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.

![Email Example]

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.

![Pearson Page Example]
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.

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.
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.

When you’re done, click Next.
f. Now you are taken to the Payment Information page. Enter the credit card information and your billing address.

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

![Order Summary Page](image)

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**.

![Confirmation & Summary Page](image)
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.

![Pearson Blue Sky Student Page](image1)

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

![Pearson Collections Student Page](image2)
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.**
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.

**g.**

**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.

![Print Preview](image.png)

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.**

![Print Preview](image.png)
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
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 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.