

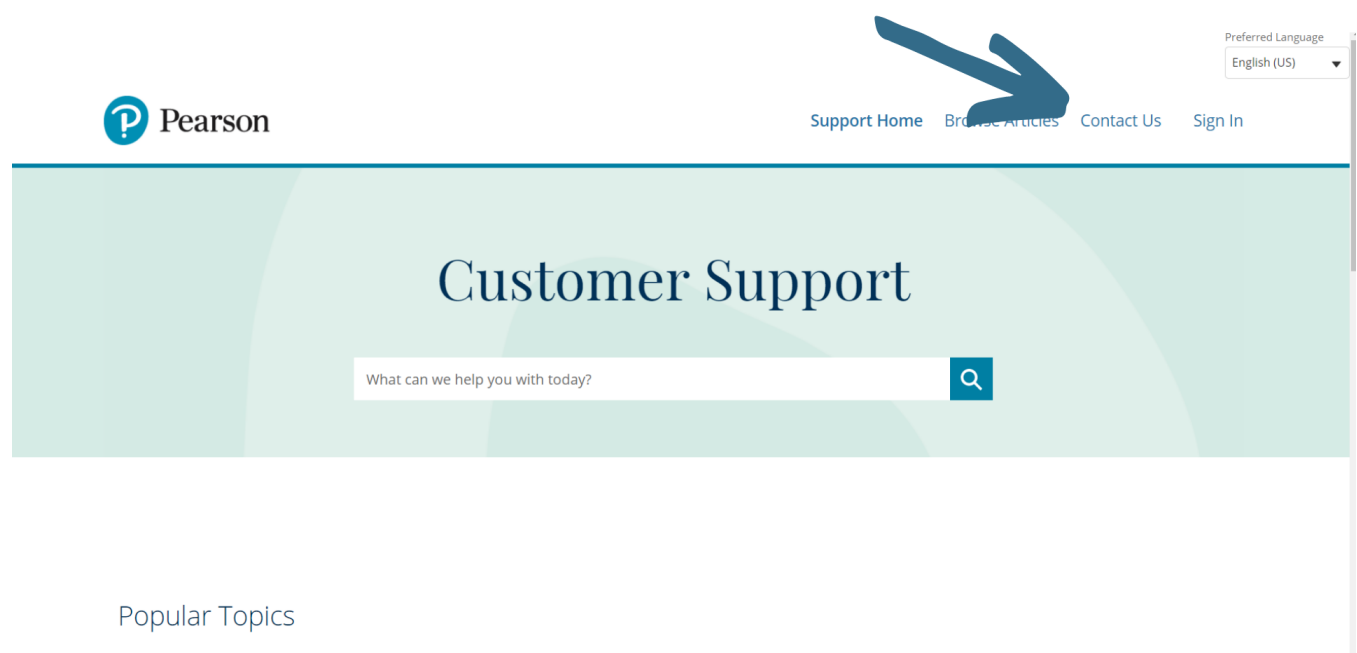
Dobar dan. Ako se desilo da ste kupili novi udžbenik i, prateći instrukcije, izgubili kod i pritom ga, slučajno, uništili (iskreno, dešava se svima) - nastavite da čitate kako biste tražili pomoć od tehničke podrške.

Prvo treba da odete na sajt podrške -

https://support.pearson.com/globalelt/s/contactsupport?language=en_US

Onda kliknete na Contact Us

Kliknite na Contact Us



The screenshot shows the Pearson Customer Support website. At the top left is the Pearson logo. To the right is a navigation menu with links for 'Support Home', 'Browse Articles', 'Contact Us', and 'Sign In'. A blue arrow points to the 'Contact Us' link. In the top right corner, there is a 'Preferred Language' dropdown menu set to 'English (US)'. The main content area has a light green background with the heading 'Customer Support' and a search bar with the placeholder text 'What can we help you with today?'. Below the search bar is a section titled 'Popular Topics'.

Sada je potrebno da unesete podatke o problemu koji pokušavate da rešite.

Podaci na fotografiji su podaci koje treba i sami da unesete. U poslednjem polju treba da opišete problem. Slobodno prekopirajte sledeći tekst.

Hello, the code for Student's book is damaged, and I cannot enter PEP. Please help.

Kada popunite sva polja kliknite na Next.

Step 1: Tell us about your issue

***What kind of customer are you?**

Parent

***What's the name of your Pearson product?**

Just start typing and we'll find it for you

***Category Type**

Access Code

***Subcategory Type**

My Access Code is damaged / cannot read it

***Describe the issue you're experiencing**

Please provide any specific access codes or error messages. Have attachments? You can add them at the end, after you have submitted your case.

Please help. My access code is damaged, so I cannot enter PEP.



Napišite naziv udžbenika

Kada upišete informacije u sva polja, kliknite na Next



Next

Bićete preusmereni na stranicu na kojoj treba da ostavite podatke o sebi. Obavezno sve popunite ispravno, jer su naknadne ispravke jako komplikovane.

Step 2: Tell us about yourself

*First name

*Last name


Please provide your Institution Email Id

*Phone number

*Country

*Language

*School, college, or university

I'm not a robot 



Please fill out all of your contact information to view your support options.

Some data entered in this form will be saved as a convenience to our returning customers. If you are on a shared or public device and don't want your information saved in these fields, please clear your browsing history.

By requesting support and using this site, you agree to the [Terms of Use](#) and [Privacy Policy](#).

Nakon što unesete sve informacije će se sa desne strane pojaviti prozor koji nudi opcije za kontaktiranje.

Izaberite Send us a message.

Step 2: Tell us about yourself

*First name

*Last name


Please provide your Institution Email Id

*Phone number




*Country

*Language

*School, college, or university

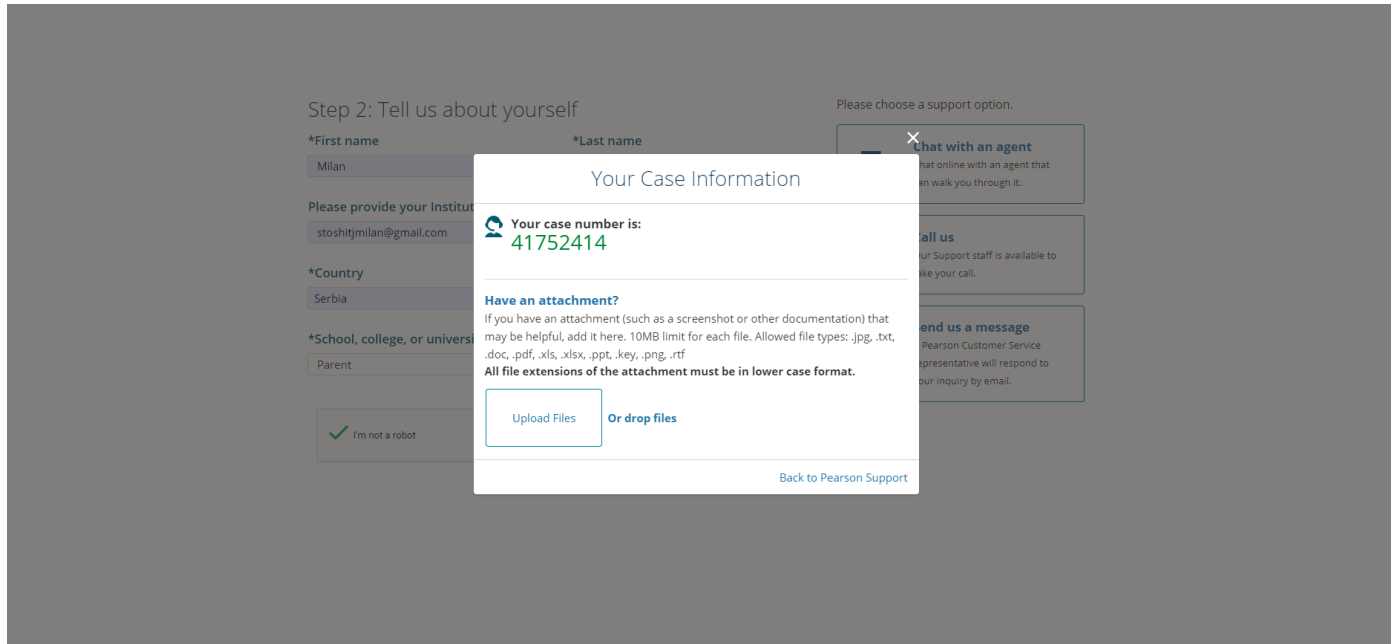
I'm not a robot 

Please choose a support option.

-  **Chat with an agent**
Chat online with an agent that can walk you through it.
-  **Call us**
Our Support staff is available to take your call.
-  **Send us a message**
A Pearson Customer Service representative will respond to your inquiry by email.

Sada će se ispred Vas pojaviti prozor koji nudi da ostavite fotografiju koda.

- Fotografišite kod tako da se vidi ceo i priložite fotografiju.
- Fotografišite ISBN broj knjige (iznad bar koda na zadnjoj korici).



The image shows a screenshot of a web form titled "Step 2: Tell us about yourself". The form has several fields: "*First name" (Milan), "*Last name" (empty), "Please provide your Institution" (stoshitmilan@gmail.com), "*Country" (Serbia), and "*School, college, or university" (Parent). There is a "I'm not a robot" checkbox with a green checkmark. A pop-up window titled "Your Case Information" is overlaid on the form, displaying "Your case number is: 41752414" and a section for attachments with "Upload Files" and "Or drop files" buttons. In the background, there are options for "Chat with an agent", "Call us", and "Send us a message".

Sada je potrebno da sačekate. Obično je potrebno neko vreme kako bi se problem rešio (ne više od jednog dana).

Vaš Pearson.