submitting answers, or have trouble seeing hints or My Answers...](#)
 2. [I have issues doing my Mastering homework on my mobile device and tablet computer...](#)
 3. [I can't work on some parts of the problem...](#)
 4. [Mastering does not accept my answer and continues to say I have the same number of attempts...](#)
 5. [My course is missing or I can't access it...](#)
 6. [I have not received points for a question that shows Correct Answer...](#)
 7. [I have problems loading certain pages or I still have display issues after running the browser check...](#)
 8. [I need to enroll into a new course that uses the same textbook as my previous course.](#)
 9. [I can't enroll into my professor's course or I may have purchased an incorrect access code card...](#)
 10. [My professor is using Learning Catalytics with Mastering and I need to know how to get started...](#)
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I have display issues or trouble submitting answers...

Answer: Check system requirements. If you experience a problem when trying to complete Mastering assignments, check that your computer meets the needed system requirements for Mastering. *If you're working on a mobile device:* The system requirements include a section about supported browsers for mobile devices. You may receive a message that some assignment content cannot be displayed because

it requires a player or plug-in. If the browser you are using no longer supports such players or plug-ins (like recent versions of Chrome or Firefox), please use another supported browser for this content.

Choose your Mastering product to view requirements now:

Physical Sciences & Engineering	Life Sciences	Geography & Geosciences
Astronomy	A&P	Geography
Chemistry	Biology	Geology
ComputerScience	EnvironmentalScience	Meteorology
Engineering	Genetics	Oceanography
Physics	Health	
	Microbiology	
	Nutrition	

Still have an issue? Contact [Support](#).

I have issues doing my Mastering homework on a mobile device or tablet computer...

Answer: After you sign in to your Mastering course on a computer at least once, you have the option to use a smartphone or tablet to work on Mastering assignments, Learning Catalytics sessions, and Dynamic Study Modules. Note that you may need to return to your computer to complete some

assignments or assignment items. [Select here for a list of supporting browsers](#). The Kindle is not supported.

Need more info? See [Work Mastering Assignments on a Mobile Device](#)



[How do I use Mastering on a mobile device?](#) (Video, 2 min 49 sec)

I can't work on some parts in a problem...

Answer: Some questions in Mastering require you to finish Part A before moving on to Part B. If it is this type of question, you need to answer the preceding part or give up before you can move to the next part. You will see this message for these kinds of questions:

Part B

This question will be shown after you complete previous question(s).

Mastering does not accept my answer and continues to say I have the same number of attempts...

Answer: Re-submitting the same wrong answer doesn't cause you to lose an answer attempt and you receive the same wrong answer feedback. Although it may seem like Mastering is being unresponsive, you actually just need to submit a different answer.

Note that you do not lose another answer attempt (or any additional credit) if you submit the same incorrect answer more than once. You also do not lose an answer attempt for some answers that just need a minor formatting fix.

My course is now missing or I can't access it... Answer:

You may have multiple Pearson accounts.

Please make sure to check if you have another account by entering *all* of your email addresses here: <https://register.pearsoncmg.com/forgotlogin/forgotLogin.fl>

You will receive an email with your username and password. It is important you try to log in to each account if you have multiple accounts to find your course.

Forgot your username or password?

Continue

Close this window

Pearson 24/7 Support

I have not received points for a question that shows Correct Answer...

Answer: Different question types may have different deductions for each wrong answer. Always read the Grading Policy for your assignment and review My Answers to see your deductions on a part or item.



[Understanding grading](#) (2 min 57 sec video)

I have problems loading certain pages or I still have display issues...

Answer: After you've checked system requirements, clear your cached files and cookies before restarting your browser.

1. Check system requirements.
2. [Check your browser's settings](#)
3. If you still have issues, clear your cached files and cookies. See [Delete Browser Cached Files and Cookies](#) or contact Pearson Support directly for help.
4. Restart your browser.

I need to enroll into a new course that uses the same textbook as my previous course...

Answer: You do not need to create a new account. You can join up to four regular Mastering courses in a single discipline at once, as long as the courses use the same textbook and edition. Sign in to your course using your existing username and password. If your first course has already ended, you will be asked right away for your new course ID. If your first course has not already ended, follow the directions to join another course at [Online Help](#). *Note: this information will depend upon the length of the Mastering subscription associated with your Mastering access code.*

I cannot enroll in my professor's course or I may have purchased an incorrect Mastering access code card...

Answer: Check to make sure you have entered the correct course ID.

ADDITIONAL TIPS:

- Access codes for Mastering are author, title, *and* edition specific. Your access purchased *must* match your professor's Mastering course.
- Often there are multiple titles by the same author, so make sure you selected the correct access code if you purchased it online from a third party.

- To avoid losing time, [request a refund](#) and purchase access to the correct course. **Note:** *If you purchased access from a third party, such as Amazon, Half Priced Books, etc., Pearson will not provide refunds. You need to work with the third party to get a refund.*
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My professor is using Learning Catalytics with Mastering and I need help getting started...

Answer: You must click  [Learning Catalytics](#) on your Mastering Course Home page to confirm or be prompted to purchase access to Learning Catalytics.

If you purchased Mastering with eText, you can access Learning Catalytics right away from your Mastering course. If you purchased Mastering without eText, you are prompted to purchase access to Learning Catalytics. Be sure to associate your purchase with the SAME username and password you use for your Mastering course. You should confirm or purchase access before your professor delivers the first Learning Catalytics session.



[How to access or purchase Learning Catalytics \(PDF\)](#)

Important: *Make sure you don't create a new Learning Catalytics account. You must use the same username and password for Mastering and Learning Catalytics.*

For information on the student experience with Learning Catalytics, see [Student Help for Learning Catalytics](#).

HOW SHOULD I GET STARTED WITH MASTERING?

[Check Mastering system requirements](#) to avoid losing time on assignments later.



See [Get Started with Mastering](#) and [Course Home Overview](#)

HOW DOES GRADING WORK?

See [How Grading Works](#) and [How to work an assignment](#) in Online Help.

WHERE CAN I FIND MORE HELP?

[Mastering Student Online Help Guide](#)

HOW DO I GET SUPPORT?

[Pearson Support](#) is available 24/7.

ACCESSIBILITY INFORMATION

[Accessibility Information](#)

SYSTEM REQUIREMENTS

[Set Up Your Computer \(System Requirements\)](#)
