

## AOU Student Guide: Using Pearson Platforms

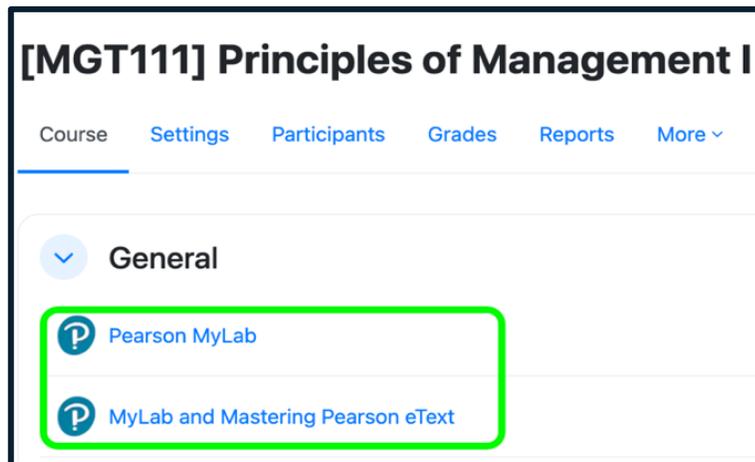
Welcome to Pearson! Below are step-by-step tutorials and resources to help you register, navigate, and use your Pearson platforms effectively. Whether you're using **eBook**, **MyLab**, **Mastering** or **MyLab IT**, this will guide you.

### Getting Started: How to Register

#### If your course is using Pearson MyLab & Mastering

Follow these tutorials to register for Pearson courses via your Moodle account:

##### Pearson MyLab and Mastering



- To register and access **Pearson MyLab & Mastering** : [Watch the video](#) 

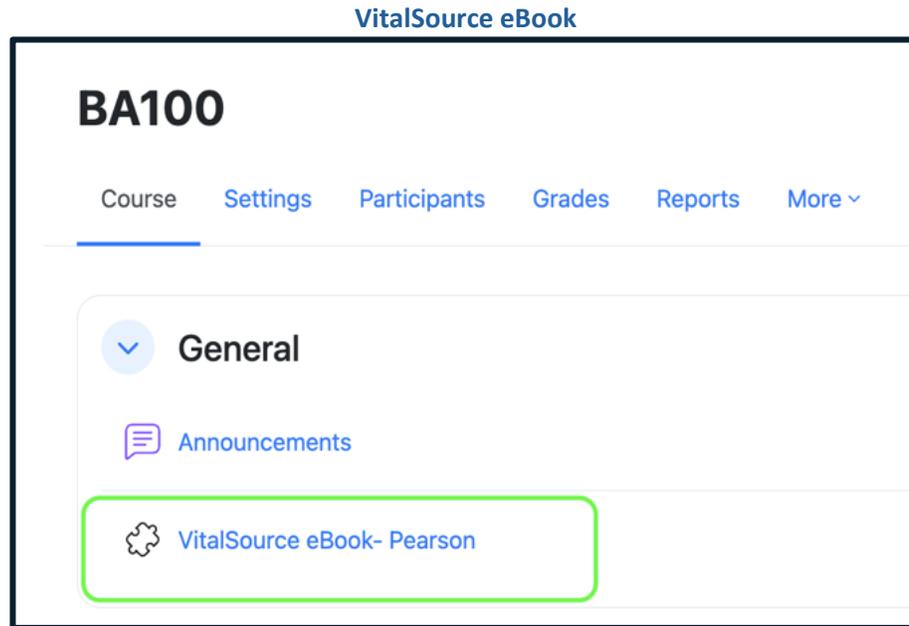
Download Pearson+ App:

- For **iOS**: [Download from App Store](#) 
- For **Android**: [Download from Google Play](#) 



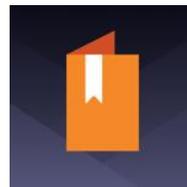
## If your course is using eBook only

To Access the eBook: [Watch the video](#) 



Download **Bookshelf App** for eBook only:

- For iOS: [Download from App Store](#) 
- For Android: [Download from Google Play](#) 



## How to Use Pearson Platforms

Learn how to navigate and use the features of each Pearson platform effectively:

- **Pearson MyLab** (all MyLab courses, except the ones below): [Watch the video](#) 
- **Pearson Mastering** (**MS102** Physics): [Watch the video](#) 
- **Pearson MyLab IT** (**GT101 & TU170 & GTE101** Courses): [Watch the video](#) 

## Pearson Mobile Apps

Take your learning on the go with Pearson's mobile apps:

- **Pearson+ App Tour:** [Watch the video](#) 



## Troubleshooting & Support

### Adjusting Your Browser Settings

Adjust your browser settings to avoid assignment issues:

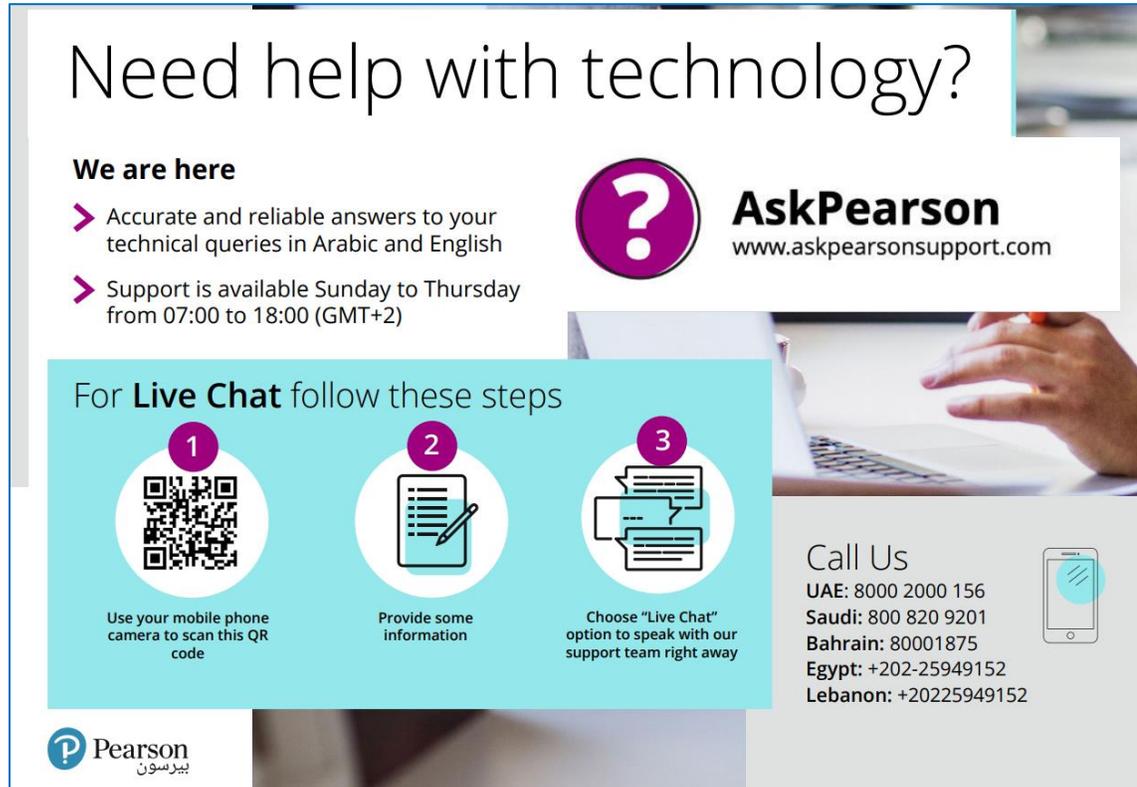
- **For Chrome Users:** [Watch the video](#) 
- **For Other Browsers:** [Visit Help Page](#) 

### Exporting Moodle Diagnostics Files

When contacting Pearson Support, export your diagnostics file. Here's how: [Help Page](#) 

## Need More Help?

If you encounter any issues or need further assistance, don't hesitate to send an email to [pearson-me@pearson.com](mailto:pearson-me@pearson.com) or [contact Pearson Support](#) via Phone or Chat



**Need help with technology?**

**We are here**

- > Accurate and reliable answers to your technical queries in Arabic and English
- > Support is available Sunday to Thursday from 07:00 to 18:00 (GMT+2)

 **AskPearson**  
[www.askpearsonsupport.com](http://www.askpearsonsupport.com)

For **Live Chat** follow these steps

-  **1**  
Use your mobile phone camera to scan this QR code
-  **2**  
Provide some information
-  **3**  
Choose "Live Chat" option to speak with our support team right away

**Call Us**

- UAE: 8000 2000 156
- Saudi: 800 820 9201
- Bahrain: 80001875
- Egypt: +202-25949152
- Lebanon: +20225949152

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