

Pearson Office Hours

Pearson offers Technology Office Hours to provide additional support to districts with a 1-on-1 opportunity to speak with a Pearson Technology Support Field Engineering member. These support opportunities include web conferencing options to visually share additional training or show more detailed information about the topic being discussed.

NOTE:

- If you are experiencing a technical issue with students currently testing, call the help desk for immediate support.

Technology Office Hours

Technology office hours are available if support is needed to troubleshoot technology issues, such as help with proctor caching or setting up devices.

District Assessment Coordinators (DACs), Assessment Administrators (AAs), or technology staff should be the users requesting office hours; others should first coordinate within their district before contacting Pearson.

Schedule a Technology Office Hour

Technology Office Hours are scheduled by accessing a link to Pearson's Technology Support Field Engineering team. Accessing the link allows district staff members to schedule time with Pearson directly.

[Select the link to begin scheduling your Technology Office Hours meeting.](#) Then select the length of meeting you need and preferred time. The meeting will be scheduled for both parties and you will receive an email with conferencing information to use during the call.