

## **Mastering Physics Student Assistance**

If you encounter any problems logging into Mastering Physics please follow these steps.

**First Step:** (This step will solve most problems.)

Go to [www.masteringphysics.com](http://www.masteringphysics.com)

Click on: **Forgot your login/password?**

On this screen ***enter only your email address***; make sure you enter the same email address you used to register.

Then click on **Send My Login Name and Password**.

(If you are not sure of the email address you used enter each possibility separately.)

The program will send you an automated email with your login and password. If you have multiple accounts with different login names and passwords they will all be listed here.

**Second Step** (if necessary)

If you are still having trouble with your account you can go to 24/7 Live Chat with Pearson Customer Support: <http://247pearsoned.custhelp.com/>

**Third Step** (if necessary)

If you would like to speak with customer service you can do so by calling this number: 800-677-6337 / Monday through Friday / 12:00pm – 8:00pm.