

# Customer Welcome Packet

## 2021-2022 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

View the Table of Contents and click on a topic. You can also use the Quick Links on each page to navigate the Welcome Packet.

## Ordering Information

1. [Placing My Order](#)
2. [Getting Help with My Order](#)
3. [Tracking My Order Delivery](#)
4. [Checking Status of My Order](#)
5. [Reporting an Issue with My Order](#)
6. [Checking Status of an Issue I Reported About My Order](#)

## EasyBridge & LMS Integrations

7. [Learning More About EasyBridge](#)
8. [Accessing Online Curriculum](#)
9. [EasyBridge Administrator Role](#)
10. [Training for EasyBridge](#)
11. [LMS Integrations](#)

## Access to Online/Digital Products

12. [Accessing Your Realize Online Curriculum Once Your Licenses Are Active](#)
13. [Accessing Your AP<sup>®</sup>, Honors, or Elective Program with Pearson MyLab or Mastering](#)
14. [Accessing Career & Technical Education \(CTE\) Products](#)

# Find Quick Answers to Your Questions Below

## Technical Support

1. [Logging in to Online Products](#)
2. [Reporting an Issue with Online Products](#)
3. [Checking Status of an Issue I Reported](#)

## Training & Professional Development

4. [Online Training Resources](#)
5. [Product Training for Our New Products](#)
6. [Professional Learning](#)

## Consumable Text Orders

7. [Ordering Consumable Worktexts for the Coming School Year](#)
8. [Updating a Consumable Worktext Order](#)

# Ordering Information

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## 3 Ways to Place Your Order

### 1. Order online on OASIS

Place orders with PO or credit card on [Oasis.Savvas.com](https://oasis.savvas.com).

[Register](#) to use OASIS today.

### 2. Submit an Order Form

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

### 3. Call Customer Service

## 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 Customer Service

Contact via [Customer Service Webform](#)

Call to speak to a customer service representative

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

# Order Management or Issue Resolution

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## Track Your Order

**You received an email when your order was shipped from** [oisisdontreply@savvas.com](mailto:oisisdontreply@savvas.com). Please reference that email and use the links to track your order.

**Don't have your email?**  
[Register](#) to use OASIS today.

**Log in to OASIS**  
Check status and track your orders online on OASIS (no matter how the order was placed).  
[Oasis.Savvas.com](https://Oasis.Savvas.com)

## 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 contact Customer Service using the webform.**

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

**Contact Customer Service**  
Contact via [Customer Service Webform](#)  
Call to speak to a customer service representative  
Call: 800-848-9500  
Monday-Friday: 8:00 AM – 8:00 PM EST

# 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.

#### Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

# 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. **Changes must be made 4 weeks in advance.**

- 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 unless you change them.

**For more information about using the Subscription Worktext Self-Service Portal [click here.](#)**

**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.

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)



# EasyBridge & Roster Synchronization Tools

Savvas provides class roster synchronization tools through EasyBridge to simplify platform setup tasks such as provisioning users, rostering classes, and adding products at the beginning of each school year. Rostering options include manual rostering and auto-rostering from your Student Information System based on the OneRoster® open standard using flat files or an API connection. If you want to learn more about which solution works best for your district, schedule time with our Discovery team. You can use this [EasyBridge Discovery Request](#) form to set up a time to speak with our implementation team.



## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

# 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, Savvas' user and roster management portal. Review the different rostering options available below.

## Manual Rostering (EasyBridge Basic)

Districts that prefer to roster their own classes or predominantly import Google Classroom classes can manage users and roster classes through file uploads to EasyBridge. To Learn more, [click here](#), select the Administrator tab, and scroll to the Manage Classes tutorials.

**Administrators can help teachers to register** if they do not already have an account using the [teacher self-registration steps](#).

**Teachers without administrator support**, and who do not have an account already, can complete the [Teacher Account Request](#) and step through the teacher self-registration process.

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

## Auto Rostering (EasyBridge Plus, Auto)

With auto-rostering through EasyBridge, class roster data automatically updates from your district student information system (SIS) to your Savvas learning platforms such as Realize, SuccessMaker, ClassView, and MathXL for School. Login steps will vary depending on whether single sign-on (SSO) has been established for your district.

## Learn more about the Administrator Role:

[Manual Rostering](#): Click on the Administrators tab

[Auto Rostering](#): Click on the Administrators tab

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

### Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

# EasyBridge: Rostering Tools & Training

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## 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://www.savvas.com/easybridge).

### 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://www.savvas.com/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

### Google Classroom

Google classroom integrates with Realize regardless of your rostering method -- manual or auto-rostering. Teachers quickly and easily import classes from Google Classroom into Realize. Teachers work in Realize while students work in Google Classroom! To learn more, [click here](#) and scroll to the Google Integration section to find handouts and tutorials.

# LMS Integrations using LTI or LTI Advantage

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## LMS Integration

Savvas Realize integrates with LTI compliant LMSs such as Canvas, Schoology, Blackboard, ItsLearning, Moodle and more.

## Supported Learning Management Systems

Savvas is committed to open standards and integrates with LTI compliant LMS. Realize supports both the latest integration standard, LTI 1.3 with LTI Advantage, as well as LTI 1.1 with Thin Common Cartridge (TCC).

## Customize Course Content

Create a unique learning path for your students by selecting the Savvas content you need and in the order you prefer. Share course content with other teachers by copying assignments across courses.

## Simplify Learning

Integrate Savvas with your LMS. With their LMS login, students can access and complete Savvas assignments directly in their LMS course.

## Synchronize Grades

Savvas automatically syncs student grades with the LMS gradebook and scales the grade value to the max points you set for the assignment in the LMS.

**Learn more** by going to [mySavvasTraining.com](https://mySavvasTraining.com) **Savvas LMS Integration** page or contact your Sales Representative.

# AP<sup>®</sup>, Honors, & Electives

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## Access Your Online Curriculum

### Initial Adoption/Renewal Access Codes

If you have adopted a Pearson program that is supported by multiyear access to a MyLab or Mastering resource 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 [Support.Savvas.com](#) and [mySavvasTraining.com](#).

### 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](#).

### 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

# Career & Technical Education (CTE)

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## 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 and Data Files

### MyLabs

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

### Revel Programs

For program activation and implementation training, click [here](#)

## 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](#).

### Teacher Resources on [Pearson Higher Education](#)

Refer to the Getting Started with CTE video for directions to access these resources.

### 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.

Learn more about your CTE Curriculum Access and Implementation on [mySavvasTraining.com](#).

*Savvas is proud to partner with Pearson to offer the best in career and technical education products.*

# Technical Support

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

## Visit Us Online for Help

At [Support.Savvas.com](https://support.savvas.com) you can view the Realize platform status for service interruptions or degradations and find answers to commonly asked support questions such as problems with system access, username/password help, and Teacher Self-Registration.

## How Do I?

Questions about how to use your new Savvas products, look no further than [mySavvasTraining.com](https://mysavvas.com)

## Still Having Problems?

**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 [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 or email. Be sure to have your case number ready.

# Training & Professional Learning

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

**ONLINE:** [mySavvasTraining.com](https://mySavvasTraining.com)

## my Savvas Training

- **Asynchronous Program Activation** is a content-rich, robust training accessed anytime with engaging, self-paced, interactive training modules.
- **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 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.

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## 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.

- **Asynchronous Program Activation** may be accessed via [mySavvasTraining.com](https://mySavvasTraining.com)
- **Hybrid Program Activation** a combination of live and asynchronous webinars and may be scheduled via your sales representative.

## 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](#).



# Customer Information-Our Commitments to You

## Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

At Savvas, we take protecting our customer information extremely seriously. It is one of our greatest priorities. We are deeply committed to earning and maintaining the trust of all the educational institutions, teachers, students, and parents who use our products and services.

## **Savvas Trust Center**

### **Student Privacy Pledge**

In addition to these important security and privacy commitments, Savvas has pledged to embrace open-standards that allow edtech tools to seamlessly work together today and tomorrow.

### **IMS Global Standards First Pledge**

### **IMS Global Product Certification**

IMS GLOBAL®



LEARNING TOOLS  
INTEROPERABILITY®  
Current Registrations:  
**imscert.org**

# SAVVAS

## LEARNING COMPANY

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

800-848-9500

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