



# Customer Welcome Packet

2020-2021 School Year



# Next-Generation Learning Partners

## Thank you for choosing Savvas Learning Company!

We are committed to supporting you at all times – whether you're ordering, accessing products, implementing curriculum, or looking for additional help. This Savvas Customer Welcome Packet is designed to simplify and streamline your experience. Please use this resource to access self-help resources as well as reach out to appropriate Savvas team members when needed.

# Find Quick Answers to Your Questions Below

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# Ordering Information

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## 3 Ways to Place Your Order

### 1. Submit an Order Form

Place your order using the online [Order Form](#)

### 2. Order online on OASIS

Place orders with PO or credit card on [Oasis.Savvas.com](#).

[Register](#) to use OASIS today.

### 3. Call Customer Service

Call to speak to a customer service representative

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

## What to Include with Your Order

1. Copy of quote proposal with current pricing
2. Purchase Order
  - Billing/Shipping Address(es)
  - Phone Number
  - Product Description and Quantities
3. Preferred Method of Shipping
4. Date by which product is needed
5. Include any specific requirements you have for delivery. For example, if products need to be packaged in a specific way and/or delivered to multiple school sites.

**Contact the Customer Service team directly.**

Contact via [Webform](#)

### Call

800-848-9500

### Hours of Operation

Monday-Friday: 8:00 AM – 8:00 PM EST

# Order Management or Issue Resolution

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## Inquire About Status or Track an Order

### Check Order Status on OASIS

Check status and track your orders online on OASIS (no matter how the order was placed).

[Oasis.Savvas.com](https://Oasis.Savvas.com)

[Register](#) to use OASIS today.

### Contact Customer Service

Call to speak to a customer service representative

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

### Track Orders via Carrier Websites

You may use carrier tracking numbers to track your delivery on the carrier website (UPS, FedEx)

## Report Issues About Your Order

Click the article titles for more information on reporting these issues: [Defective Product](#), or to [Return Unwanted Product](#).

To report any of the above issues:  
Complete the [Customer Service Webform](#)

or

### Call Customer Service

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

Note: Please have date of purchase and invoice number available when you call.

# Track Reported Issue

## Two Ways to Follow Up on a Customer Support Issue

### 1. Access the Savvas Support Site

All Savvas customers may track their support cases on the [Support.Savvas.com](https://support.savvas.com).

#### Steps to Track a Case:

From the Savvas Support Site homepage

- Click **Login** (Next to the search field)
- Enter username/password and click Login
- Click on My Support Cases
- Click on your case number
- Read details about your case status

### 2. Speak to Customer Support

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

### Case Escalation

If you need to escalate a closed case that you feel was not resolved, see these [Steps for Escalation](#).

### More Information About the Savvas Support Site

The Savvas Support Site is a self-help resource that includes access to Customer Service and Technical Support, as well as step-by-step instructions and how-to articles to help you answer questions or resolve issues. You do not have to register to use most of the resources, but it is beneficial if you do.

### Why should you register?

The most common reason to register is to track your support cases and access specific customer information. All Savvas customers may track their support cases on this website. Once registered, you need not register again.

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# Consumable Text Order

**Customers who purchase consumable worktexts will automatically receive replenishment worktexts each year for the duration of their license.**

## Subscription Worktext Change Request Guidelines

The following guidelines are intended to help you plan for your annual worktext shipments:

- Worktexts will ship each year on the anniversary date of your original order.
- Worktexts will ship to the location listed on the original order.
- Quantities for each grade level and title will remain consistent each year.

## Change Requests

You may need to adjust your annual subscription worktext order. Customer Service can help you make the following common subscription changes 4 weeks prior to your anniversary date:

- Change quantity between purchased titles to accommodate class size.
- Change quantity between grades to accommodate class size. You may only change quantity between grades that were purchased.

Changes that fall outside these parameters should be submitted by webform at least 4 weeks prior to the anniversary date. Customer Service will work with you to determine the best course of action and a revised timeline.

## Instructions to make changes in the Worktext Subscription Self-Service Portal:

**To make your changes**, go to [Subscription Worktext Self-Service Portal](#) and follow the steps provided.

Need Help? Contact Customer Service through the [Access the Self-Service Portal Assistance](#) webform.

Note: Customer Service can help you “consolidate” worktext shipment dates if you need to reorder additional worktexts due to increased enrollment.

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# EasyBridge Basic, Auto, & Plus Descriptions

EasyBridge provides user management and class roster synchronization tools to simplify platform setup tasks for customers at the beginning of each school year. To learn more, visit [SavvasEasyBridge.com](https://SavvasEasyBridge.com) or submit this form ([EasyBridge Discovery/Planning Request](#)) to schedule an EasyBridge Discovery call.

There are three EasyBridge solutions. Compare features of each solution below.

SOLUTION	PLUS	AUTO	BASIC
Single sign-on from SIS or district portal	x		
Single sign-on using Savvas provided custom URL		x	
Manage Savvas credentials via data ingestion	x	x	
Roster synchronization with SIS	x	x	
Manual roster and user uploads			x
Roster synchronization with six learning platforms *	x	x	
Roster synchronization with three learning platforms **			x
Add/manage products for classes directly in EasyBridge	x	x	
Associate classes to a product directly in EasyBridge	x	x	x
View product license information (district administrator)	x	x	x
View and filter all classes in the district (district administrator)	x	x	x
View rosters directly in EasyBridge	x	x	x
Automated product to class association using OneRoster™ 1.1	x	x	
Add/manage administrators directly in EasyBridge	x	x	x

- Realize, SuccessNet, MathXL for School, Dash & Classview (iLit, ELL, myPerspectives ELD)

\*\* Realize, SuccessNet and Dash

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# EasyBridge: Accessing Online Curriculum

Your licenses for online curriculum will be activated within 1-2 business days after your order is processed. Once activated, your online curriculum will be available in your EasyBridge account.

## EasyBridge Basic

**There are three ways teachers may obtain access:**

1. The administrator can send the teacher(s) a self-registration invitation. This is the best practice recommendation. [Teacher Self-Registration Process](#)
2. The administrator can complete an upload process to create teacher accounts.
3. Teachers can request an account from their administrator.

## EasyBridge Auto

With EasyBridge Auto, class roster data automatically updates from your district student information system (SIS) to your Savvas learning platforms such as Realize, SuccessNet, Dash, and MathXL® for School.

**Learn more** about [EasyBridge Auto](#) administrator role, teacher access, set up, and implementation

## EasyBridge Plus

EasyBridge Plus is a Single Sign-On (SSO) integrated solution and is connected to your Student Information System (SIS) and your Savvas learning platforms such as Realize, SuccessNet, Dash, and MathXL® for School.

**Learn more** about [EasyBridge Plus](#) administrator role, teacher access, set up, and implementation.

**If your licenses are not available within 3-5 business days**, contact [Technical Support](#).

## EasyBridge Administrators

If your school or district does not already have a dedicated account administrator, please identify the person(s) and complete the [Administrator Request Form](#).

**Learn more** about [EasyBridge Basic](#) administrator role and registration, set up, and account management.

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# EasyBridge: Tools & Training

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## Tools for Implementation

### EasyBridge

Access everything you need for EasyBridge support and training, important announcements about your EasyBridge solution, and ways to sign in. Go to [SavvasEasyBridge.com](https://SavvasEasyBridge.com).

### Communications Toolkit

Rolling out a new solution or product can be an overwhelming task. The Communications Toolkit provides a customizable communication plan, email templates, presentation, and informational letters to help you prepare your staff for your newly adopted EasyBridge solution with consistent messaging. Click [here](#) and scroll to download the latest Communication Toolkit.

## Training & Tutorials

### Learn more about EasyBridge

Visit [MySavvasTraining.com](https://MySavvasTraining.com) and enter EasyBridge or Administrator in the Product Search box then select your EasyBridge solution for tutorials and handouts.

### System Requirements

EasyBridge does not have its own dedicated system requirements other than the requirement of SAML 2.0 for EasyBridge Plus single sign-on.

# AP<sup>®</sup>, Honors, & Electives

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## Access Your Online Curriculum

### Initial Adoption/Renewal Access Codes

If you have adopted a Pearson program that is supported by MyLab or Mastering and need your initial adoption or renewal access, visit the [Access Code Request site](#).

**Learn More About Your AP, Honors, & Electives Curriculum Access and Implementation** on the [Savvas Support Site](#) and [My SavvasTraining](#).

### Registration Support

For additional assistance with access code registration, use the Customer Service [webform](#).

### Technical Support

For technical assistance with AP&E products, including MyLab and Mastering, MathXL for School, and MyMathLab for School, visit the Higher Ed [Technical Support Site](#).

## Downloadable Instructor Resources (IRC)

Most downloadable instructor resources are available within the instructor section of your MyLab and Mastering course. Select resources, including the TestGen application, are available through the Instructor Resource Center (IRC). Registration is necessary to access the IRC. You will need to request an access code and set up a username and password.

To request your access code, visit [Savvas.com/Access\\_Request](#), select the link for Instructor Resource Center and complete the online request form. Upon verification, access information & instructions will be sent via email.

### Check Access Code Status

Enter the access code in the Access Code Status box in the upper right corner of the [OASIS](#) homepage.

- Check the status of an Access Code (not activated-code not yet redeemed, activated-redemptions used/remaining, or expired)
- View activation dates
- Check the status of codes that have multiple redemptions
- Request code deactivation

*Savvas is proud to partner with Pearson to offer the best in AP, Honors & Electives products.*

# Career & Technical Education (CTE)

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## Access Your Online Curriculum

View this video to learn about [Getting Started with Career & Technical Education](#).

### VitalSource Bookshelf

Create an account and redeem codes [HERE](#) for access to CTE eText.  
[Getting Started with CTE eText Video](#).

### Adobe Titles

Review the "Getting Started" section found in the front of your Adobe tile, print or eText version, and use the details to [Create an Account and Access](#) your Adobe eBook.

### MyLabs & eCourses

For instructor access, see the [Getting Started with MyLabs & eCourses Video](#).

**Learn more about your CTE Curriculum Access and Implementation** on [My Savvas Training](#).

## Instructor Resource Center (IRC)

### CTE Teacher Resources & Support

Learn more about Complimentary CTE Teacher Resources and access these resources as well as join free webinars on [Savvas.com CTE Products](#).

### NCCER Instructor Resource Center

Access resources and support in the [NCCER Instructor Resource Center](#).

### Technical Support

Contact Savvas [Technical Support](#) if you have questions about licenses, online functionality, or need help with registration/login.

# Technical Support

Technical Support can assist with questions about online/digital products including platform and product questions, access to curriculum, online functionality, and reporting issues or enhancement requests.

## Ask a Question or Report an Issue

Visit Technical Support on the [Support.Savvas.com](https://support.savvas.com). On this site, you will find answers to questions quickly. Including how to access online curriculum, administrator registration, and username/password help.

## Contact Technical Services team directly

**Call:** 800-848-9500

**Email:** [Technical Support Webform](#)

## Hours of Operation

Monday - Friday

8:00 AM - 8:00 PM EST

## Two Ways to Follow Up on a Reported Technical Support Issue

1. You may track your support cases on the [Support.Savvas.com](https://support.savvas.com). Simply [Register](#) on the site to track your cases and to access specific customer knowledge 24/7.
2. You may also contact Technical Support by phone, email, or chat. Be sure to have your case number ready.

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# Training & Professional Learning

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**ONLINE:** [MySavvasTraining.com](https://www.mysavvas.com)

## my Savvas Training

- **On-Demand Tutorials** offer concise, modular product training. You may start and stop at any point and focus training time on topics you need to know.
- **Live Virtual Training Sessions** on the topic of your choice can be self-scheduled with the option to sign up as a single participant or as a group.
- **Live Chat feature** connects you directly with a Training Specialist for answers to your questions.
- **Email Support** conveniently puts you in touch with a Training Specialist to quickly answer your implementation questions.
- **Transcript Tracking and Reporting** keeps a record of your completed online training and tasks.

**ON-SITE:** [Savvas.com](https://www.savvas.com)

## Program Activation

Program Activation provides you with an orientation to the program components and design, in order to prepare you for the first day in the classroom.

## Professional Learning

- **Essential Services:** Focusing on the seamless integration of essential components of the program and the implementation of best practices into the teaching and learning cycle.
- **Enhancing Practice:** Empowering you with pedagogical strategies, best practices, and targeted coaching supports to ensure implementation efficacy.

To find descriptions for both discipline-specific and cross-discipline PL offerings, reference the Professional Learning section of the [PreK-12 Catalogs](#).



[Support.Savvas.com](https://Support.Savvas.com)

800-848-9500