

## Getting Started Guide for Accessing and Using Your Pearson Collection

3/7/2014

### Getting Started

#### **Prep Step: Check your Internet browser.**

- a. **Browsers:** Your Pearson Collection is optimized to work with **Google Chrome** 30.0 or higher. However, you can use any of the browsers listed below.

##### Windows:

Google Chrome Version 30.0 and higher

Mozilla Firefox Version 25.0 and higher

Internet Explorer Version 9.0 and 10.0 **IMPORTANT: Version 11.0 is not supported at this time.**

Safari Version 5.1.7 and higher

##### Mac:

Google Chrome Version 30.0 and higher

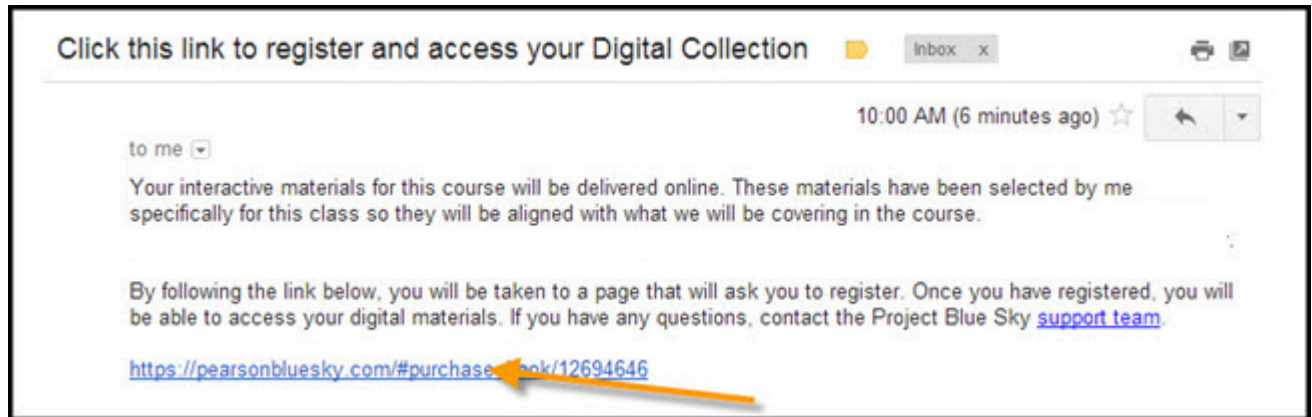
Mozilla Firefox Version 25.0 and higher

Safari Version 6.0 and higher

- b. **Plug-Ins:** Many multimedia OER resources require plug-ins installed in your browser. Please download and install the following plug-ins on your computer before viewing your Collection:
- Adobe Flash Player (Windows only—already embedded in Google Chrome browser) – [Click here](#) to install.
  - Adobe Shockwave Player – [Click here](#) to install.
- c. **Browser settings:** Please check that the following settings are enabled in your browser before viewing your Collection:
- Adobe Java and Javascript—[Click here](#) to learn how to enable.

## (1) Set Up Your Account: Register and Sign in to your Collection.

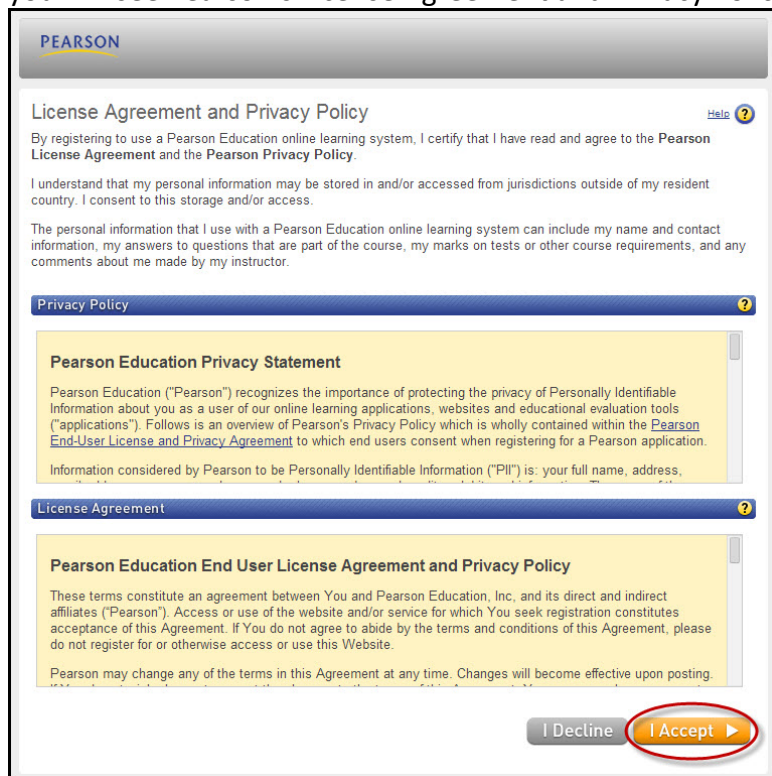
- a. Your instructor will provide you with an email containing a live Internet link (see example below). Click on this link.



- b. The link takes you to a Pearson page summarizing the contents of the collection your instructor has created and its cost. Click on the **Add to Cart** button.

A screenshot of a Pearson website page. The header is "PEARSON". The main title is "The Dynamics of Social Psychology" by Professor Monica Wilson. On the right, the price is "\$41.94" and there is a blue "Add to Cart" button circled in red. On the left, under "What's Inside?", there is a list of resources: 23 Videos, 6 Textbooks, 0 Quizzes, 11 Interactives, 0 Handouts, 1 Lesson, 7 Slides, and 7 Websites. In the center, under "Table of Contents", there is a list of chapters: Chapter 1: Social Psychology: The Science of the Social Side of Life, Chapter 2: Social Cognition: How We Think About the Social World, Chapter 3: Social Perception: Perceiving and Understanding Others, Chapter 4: The Self: Answering the Question: "Who Am I?", Chapter 5: Attitudes: Evaluating and Responding to the Social World, Chapter 6: Stereotyping, Prejudice, and Discrimination: The Causes, Effects, and Cures, Chapter 7: Untitled Chapter, and Chapter 8: Untitled Chapter.

- c. The system takes you to the Pearson registration and purchase site where you can set up a Pearson Education account with your own Log In name and password, and then purchase your collection. First, you will see Pearson's License Agreement and Privacy Policy. Click **I Accept**.



**PEARSON**

### License Agreement and Privacy Policy

By registering to use a Pearson Education online learning system, I certify that I have read and agree to the [Pearson License Agreement](#) and the [Pearson Privacy Policy](#).

I understand that my personal information may be stored in and/or accessed from jurisdictions outside of my resident country. I consent to this storage and/or access.

The personal information that I use with a Pearson Education online learning system can include my name and contact information, my answers to questions that are part of the course, my marks on tests or other course requirements, and any comments about me made by my instructor.

#### Privacy Policy

##### Pearson Education Privacy Statement

Pearson Education ("Pearson") recognizes the importance of protecting the privacy of Personally Identifiable Information about you as a user of our online learning applications, websites and educational evaluation tools ("applications"). Follows is an overview of Pearson's Privacy Policy which is wholly contained within the [Pearson End-User License and Privacy Agreement](#) to which end users consent when registering for a Pearson application.

Information considered by Pearson to be Personally Identifiable Information ("PII") is: your full name, address,

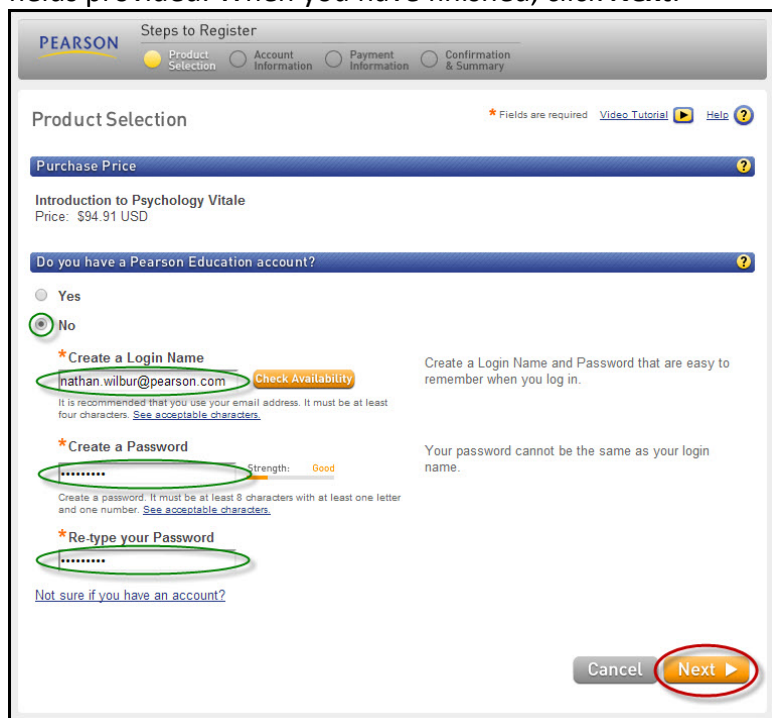
#### License Agreement

##### Pearson Education End User License Agreement and Privacy Policy

These terms constitute an agreement between You and Pearson Education, Inc. and its direct and indirect affiliates ("Pearson"). Access or use of the website and/or service for which You seek registration constitutes acceptance of this Agreement. If You do not agree to abide by the terms and conditions of this Agreement, please do not register for or otherwise access or use this Website.

Pearson may change any of the terms in this Agreement at any time. Changes will become effective upon posting.

- d. Now you'll complete four steps to set up your account. The Product Selection page shows the title of your course collection and its purchase price. If you don't have a Pearson account, click the "No" radio button. Then enter a Login Name (i.e., your email address) and enter—and retype—a Password in the fields provided. When you have finished, click **Next**.



**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

### Product Selection

\* Fields are required [Video Tutorial](#) [Help](#)

#### Purchase Price

Introduction to Psychology Vitale  
Price: \$94.91 USD

#### Do you have a Pearson Education account?

☐ Yes  
☒ No

\* Create a Login Name  
  Create a Login Name and Password that are easy to remember when you log in.  
It is recommended that you use your email address. It must be at least four characters. [See acceptable characters.](#)

\* Create a Password  
 Strength: Good Your password cannot be the same as your login name.  
Create a password: It must be at least 8 characters with at least one letter and one number. [See acceptable characters.](#)

\* Re-type your Password

[Not sure if you have an account?](#)

- e. Next, you will see your Account Information page. Enter your name and email address. Select your school's country, then enter the school's Zip code and select your school's name from the drop-down list. Then select a security question from the drop-down menu and type in an answer that you'll easily remember.

The screenshot shows the 'Steps to Register' progress bar at the top with four steps: Product Selection (completed), Account Information (current), Payment Information, and Confirmation & Summary. The 'Account Information' section is titled 'Introduction to Psychology Vitale' with a price of '\$94.91 USD'. It contains several required fields marked with an asterisk: 'First Name' (Nathan), 'Last Name' (Wilbur), 'Email Address' (nathan.wilbur@pearson.com), and 'Re-type Your Email Address' (nathan.wilbur@pearson.com). There is also a 'School Location' section with 'School Country' (United States), 'School Zip or Postal Code' (02116), and 'School Name' (Select Your School). A 'Security Question' section asks 'What is my father's middle name?' with the answer 'Purdy'. At the bottom, there is a checkbox for 'Let me know about other Pearson Education products and services to help me succeed.' and three buttons: 'Back', 'Cancel', and 'Next' (which is circled in red).

**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

**Account Information** \* Fields are required [Video Tutorial](#) [Help](#) ?

Introduction to Psychology Vitale  
Price: \$94.91 USD

**Personal Information** ?

\*First Name \*Last Name  
Nathan Wilbur

\*Email Address  
nathan.wilbur@pearson.com  
Enter a valid email address. [See acceptable characters.](#)  
[Don't have an email address?](#)

\*Re-type Your Email Address  
nathan.wilbur@pearson.com

**School Location** ?

\*School Country  
United States

\*School Zip or Postal Code  
02116  
[Need help finding your school's Zip or Postal code?](#)

\*School Name  
Select Your School  
Select the name of your school from the list. If your school is not listed, select "Other" at the bottom of the list.

**Security Question** ?

If you contact us, we will ask you this question to confirm your identity.

\*Security Question  
What is my father's middle name?

\*Your Answer  
Purdy

**May we contact you?** ?

☐ Let me know about other Pearson Education products and services to help me succeed.

Back Cancel **Next**

When you're done, click **Next**.

This screenshot shows the bottom of the registration form. It includes a checkbox for 'Let me know about other Pearson Education products and services to help me succeed.' and three buttons: 'Back', 'Cancel', and 'Next'. The 'Next' button is circled in red.

☐ Let me know about other Pearson Education products and services to help me succeed.

Back Cancel **Next**

- f. Now you are taken to the Payment Information page. Enter the credit card information and your billing address.

**PEARSON** Steps to Register  
 Product Selection Account Information Payment Information Confirmation & Summary

**Payment Information** \* Fields are required [Video Tutorial](#)

Item(s) for Purchase	Quantity	Price
Introduction to Psychology Vitale	1	\$94.91 USD
Coupon Code <input type="text"/>		
Appropriate sales tax will be applied		Merchandise Subtotal <b>\$94.91 USD</b>

**Enter Payment Information**

☒ **Pay by Credit Card**

☐ **Pay with PayPal**

\*Cardholder's Name

\*Credit Card Number

\*Expiration Date  Month  Year

**Billing Address**

Enter the billing information for the payment method selected above.

\*Address

Address Line 2

Address Line 3

\*City

\*State or Province

\*ZIP or Postal Code

\*Country

\*Phone Number

\*Your Name

E-mail Address

At the bottom of the page, click **Continue**.

You can review this order on the next page before it's final.

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[Customer Technical Support](#) | [Privacy Policy](#) | [License Agreement](#)

- g. Now you see the Order Summary page. This lets you check your billing address and credit card for accuracy and then place your order. Click on **Place Order**.

**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

### Order Summary

[Video Tutorial](#) [Help](#)

**Billing Address** [Change](#)

Student User  
75 Arlington Street  
Boston, MA 02116  
United States  
617-848-6600  
bluesky@pearson.com

**Payment Method** [Change](#)

Credit Card: Visa | Last 4 digits: 6283

Item(s) For Purchase	Quantity	Total Price
Introduction to Psychology Vitale	1	\$94.91 USD
Merchandise Subtotal		\$94.91 USD
Tax		\$0.00 USD
Total		\$94.91 USD

[Cancel](#) [Place Order](#)

- h. Finally, you see the Confirmation and Summary Page, which you can print out as a handy reference for your account and Login Name. Click **Log In Now**.

**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

### Confirmation & Summary

[Print This Page](#)

Thank you! Your purchase and registration are complete. Please [print this page](#) as your receipt.

**Start your work right away!** Simply click a Login button below to begin using that website with the login name and password you created.

There is no need for an access code or additional registration steps. You have immediate access to the website(s) listed below and can start your work right away!

You will receive a confirmation email containing your purchase information, and your login name and password.

You now have access to...

**Pearson Collections**

[Log In Now](#)

If you need to review or edit your account information, visit your [Account Summary](#) page.

Role: Student Account ID: 54481852  
Expiration Date: Jul 08, 2014 Order ID: 117434432  
Section or Module: Psychology 201 Huntton Login Name: pilotpurchasetest

You also have access to...

**Visual Brain**

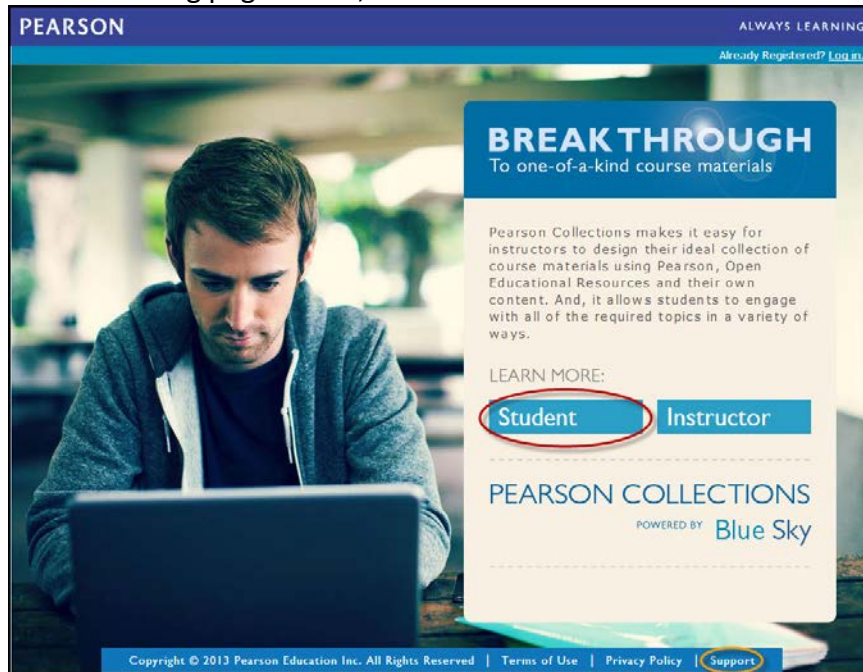
Role: Student  
Expiration Date: Jul 8, 2014  
Section or Module: Visual Brain

About Your Purchase

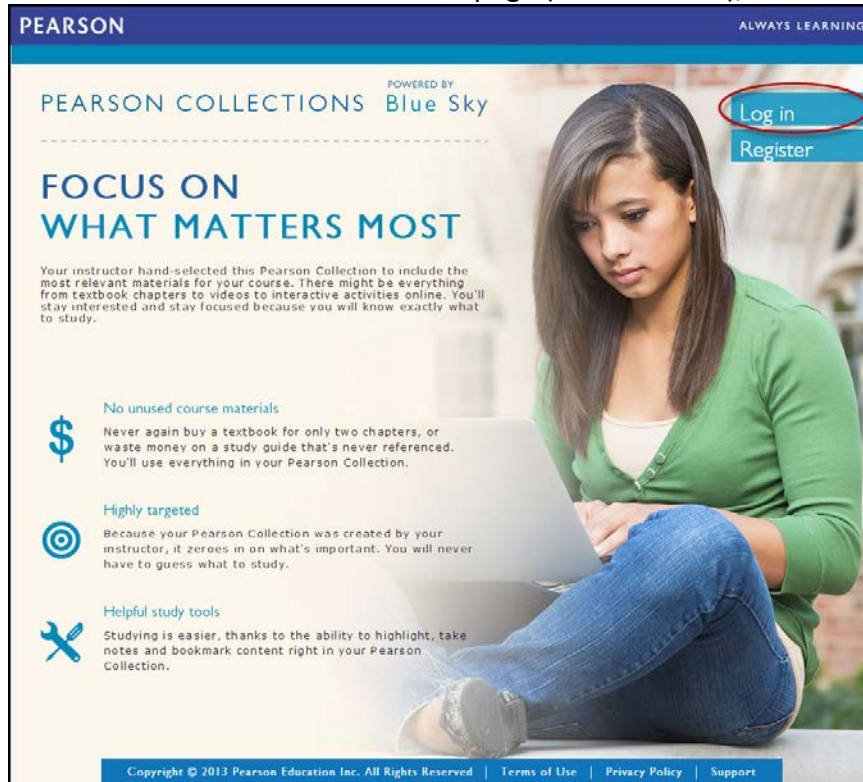
Your purchase in the amount of **\$45.93 USD** has been processed and will appear on the credit card statement or PayPal account as **Pearson Education**.



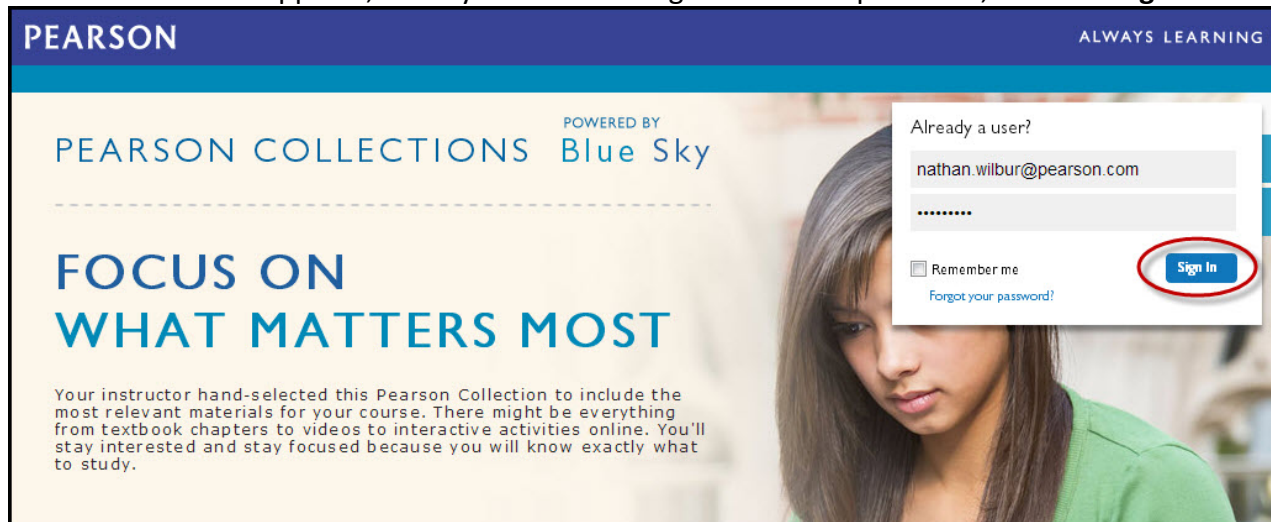
- i. You are taken to the Pearson Blue Sky system at <http://www.pearsonhighered.com/collections/>. On the landing page below, click on the **Student** button.



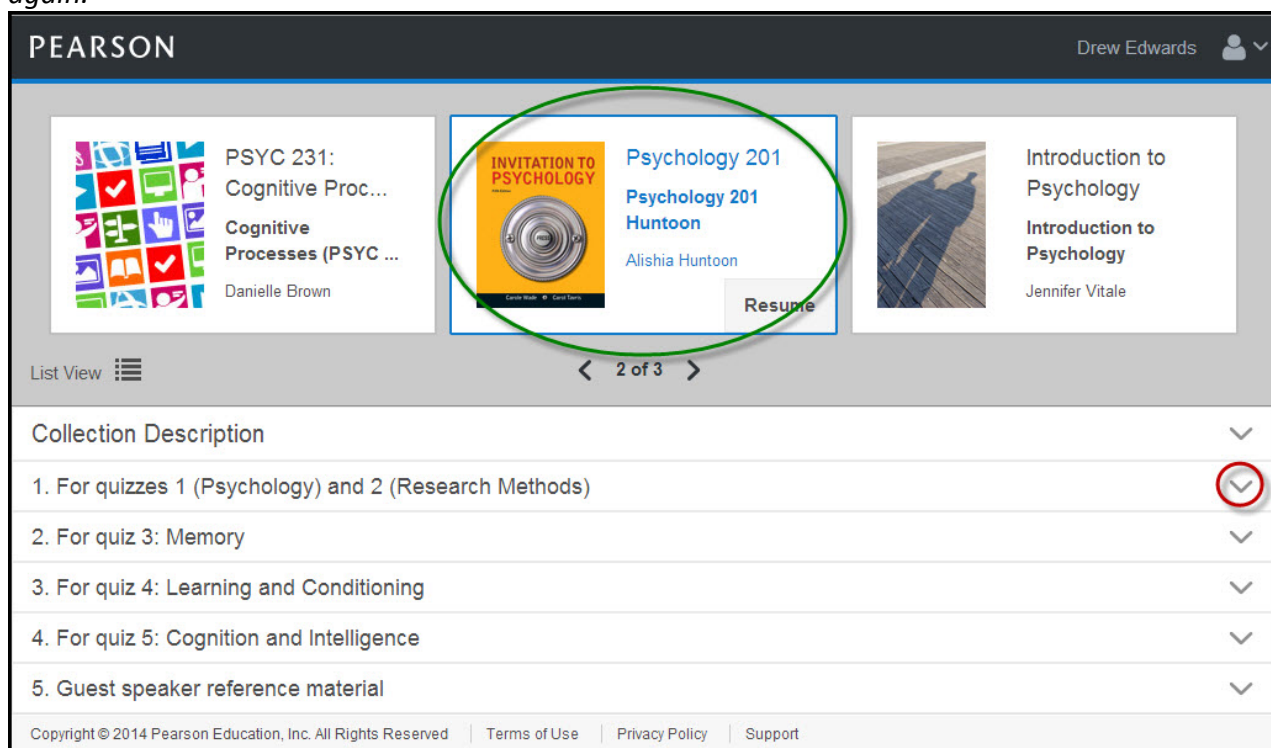
- j. On the Pearson Collections student page (shown below), click on the **Log in** button.



- k. In the window that appears, enter your Pearson Login Name and password, and click **Sign in**.



- l. You are taken to your Collection bookshelf. At the top of the screen, you'll find the collection for your course (as well as any others you purchase for other courses). Click on the title box for your collection so that it turns blue. The table of contents for your collection appears below. To open a chapter module, click on the title or on the arrow on the far right. *Note: To close a module, click on the arrow again.*

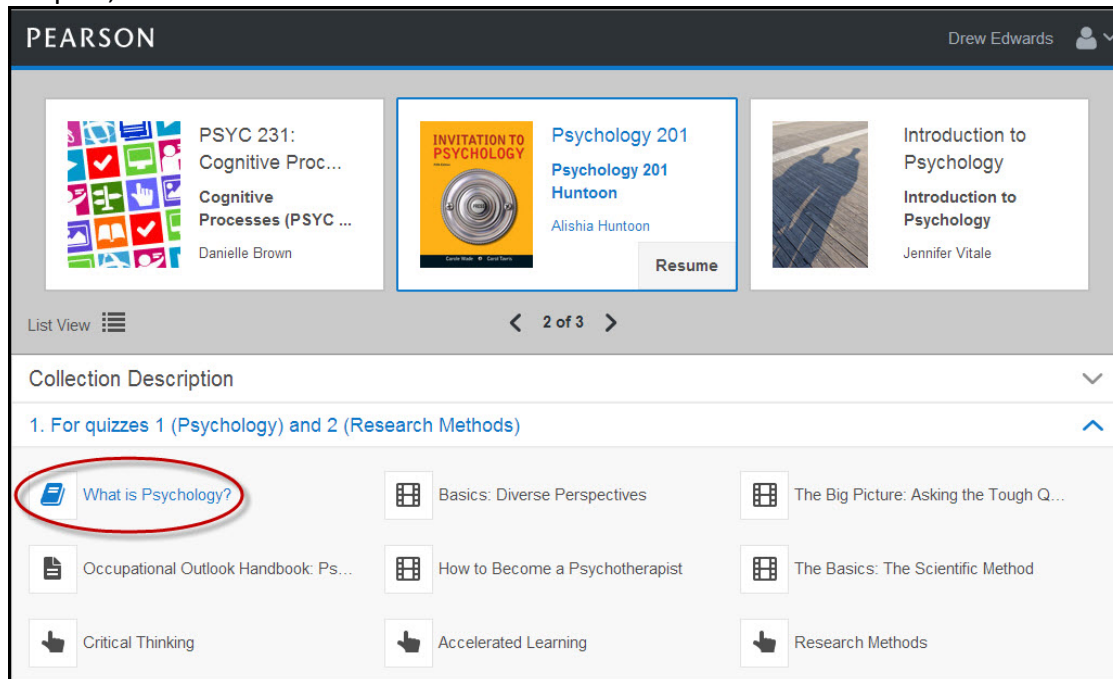




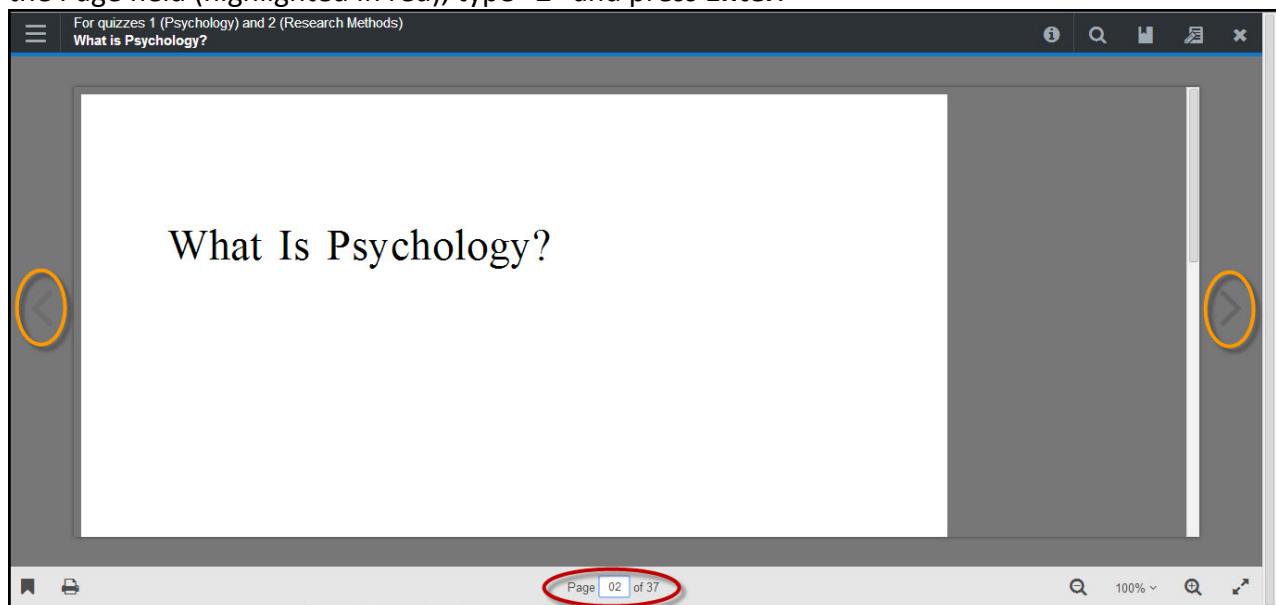
## Tutorial: Using Your Collection

### (2) Navigating, highlighting, note-taking, searching, bookmarking, and printing

- a. A drop-down window displays all of the content included in that chapter module. To open a textbook chapter, click on a selection with a **book icon**.



- b. **NAVIGATING.** The textbook chapter loads. To flip forward or backward from one page to the next, click on the right or left arrows (highlighted in yellow). Or you can jump to the page you want using the page counter in the center of the toolbar at bottom. To see this in action, delete the number in the Page field (highlighted in red), type "2" and press **Enter**.



- c. At any time when you are viewing a textbook chapter or other resource, you can switch to another resource in that module or jump to a different module in your collection. To see this in action, click on the **table icon** in the far left corner of the title bar (highlighted in red). A drop-down window displays a list of all the resources included in the chapter module. You'll notice that the title of the chapter module you're viewing now is shown in a box at the top of the list, and the textbook chapter you are viewing is highlighted in blue. To go to the module table of contents, click on the chapter module title (highlighted with the yellow arrow).



- d. This takes you to the collection table of contents. You can click on any of the titles to jump to a chapter module. *Notes: To close this navigation window and stay with the chapter you are viewing, simply click on the **table icon** again and the drop-down display will disappear. When you are finished with any resource at any time, click on the "x", or **exit icon** on the far right corner of the title bar.*



- e. **ZOOMING.** For this tutorial, let's assume that you're viewing the textbook chapter. Here's how you can zoom the page in or out to read the text comfortably. Simply click on the plus (+) or minus (-) **zoom icons** in the bottom right section of the toolbar (highlighted in green). *Note: You can also go to a full-screen display—and back again—by clicking on the diagonal arrows icon in the bottom right corner (circled in yellow).*



- f. **HIGHLIGHTING AND NOTE-TAKING.** Let's see how you can highlight a section of text and add your own notes to help you remember important points. You can do it all in one step. Simply click and drag your mouse over the text you want, and then release. The text is highlighted in blue, and a Notes window pops up. Move this window where you want it by clicking on the title bar and dragging it to the side. Next, click on a highlight color in the Notes window (in this example, we're using green), type your comments in the Notes field, and click **Save**.





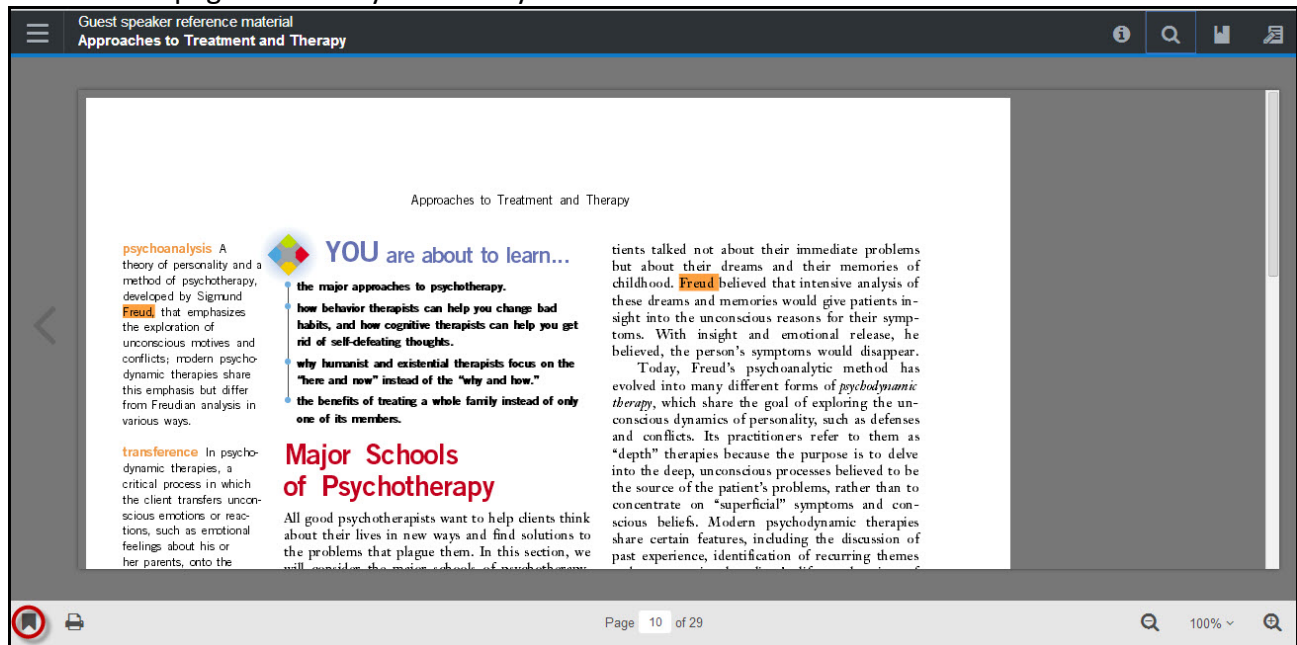
- g. To review the Notes you have added to your textbook chapters at any time, click on the **Notes icon** (circled in red) in the top right section of the title bar. Then click on the highlighted text for each Note to jump to the page where it appears. *Note: To close the Notes drop-down display, click on the icon again. If your instructor has added comments to guide your study of this chapter or any other resource in your collection, you can click on the “i” icon in the top right of the title bar to view them.*



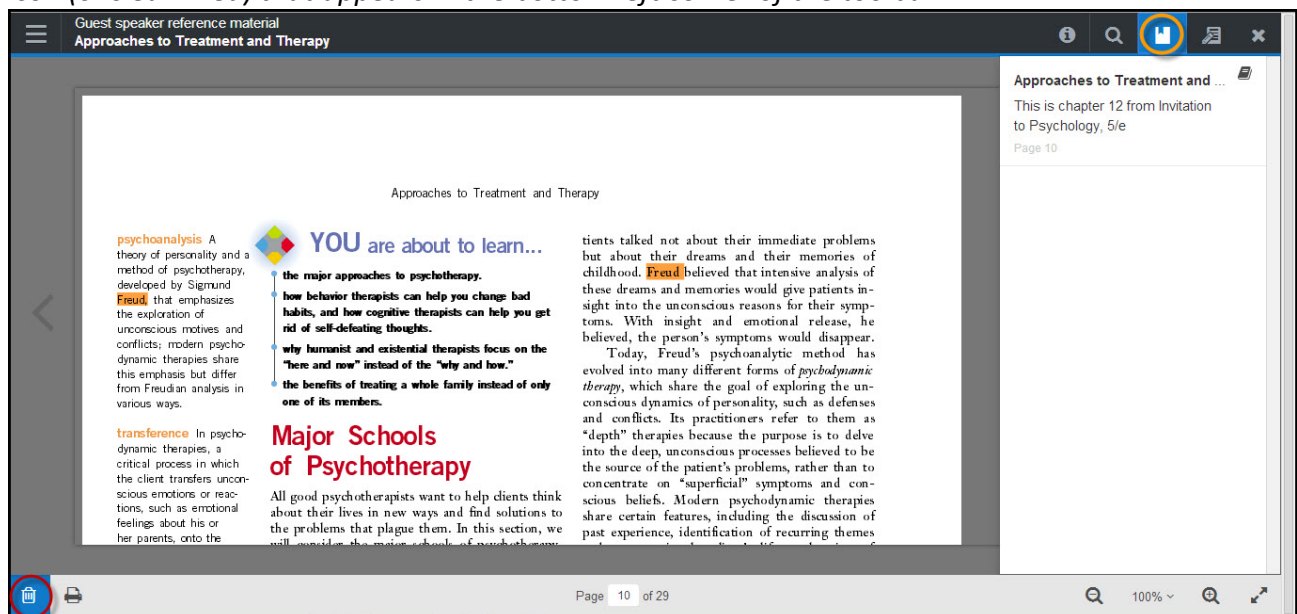
- h. **KEYWORD SEARCHING.** If you want to find a topic, a name, or a key concept in any of the textbook chapters in your collection, use the Search function. Click on the **Search icon** (circled in red) in the title bar. An empty field will open up to the left of the icon. Type in your keyword (in this case, we're using the name "Freud") and click on the **Search icon** again. A drop-down display shows every mention of Freud throughout the collection. In this example, Freud shows up in three different chapters—What is Psychology, Approaches to Treatment and Therapy, and Memory. Click on one of these links to go right to the chapter, page and location where the reference appears. *Note: To close out of Search, delete the keyword from the search field and click the Search icon again.*



- i. **BOOKMARKING.** Let's assume you've landed on a page that you would like to bookmark so you can get back to it easily. Simply click on the **bookmark icon** (circled in red) in the far left corner of the toolbar. The page is instantly added to your Bookmarks.

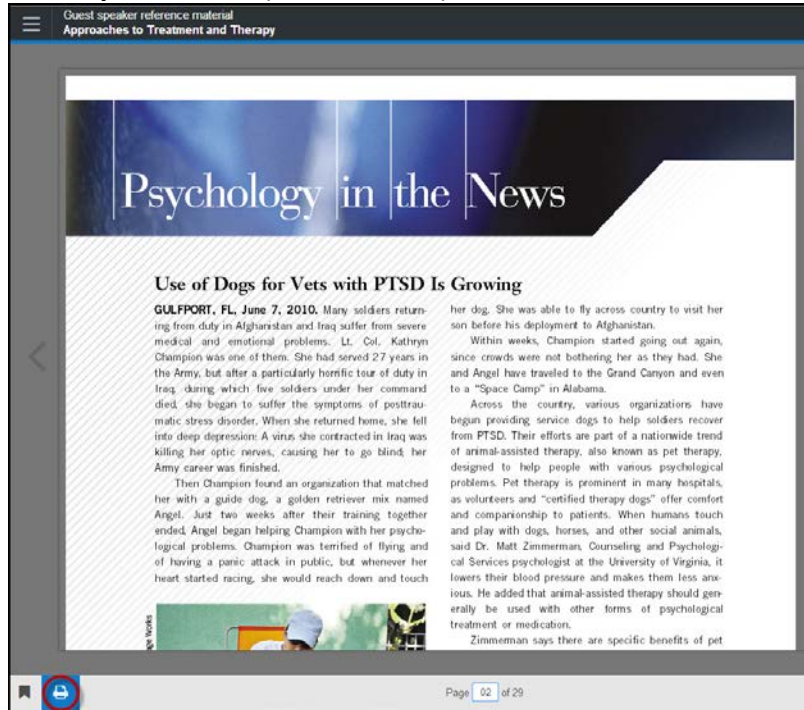


To see this, click the **bookmark list icon** (circled in yellow) in the top right section of the title bar. A drop-down display shows all of your bookmarks. Click on any of these to jump to that page. *Note: Whenever you're on a bookmarked page, you can delete it from your list by clicking on the trash can icon (circled in red) that appears in the bottom left corner of the toolbar.*

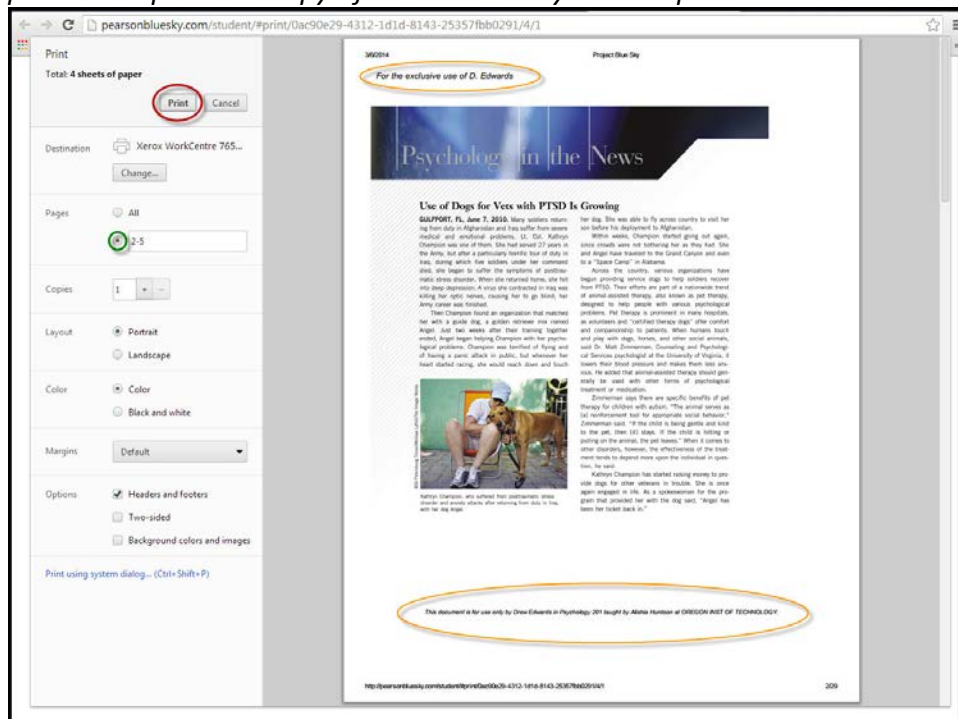




- j. **PRINTING.** When viewing any textbook chapter or printable items such as handouts, you can print out a hard copy of the entire chapter or individual pages using your own personal printer. To do this, click on the **printer icon** (circled in red) in the toolbar at bottom left.



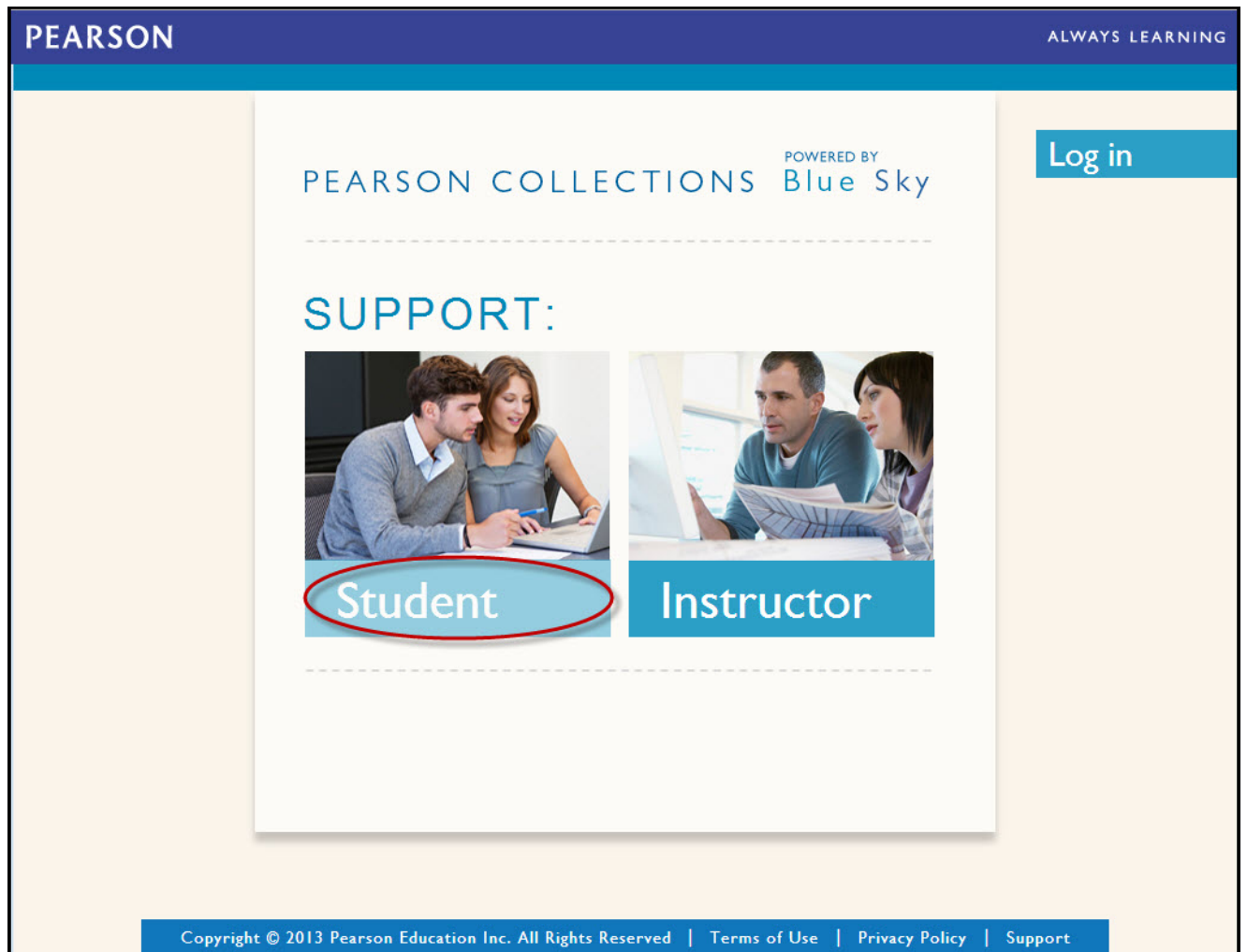
- k. The print page shown below appears on your screen. Let's assume that you only want to print pages 2 through 5 from your chapter. Click the radio button (circled in green) under "All" and type "2-5" into the Pages field. The print page shows you a preview of the first page. When you are satisfied, click **Print** (circled in red). *Note: Each page is watermarked with your name, course, instructor name, and school name (highlighted below in yellow). This information indicates that only you are authorized to print out a personal copy of the collection you have purchased.*



## Getting Help

### (3) How to contact Pearson 24/7 Customer Service

- a. If you experience a problem, you can get help using any of the following options.
  1. **To access the Pearson Blue Sky knowledge base:**  
<http://247pearsoned.custhelp.com/app/answers/list/kw/%2Bbluesky/>
  2. **To chat with a customer support rep:**  
[http://247pearsoned.custhelp.com/app/chat/chat\\_launch](http://247pearsoned.custhelp.com/app/chat/chat_launch)
  3. **To email customer support:**  
<http://247pearsoned.custhelp.com/app/ask>
  4. **To call customer support:**  
1-800-677-6337 (Monday through Friday, 12:00 PM to 8:00 PM EST.)
- b. You can access Pearson Customer Service any time while using your collection. Go to [www.pearsoncollections.com](http://www.pearsoncollections.com) and click **Support** in the bar at the bottom of the page. Then click on the **Student** button shown below.



A page will appear with all of the four service options listed above.