

MyLab/Mastering Student Account Assistance

Q: Do teachers have access to their students' usernames and passwords in MyLab/Mastering?

A: Teachers have the ability to view their students' usernames only. This [video](#) will show you how to look up the username your students registered with and print a roster.

Q: How can my students reset their passwords from their computer?

A: Students can go to this [link](#) and enter in the email address they registered with and they will get a reset password link emailed to them.

Q: What if my district doesn't allow outside emails to students?

A: You can have your district whitelist the email address and IP's below..

Please make sure the school allows this email address: noreply@notifications.pearson.com.

They can also whitelist these specific IP addresses:

- 1) 54.240.31.40
- 2) 54.240.31.41
- 3) 54.240.31.42

Q: Are there other options for students to reset their passwords?

A: Students can set up mobile phone password reset during the registration process or after using this password reset [link](#).

Q: Can students change their account information?

A: Students can change their username, password, or email address using this [link](#).

Q: What if I still need assistance with student usernames and/or passwords?

A: You can contact Savvas Technical Support [here](#) or by calling 1-800-848-9500.

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Savvas.com
800-848-9500