

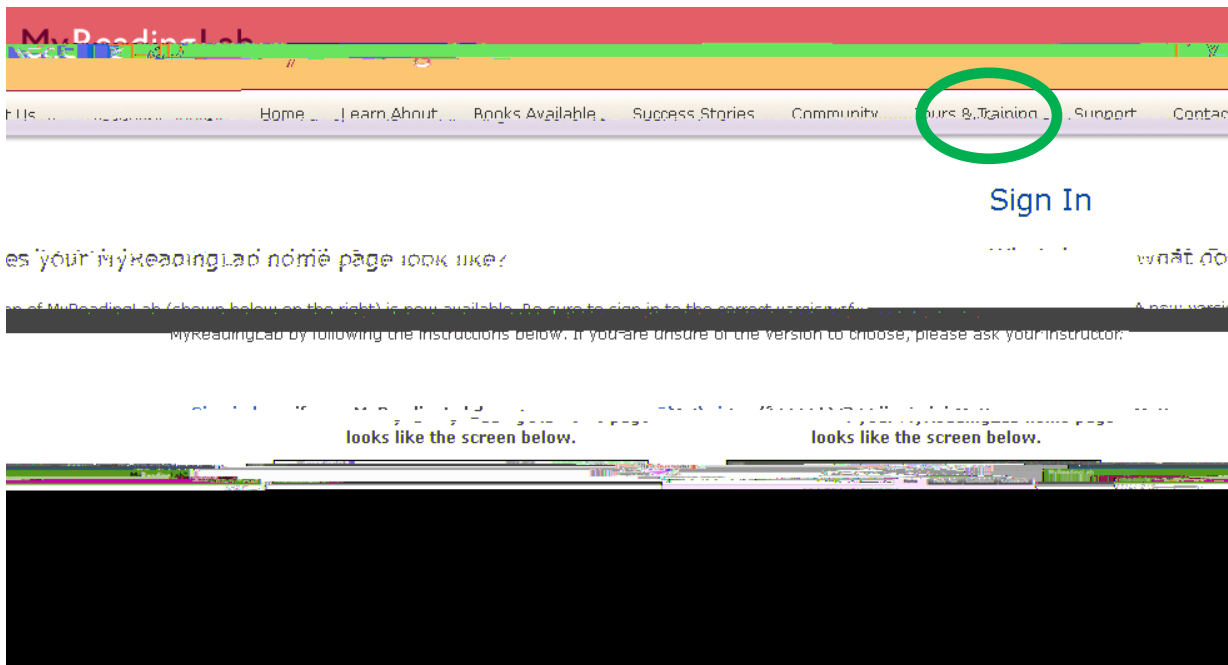


Resolving Issues with *My Reading Lab*

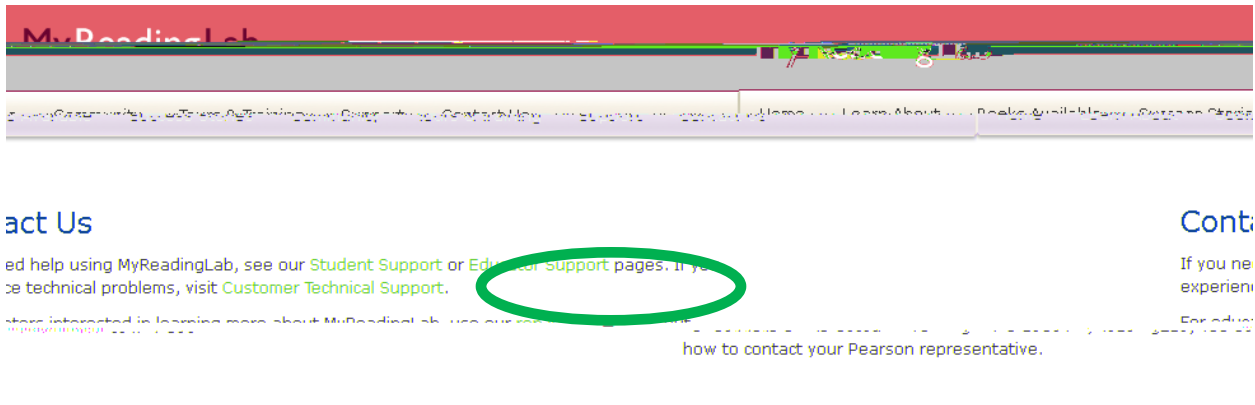
1. Call Customer Service: 1-877-675-4338

2. Contact a representative through the Chat Room:

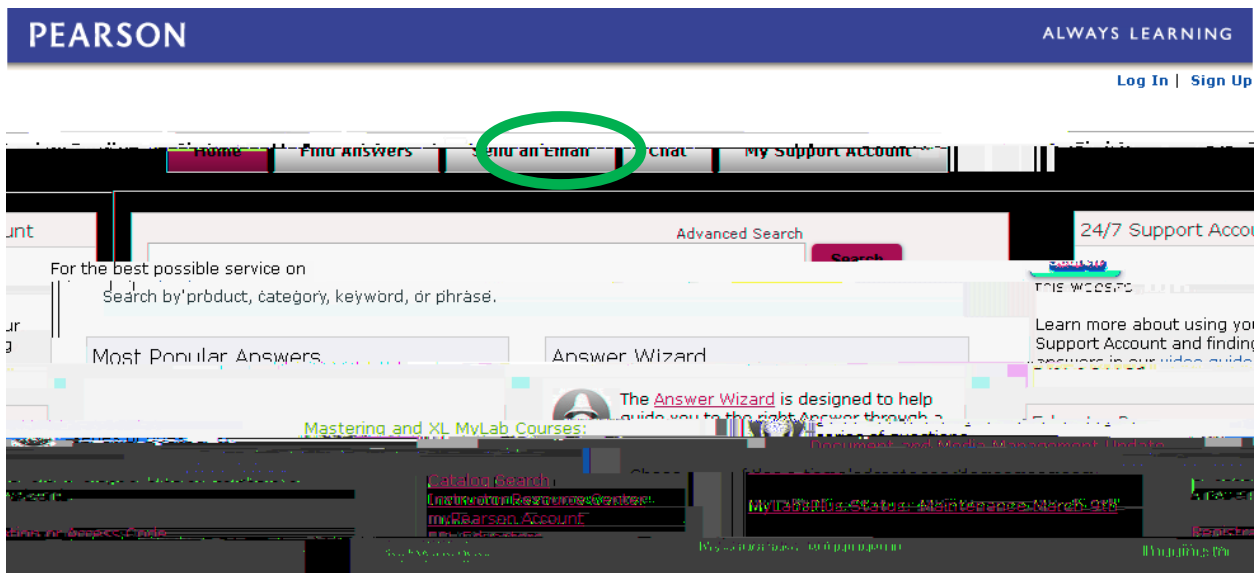
- Open a browser (Mozilla works best)
- Type “myreadinglab.com” in the address bar
- Click “enter”
- Click on “Sign In” in the “Sign In” box
- Click on “Contact Us” at the right end of the bar near the top of the page:



- Click on “Customer Technical Support” in the middle of the screen:



- Click on the “Chat” tab near the top of the screen:



- Fill in the required information:

The screenshot shows a Pearson support page with a blue header. The Pearson logo is on the left, and the slogan "ALWAYS LEARN" is on the right. Below the header, there are navigation links: "Sign Up" on the left and "Log In | Support Account" on the right. A main navigation bar contains links for "Home", "Find a class", "Get a syllabus", "My Support Request", and "My Account". The main content area is titled "Chat with a member of our support team" and includes a "24/7 Support Account" badge. A text box contains the text: "On this website, [log in](#). Learn more about using your Support Account and finding answers in our [video guide](#)." Below this is a "Faculty Services" dropdown menu with options: "Catalog Search", "Find Your Rep", "Review & Desk Copies", and "First Days of Class". To the right of the dropdown is a "Category" dropdown menu with the instruction: "Category (Please select at least one category; click on the arrow to the right of the category to select your specific issue)".

- Click on “Submit Request” at the bottom of the page: