

# Pearson Office Hours

Pearson offers both Technology and PearsonAccess Next Office Hours to provide additional support to districts with a 1-on-1 opportunity to speak with Pearson team members. 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.
- You should also contact the help desk for general questions (e.g. login issues, creating test session, etc.) before requesting an office hour.

## Technology Office Hours

Technology office hours are available if support is needed to troubleshoot any 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.

**New!** Technology Office Hours can now be 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. Click on the link, select the length of meeting you need, and select your preferred time. The meeting will be scheduled for both parties and you will receive an email with conferencing information to use during the call. Select the link to begin scheduling your Technology Office Hours meeting: <https://calendly.com/field-engineering-services>

## PearsonAccess Next Office Hours

PearsonAccess Next office hours are also available if support is needed to troubleshoot any general PearsonAccess Next issues that they are experiencing or to receive advice on different ways to complete tasks in PearsonAccess Next for your district.

DACs or AAs should be the users requesting office hours; others should first coordinate within their district before contacting Pearson.

Districts are scheduled on a first-come, first-service basis for a 30-minute session each Tuesday and Wednesday throughout the 2016–2017 school year. PearsonAccess Next Office Hours will be available to districts October through May. In the event that the regularly scheduled meeting times are not sufficient to meet the district's schedule, a custom meeting can be arranged.

Day	Time
Tuesday - Session #1	9:00 a.m. to 9:30 a.m.
Tuesday - Session #2	3:00 p.m. to 3:30 p.m.
Wednesday - Session #1	9:00 a.m. to 9:30 a.m.
Wednesday - Session #2	3:00 p.m. to 3:30 p.m.

## Schedule an Office Hour

To schedule an office hour, email the Pearson help desk at [MNHelp@support.pearson.com](mailto:MNHelp@support.pearson.com) with the following information and a Pearson team member will email you back with meeting details:

- District/school name
- First and last name
- Email address
- User role in PearsonAccess Next
- Indicate whether you'd like to schedule a technology or PearsonAccess Next office hour
- General topic or questions you'd like to discuss
- Preferred day and time (options in charts above or provide a custom time if needed)