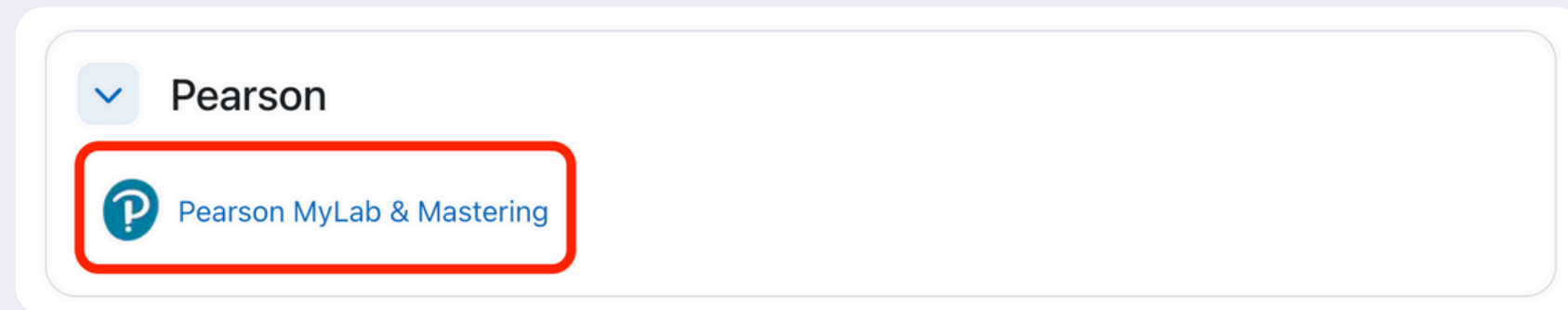


# Quiz Guide and Common Issues

## 1. Registration

In order to access the quiz, please complete the registration process on the platform using the **Pearson MyLab & Mastering** link in your course. [at Moodle \(https://moodle.itu.edu.tr/\)](https://moodle.itu.edu.tr/)



**Reminder:** To complete your registration, please watch the video titled **Student Registration Guide**, located below the Pearson MyLab & Mastering link and follow the steps exactly.

**Note 1:** If you do not complete all the steps in the video, your registration may not be completed and you may receive an error message while accessing the quiz.

**Note 2:** It is important that you complete your registration process on your own device. Using a shared device or a friend's device may cause technical issues during registration; therefore, each student must complete these steps on their own device.

**Note 3:** When registering and using the platform, it is recommended to use a computer and the Chrome browser if possible. When performing operations via phone, differences such as device model and browser version may cause technical issues. Therefore, to ensure your operations proceed smoothly, it is safer to access the platform via computer if possible. If you will be performing the operations via phone, it is recommended that you complete the browser settings shown on the following pages.

## 2. Common Error Messages and Suggested Solutions

Error Message	Solution
<i>Your accounts were not linked</i>	The indicated error messages may appear if your registration process is not fully completed. If you encounter such a situation, please watch the Student Registration Guide video in your course and follow the steps shown in the video exactly.
<i>Register for your Pearson course to use assignment, course tool, or eText links</i>	
<i>We are unable to complete your registration at this time. Your credit card has not been charged</i>	The specified error message appears because your user information contains unsupported characters. If you encounter this error message, please contact the Pearson Turkey Support Team.
<i>SOCKET_LS_96</i>	The specified error messages may be browser-related. If you encounter one of these error messages, it is recommended that you end the session and clear your browser cookies. Then, completely close the browser and restart it.
<i>SOCKET_LS_97</i>	
<i>Other SOCKET_ errors</i>	If you encounter a Socket error with a different code, please contact the Pearson Turkey Support Team.

### 3. Common Problems and Suggested Solutions

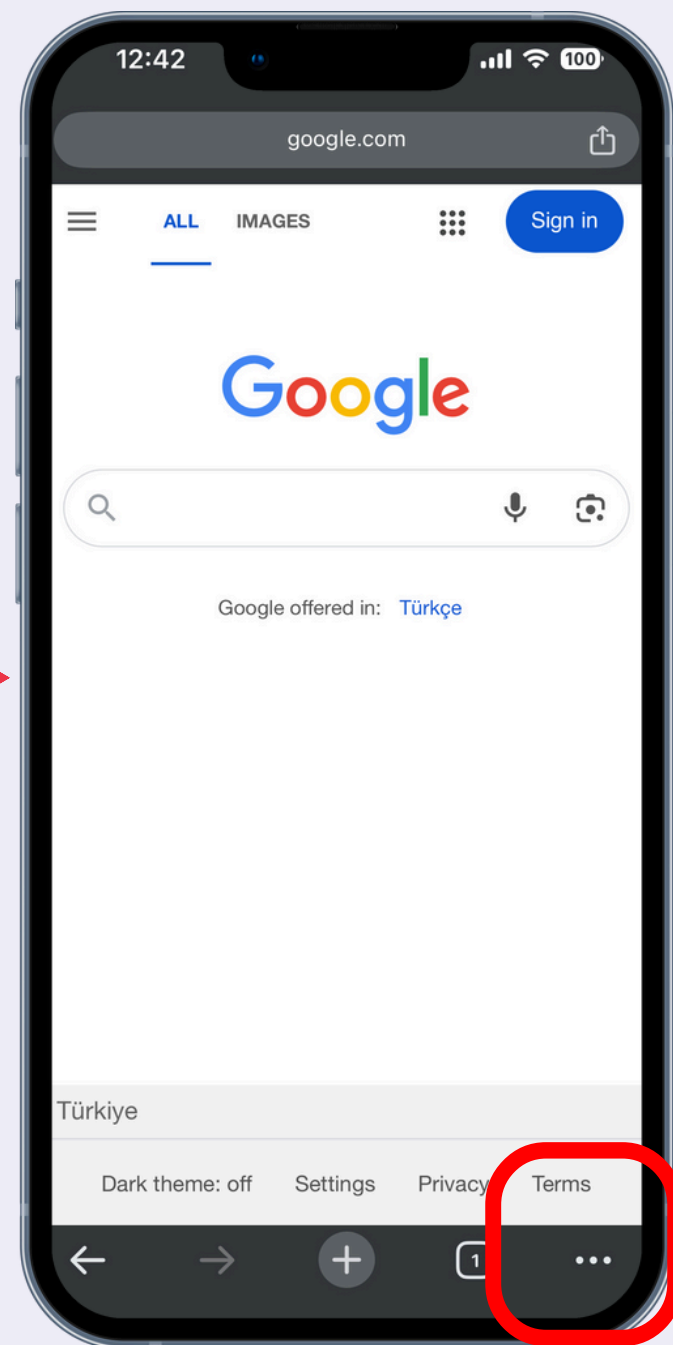
Problem	Solution
When attempting to access the quiz, encountering a blank white screen	Such issues may be browser-related. In this case, it is recommended that you follow the steps below in order.
When the “Open MyLab & Mastering” button is clicked, the page does not open	<ol style="list-style-type: none"><li>1. Access the site from a computer if possible.</li><li>2. Use Chrome as your browser.</li><li>3. Clear your browser cookies and disable your pop-up blocker.</li><li>4. If the problem persists after following the steps above, try accessing the site using an incognito window or try a different browser such as Edge, Firefox, or Safari.</li><li>5. If the problem persists, please contact the Pearson Turkey support team.</li></ol>
When the “Open MyLab & Mastering” button is clicked, the page opens as a blank white screen	<b>Note:</b> The following page provides step-by-step instructions on how to clear your browser cookies and disable your pop-up blocker.
Displaying a different student's first and last name in the account information in the upper right corner of the Pearson platform	This issue may arise when students use shared devices during registration. If the first and last name displayed on the platform do not belong to you, please contact the Pearson Turkey support team so that the necessary corrections can be made.

# How to Clear Browser Cookies in Chrome

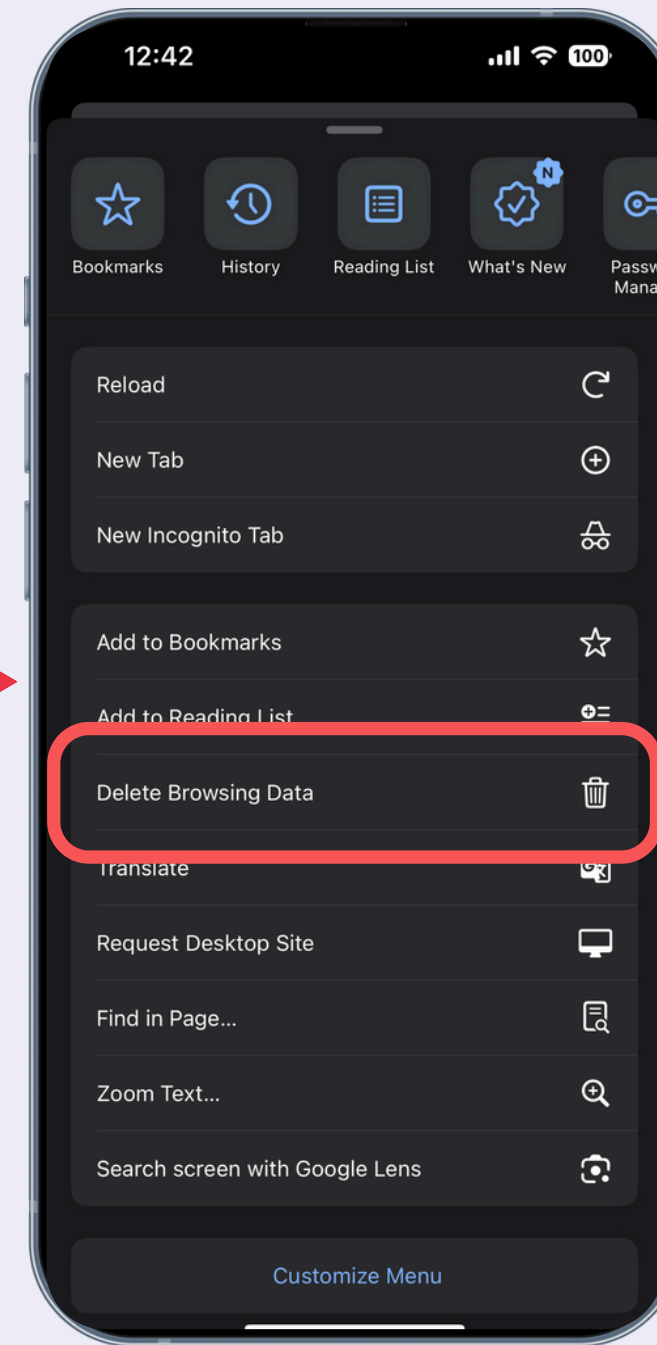
1. Open the **Chrome** browser on your phone.



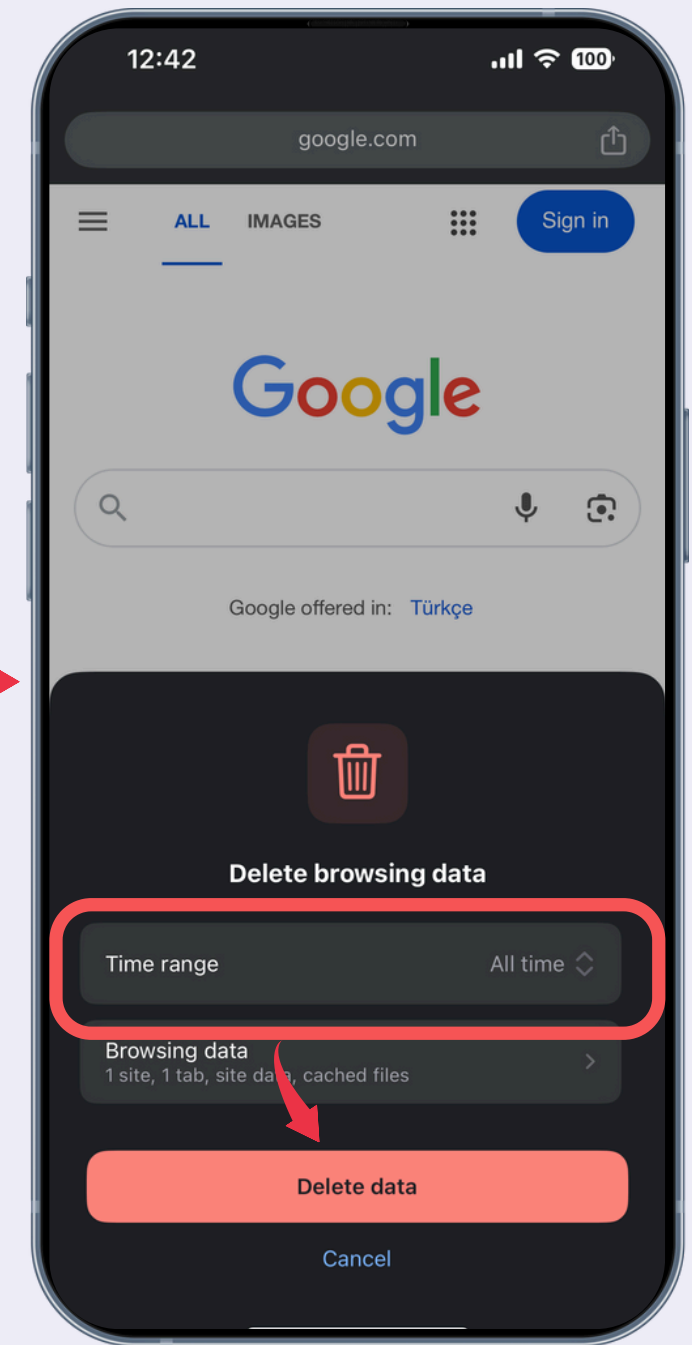
2. Tap the **Three Dots** icon in the browser menu.



3. Click the **Delete Browsing Data** option.



4. Select the **All Time** option and click the **Delete Data** button.



**Note:** After completing the settings, close the browser and restart it.

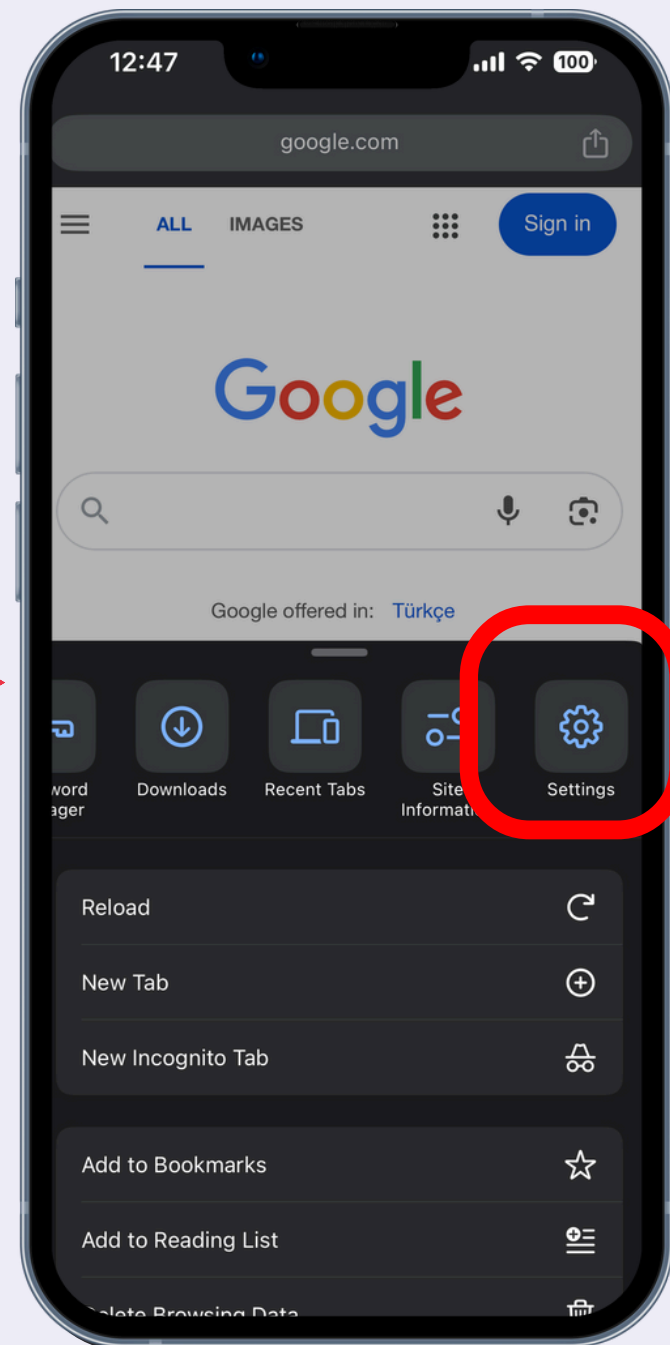


# Guide to Disabling the Pop-up Blocker in Chrome

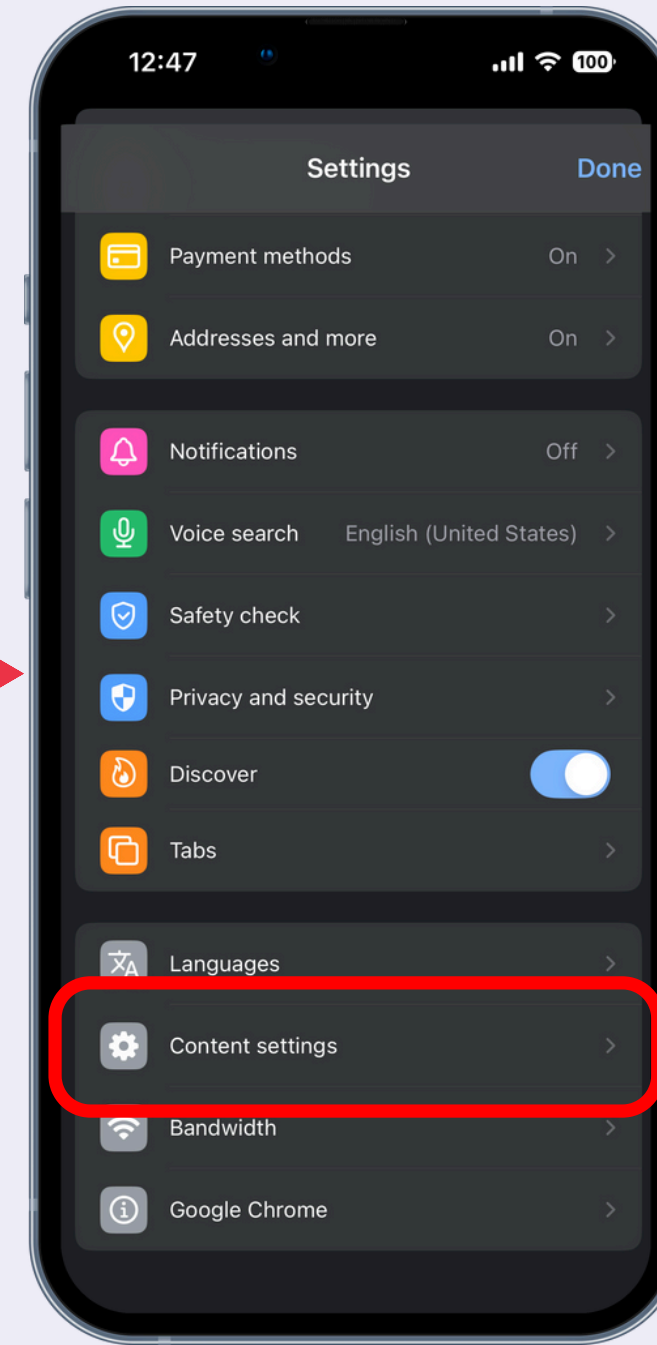
1. Open the **Chrome** browser on your phone.



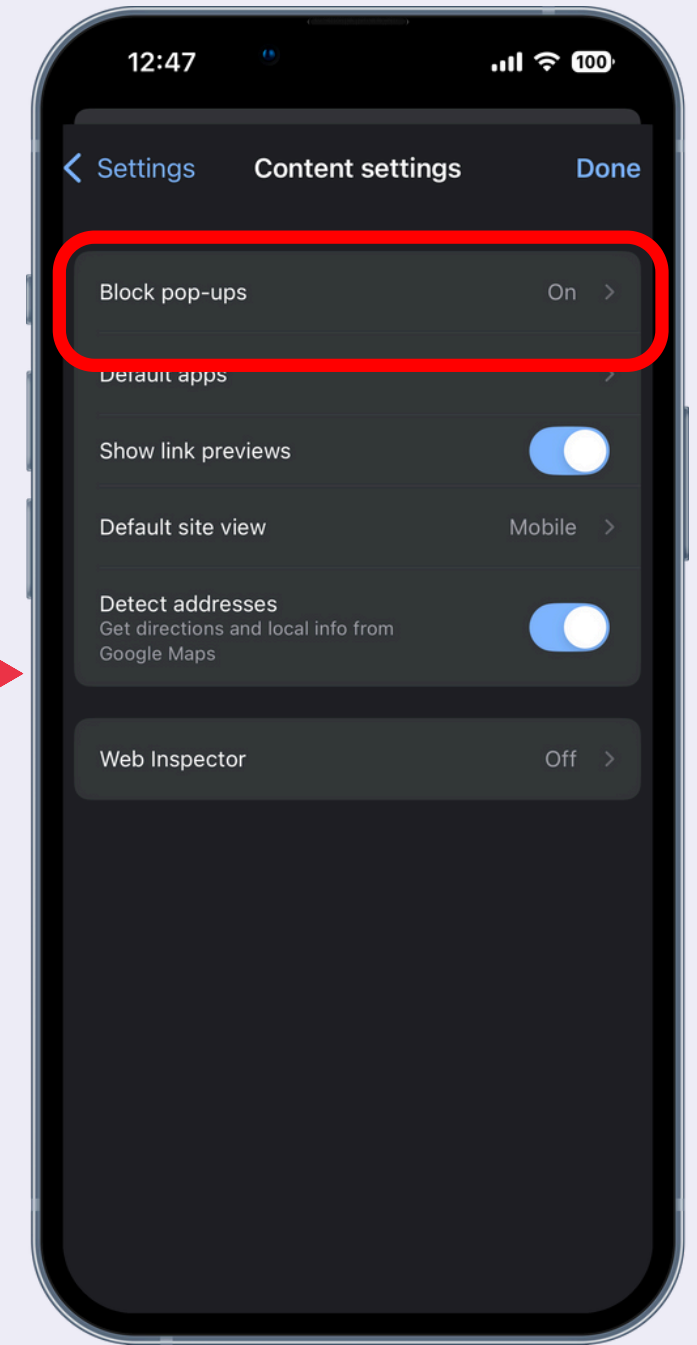
2. After clicking on the **Three Dots** icon in the lower right corner, click on the **Settings** button.



3. Select the **Content settings** option from the list that opens.



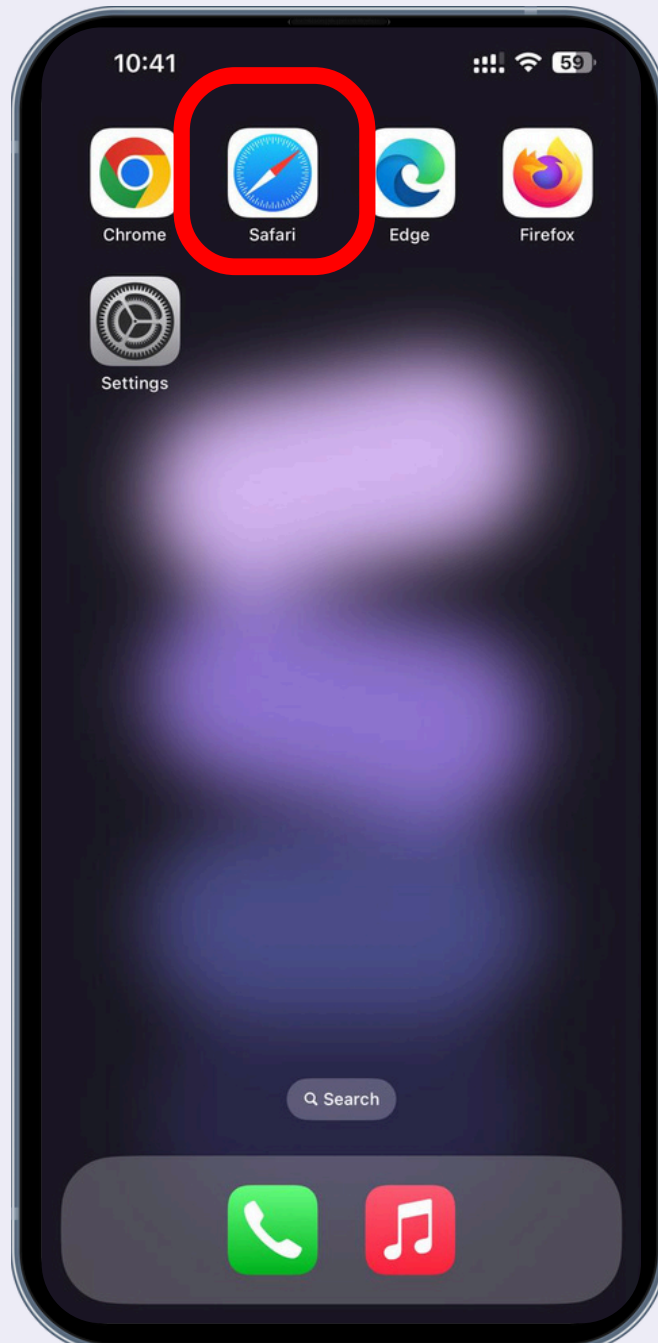
4. The **Block pop-ups** option will be displayed as enabled. Please disable this setting.



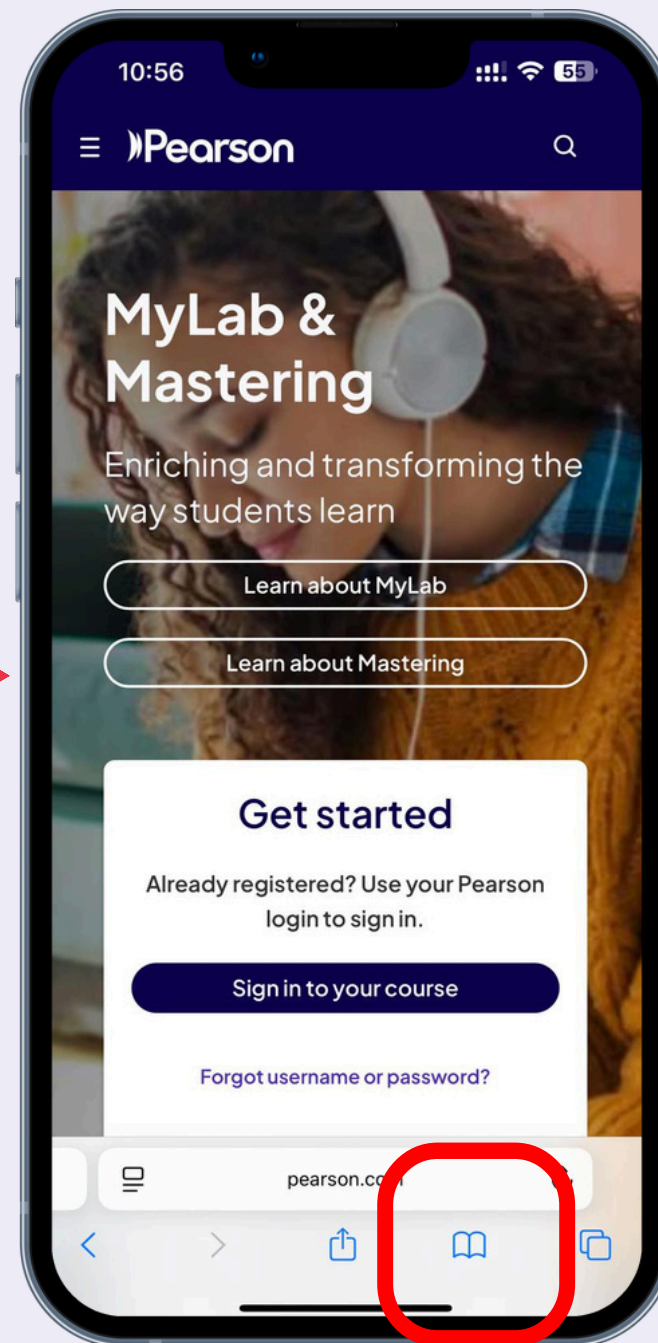
**Note:** After completing the settings, close the browser and restart it.

# Guide to Clearing Browser Cookies in Safari

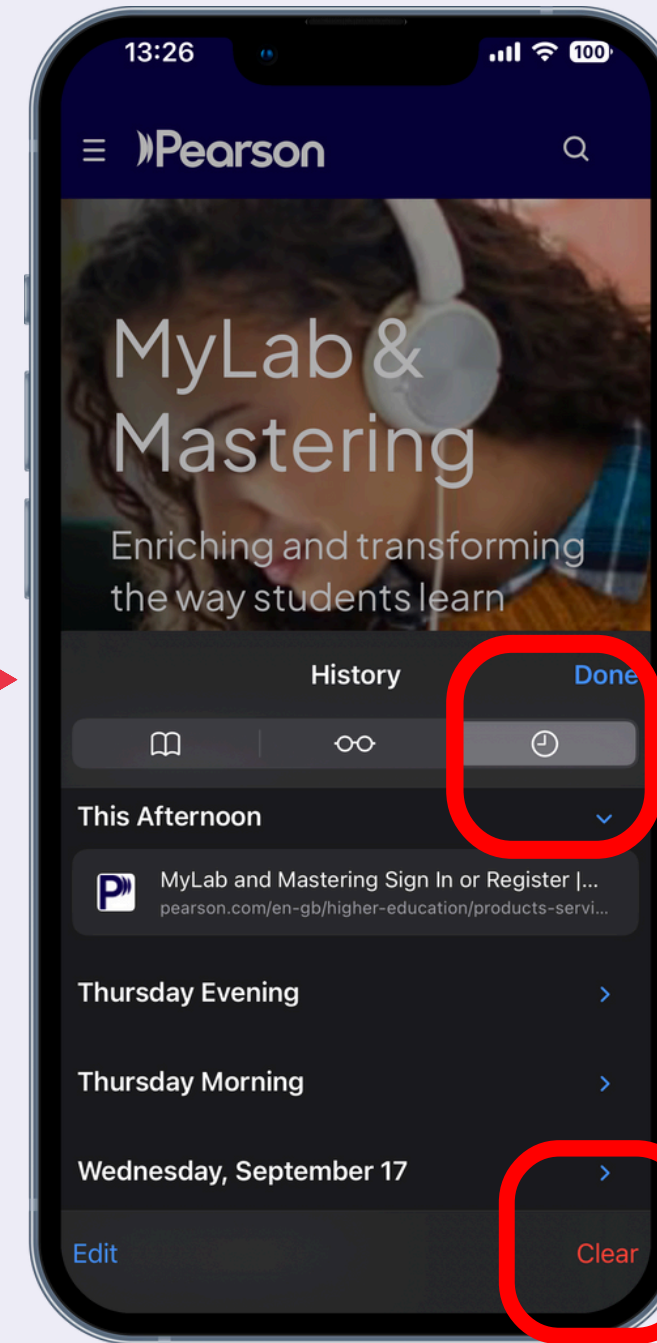
1. Open the **Chrome** browser on your phone.



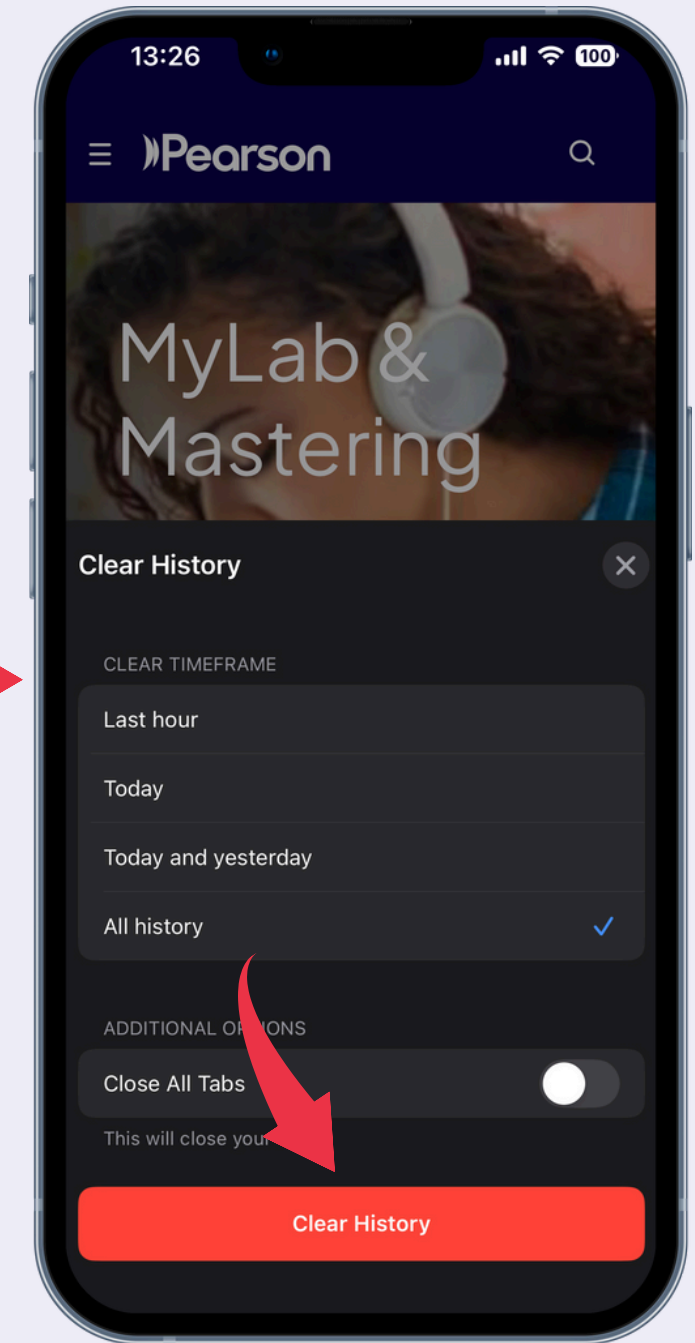
2. Tap the **Library** icon in the submenu.



3. Tap the **Clock** icon and click the **Clear** option.



4. Select the **All History** option and click the **Clear History** button.

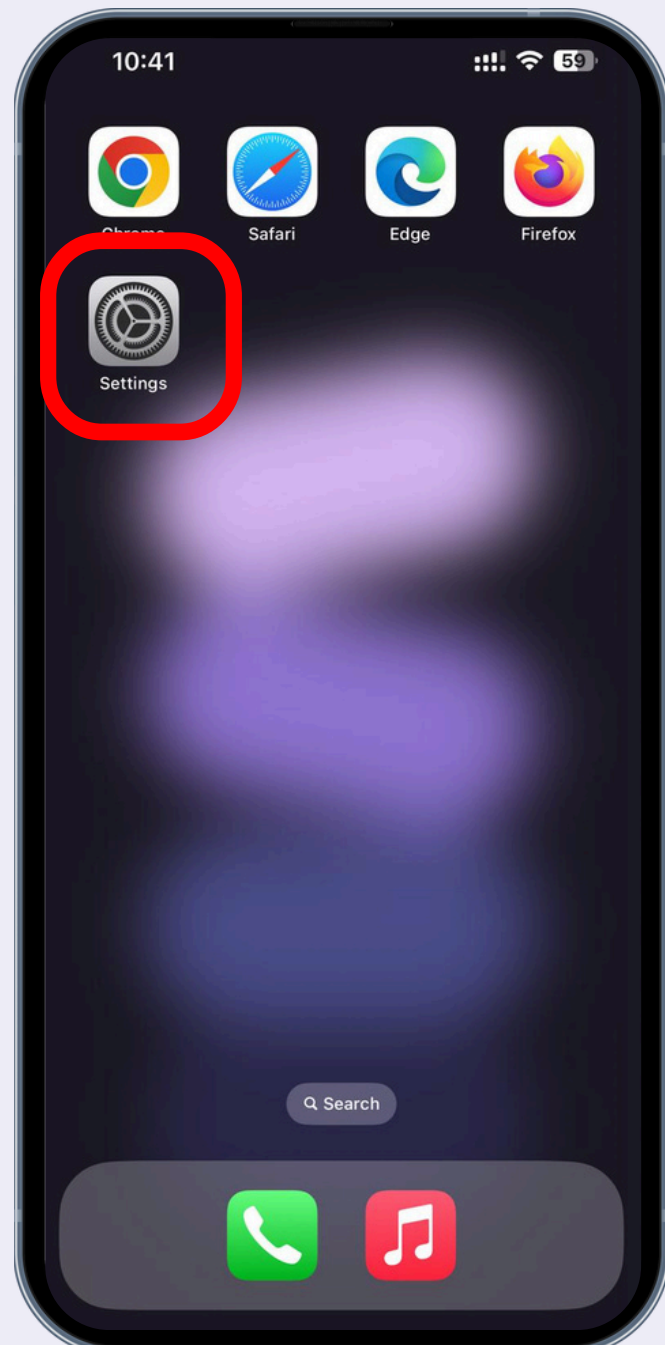


**Note:** After completing the settings, close the browser and restart it.

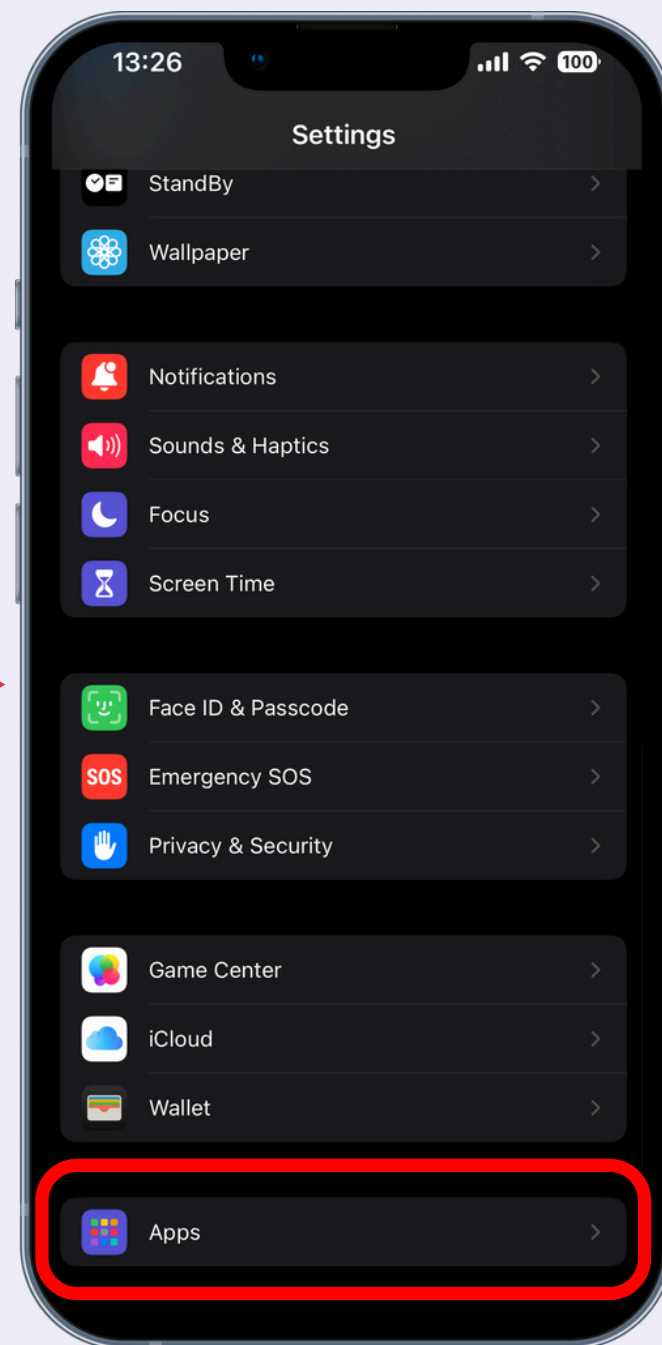


# Guide to Disabling the Pop-up Blocker in Safari

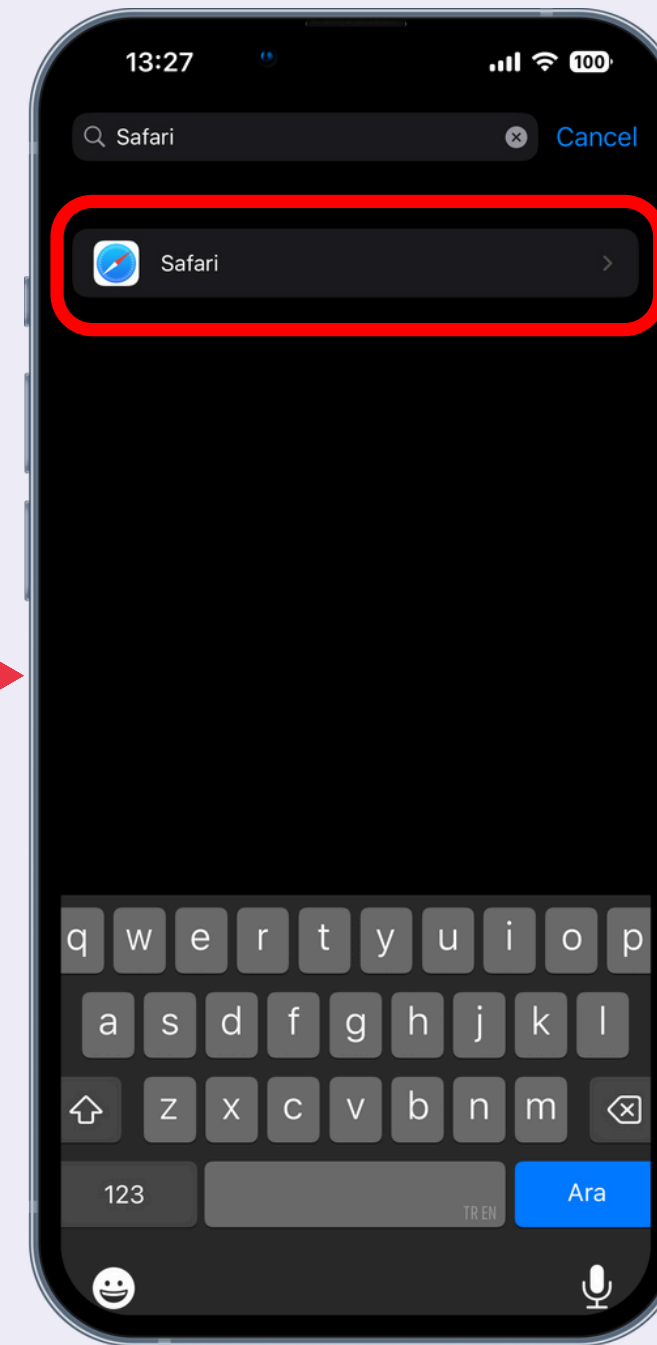
1. Open the **Chrome** browser on your phone.



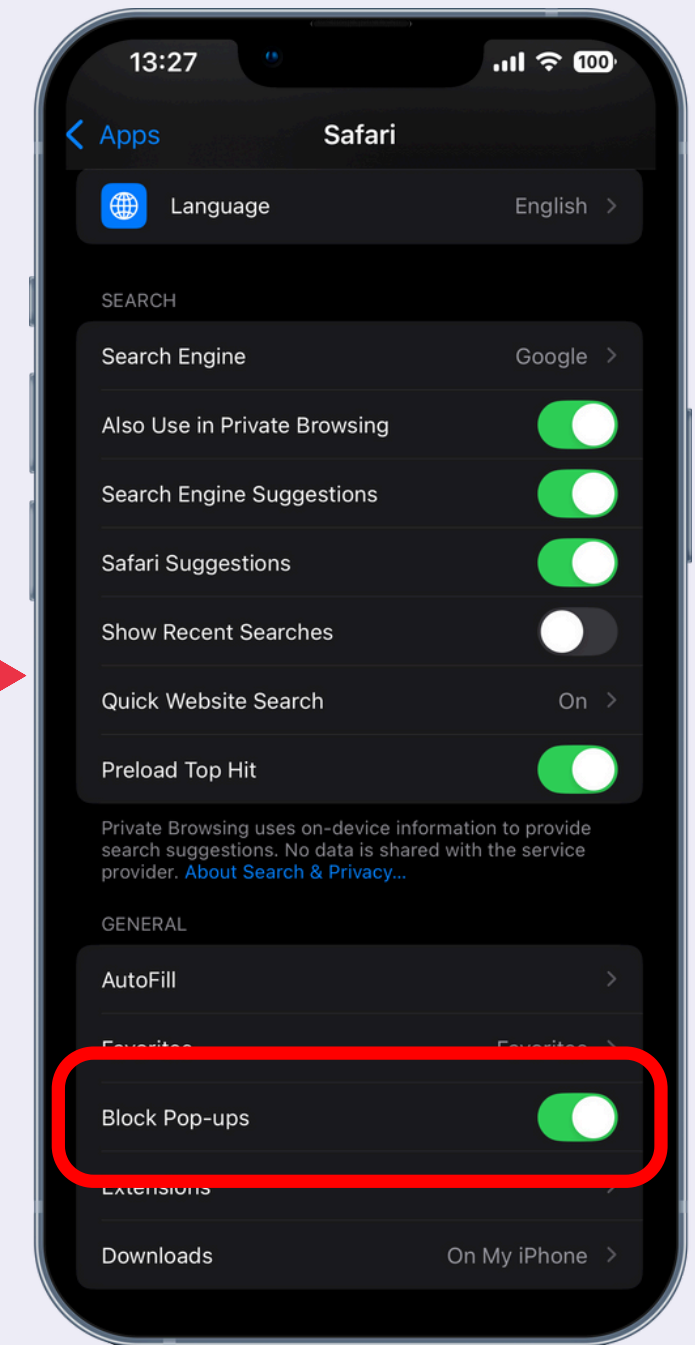
2. Click on the **Apps** option.



3. Find the application by typing **Safari** in the search box.



4. The **Block Pop-ups** option will be displayed active. Please disable this setting.



**Note:** After completing the settings, close the browser and restart it.

## Important Information About Browser Settings

- It is recommended that you access the Pearson MyLab & Mastering platform via a computer if possible. Using a computer minimizes potential technical issues.
- If you need to update your browser settings on your computer, you can visit our official page listed below to view the steps appropriate for your browser.

**Browser Settings:** <https://support.pearson.com/getsupport/s/article/Browser-Settings>

- It is recommended that you use Chrome to access the platform.
- Browsers that have not been updated for a long time may cause access issues. Therefore, it is important to ensure that your browser is up to date.
- After making the settings changes, it is recommended that you completely close and reopen your browser.
- If you continue to experience problems despite following all these steps, you can try the browser in incognito mode or use one of the other supported browsers: **Chrome, Edge, Firefox, Safari**.

## Contact Technical Support - Suggestions

When contacting the technical support team, sharing the following information will help identify your issue more quickly:

- First name – Last name
- School name
- Your corporate email address
- Course name
- Screenshot of the issue you are experiencing



# Pearson Turkey – Contact Technical Support

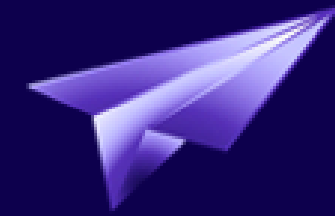
For questions or support, please contact our team via the channels below.



You can contact our live support team via  
WhatsApp.

(Weekdays, 9:00 AM – 5:00 PM)

 **0532 139 82 81**



You can create a support request through our  
support website.

 **[yardim.pearson.com.tr](mailto:yardim.pearson.com.tr)**