**Contacting Pearson tech support is the best resource to help with troubleshooting student access. However, before you contact the bookstore or your instructor with an access issue, please review the steps and information listed below.**

1. Most login issues will clear up once you follow all of these steps.

Log out of all open applications on the computer you are using (Blackboard, Campus Portal/College account, any Pearson accounts, 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](https://support.pearson.com/getsupport/s/article/Deleting-Browser-Cached-Files-and-Cookies)) and cookies. Click on one of the links below to see instructions.

* [Chrome: Delete Cached Files and Cookies](https://support.pearson.com/getsupport/s/article/Chrome-Delete-Cached-Files-and-Cookies?r=1&ArticleActions.handleEditPublished=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.getComponent=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Safari: Delete Cached Files and Cookies](https://support.pearson.com/getsupport/s/article/Safari-Delete-Cached-Files-and-Cookies?r=1&ArticleActions.handleEditPublished=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.getComponent=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Firefox: Delete Cached Files and Cookies](https://support.pearson.com/getsupport/s/article/Firefox-Delete-Cached-Files-and-Cookies?r=1&ArticleActions.handleEditPublished=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.getComponent=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Internet Explorer: Delete Cached Files and Cookies](https://support.pearson.com/getsupport/s/article/Internet-Explorer-Delete-Cached-Files-and-Cookies?r=1&ArticleActions.handleEditPublished=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.getComponent=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Edge: Delete Cached Files and Cookies](https://support.pearson.com/getsupport/s/article/Edge-Delete-Cached-Files-and-Cookies?r=1&ArticleActions.handleEditPublished=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.getComponent=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)

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

[Use this Browser Settings link](https://support.pearson.com/getsupport/s/article/Browser-Settings) or use the individual links listed:

* [Chrome: Recommended Settings](https://support.pearson.com/getsupport/s/article/Chrome-Recommended-Settings?r=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.reportFailedAction=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1)
* [Safari: Recommended Settings](https://support.pearson.com/getsupport/s/article/Safari-Recommended-Settings?r=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.reportFailedAction=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1)
* [Firefox: Recommended Settings](https://support.pearson.com/getsupport/s/article/Firefox-Recommended-Settings?r=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.reportFailedAction=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1)
* [Internet Explorer: Recommended Settings](https://support.pearson.com/getsupport/s/article/Internet-Explorer-Recommended-Settings?r=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.reportFailedAction=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1)
* [Edge: Recommended Settings](https://support.pearson.com/getsupport/s/article/Edge-Recommended-Settings?r=1&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&aura.Component.reportFailedAction=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1)

4. [Turn off pop up blockers.](https://support.pearson.com/getsupport/s/article/Pop-Up-Blockers) Click on one of the links below to see instructions

* [Chrome: Turn Off Pop-Up Blockers](https://support.pearson.com/getsupport/s/article/Chrome-Turn-Off-Pop-Up-Blockers-Text?r=3&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Safari: Turn Off Pop-Up Blockers](https://support.pearson.com/getsupport/s/article/Safari-Pop-Up-Blockers?r=3&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Firefox: Turn Off Pop-Up Blockers](https://support.pearson.com/getsupport/s/article/Firefox-Pop-Up-Blockers?r=3&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)
* [Internet Explorer: Turn Off Pop-Up Blockers](https://support.pearson.com/getsupport/s/article/Internet-Explorer-Pop-Up-Blockers?r=3&ui-knowledge-aloha-components-aura-components-knowledgeone.ArticleActions.handleEditPublished=1&other.PS_CSSContactPrint_Email.getCurrentUser=1&ui-comm-runtime-components-aura-components-siteforce-qb.Quarterback.validateRoute=1&ui-force-components-controllers-recordGlobalValueProvider.RecordGvp.getRecord=1&ui-self-service-components-controller.ArticleTopicList.getTopics=1&ui-self-service-components-controller.ArticleView.getArticleHeaderDetail=1)

### 5. **Restart your computer.**

6. Then, follow the exact instructions that your instructor gave you for logging into the course.

If the above does not work, then please fill out a tech support ticket here<https://support.pearson.com/getsupport/s/contactsupport>. Please share your tech support **incident ID** and your campus team (bookstore/instructor) can help escalate an answer for you based on that (be sure to include what you tried to resolve the issue and screenshots of any errors you encountered).