

AOU Student Guide: Using Pearson Platforms

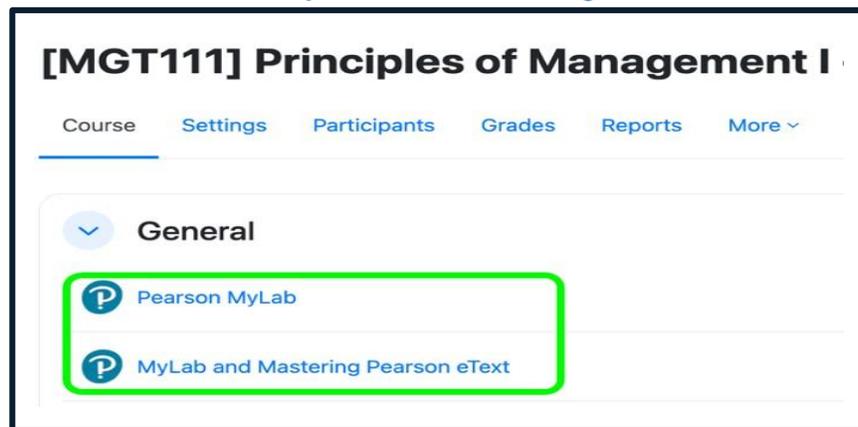
Welcome to Pearson! Below are step-by-step tutorials and resources to help you register, navigate, and use your Pearson platforms effectively. Whether you're using eBook, My Lab, Mastering or My Lab IT, this will guide you.

Getting Started: How to Register:

❖ If your course is using Pearson My Lab & Mastering

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

Pearson My Lab and Mastering



To register and access Pearson My Lab & Mastering : [Watch the video](#)

Download Pearson+ App:

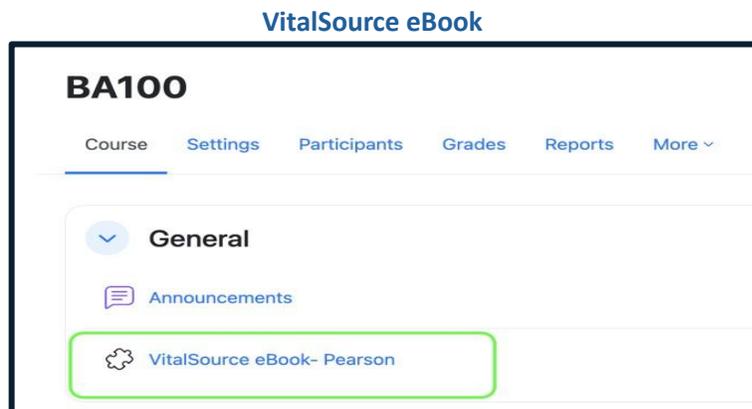
For iOS: [Download from App Store](#)

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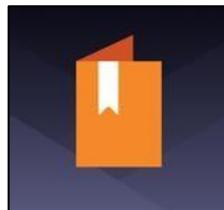
❖ If your course is using **eBook** only

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 My Lab** (all My Lab courses, except the ones below): [Watch the video](#)
- **Pearson Mastering** (**MS102** Physics): [Watch the video](#)
- **Pearson My Lab IT** (**GT101 & TUI70 & 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 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

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

