

# Pearson Office Hours

Pearson offers Technology Office Hours to provide additional support to districts with a 1-on-1 opportunity to speak with a Pearson Technology Support Field Engineering member. These support opportunities include web conferencing options to visually share additional training or show more detailed information about the topic being discussed.

NOTE: If you are experiencing a technical issue with students actively testing, call the help desk for immediate support.

## Technology Office Hours

Technology office hours are available if support is needed to troubleshoot technology issues, such as help with network configuration or device setup.

District Assessment Coordinators (DACs), Assessment Administrators (AAs), or technology staff should be the users requesting office hours. Other staff should first coordinate within their district before contacting Pearson.

## Schedule a Technology Office Hour

Technology Office Hours are scheduled by accessing a link to Pearson's Technology Support Field Engineering team. [Select the link to begin scheduling your Technology Office Hours meeting.](#) Meetings are scheduled for 30 minutes. Select your preferred date and time. Enter your contact information (first/last name, email, phone number), district or school name, customer (MN) and purpose of the meeting. The meeting will be scheduled for both parties and you will receive an email with conferencing information.