

SAVVAS
LEARNING COMPANY

Customer Handbook

2023-2024 School Year



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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 Handbook is designed to simplify and streamline your experience. Please use this guide 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 Customer Handbook.

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. [Roster Synchronization Tools in EasyBridge](#)
8. [Accessing Online Curriculum](#)
9. [Rostering Tools & Training](#)
10. [LMS Integrations](#)

Access to Online/Digital Products

11. [Accessing Your Realize Online Curriculum Once Your Licenses Are Active](#)
12. [Accessing Your AP[®], Honors, or Elective Program with Pearson MyLab or Mastering](#)
13. [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](#)

Three Ways to Place Your Order

1. Order online on OASIS

Place orders with PO or credit card on oasis.savvas.com.

View this [OASIS instructional video](#) for steps to place and track orders.

[Register](#) to use OASIS today.

2. Submit an order on support.savvas.com

Choose US Customer, your customer type, and select the type of assistance needed.

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. Key contact email address
4. Name and phone number for delivery contact
5. Date by which product is needed
6. Include any specific requirements you have for delivery. For example, multiple school deliveries or warehouse hours of operation and key delivery contact name and number.

Contact Customer Service

Visit support.savvas.com

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 oasisdonotreply@savvas.com. Please reference that email, and use the links to track your order.

Visit OASIS

You can now check status and track your orders on OASIS without logging in (no matter how the order was placed).

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 at support.savvas.com.

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

Contact Customer Service

Contact via support.savvas.com

Call to speak to a customer service representative

Call: 800-848-9500

Monday-Friday: 8:00 AM – 8:00 PM EST

Track Reported Issue

Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

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 Savvas Support Site.

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.

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 14 days before the ship date.

- 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 [Worktext Customer Service Site](#).

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](#)

Roster Synchronization Tools in EasyBridge

Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

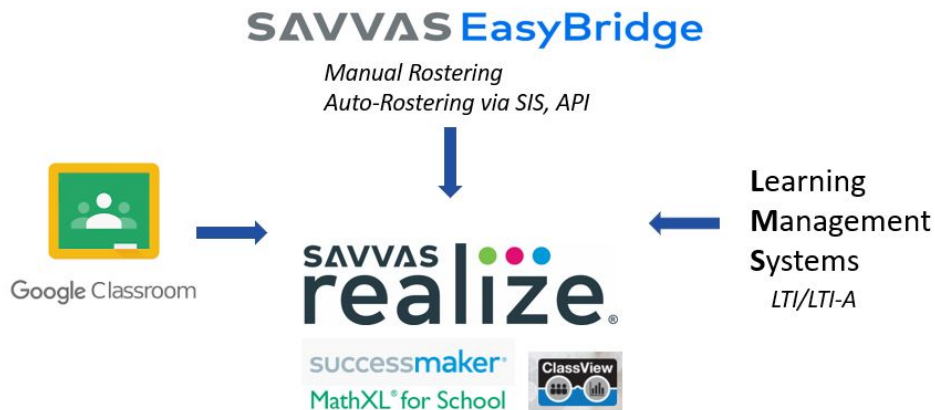
[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

Roster synchronization takes place 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.



EasyBridge: Accessing Online Curriculum

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

Rostering Solution	What it means	How to get started
District Administrators	Schedule a complimentary consultation with a Savvas Integration Analyst using the EasyBridge Discovery form. The outcome of this 1-hour online meeting is to determine which single sign-on and rostering solution works best for your district.	Admins with accounts Admins without accounts
Manual Rostering	Districts that prefer their teachers to roster their own classes or mostly import Google Classroom classes can manage users and roster classes in the EasyBridge Admin tool. Recommended Administrator Manual Rostering online training and webinar.	Teachers with accounts Teachers without accounts
Auto-Rostering	EasyBridge auto-rostering creates class rosters and updates data automatically from your district student information system (SIS) to your Savvas learning platforms such as Realize, SuccessMaker, ClassView, and MathXL for School.	Teachers with accounts Teachers without accounts (*) <i>* Teacher logins are provided by district administrators.</i>

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](#)

Resource	Use	Links
EasyBridge Support & Training 	Access everything you need for EasyBridge support and training, as well as important announcements about your EasyBridge solution.	Savvas EasyBridge Training Website Support Website
Auto-Rostering & Single Sign-on	EasyBridge Plus—connecting teachers and students through single sign-on to their Savvas products with integrated user management and automated class rostering.	EasyBridge Plus Sign in steps
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!	Google Classroom Training

LMS Integrations using LTI or LTI Advantage



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 [Savvas LMS Integration](#) page or contact your sales representative.

Quick Links

[Table of Contents](#)

[Orders](#)

[EasyBridge](#)

[Online Product Access](#)

[LMS Integrations](#)

[Technical Support](#)

[Training](#)

[AP & Electives](#)

[CTE](#)

[Consumable Worktexts](#)

AP[®], 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](#).

Registration Support

For additional assistance with access code registration, visit Customer Service on support.savvas.com.

Learn More About Your MyLab, Mastering, Revel, MyMathLab for School and MathXL for School Access and Implementation at mysavvastraining.com. Use the direct platform links below for detailed information:.

- [MyLab](#)
- [Mastering](#)
- [Revel](#)
- [MyMathLab for School](#)
- [MathXL for School](#)

Technical Support

For technical assistance with AP&E products, including MyLab and Mastering, Revel, MathXL for School, and MyMathLab for School: Visit [Savvas Technical Support](#)

Call 800.848.9500

Monday through Friday, 8:00 AM - 8:00 PM EST

Savvas Learning Company is the official distributor for Pearson in offering effective, hands-on content in AP, Honors, and Electives programs to K-12 schools and districts.

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

Learn more about your CTE Curriculum Access and Implementation on mysavvastraining.com.

- MyLab
- NCCER
- Vital Source

Revel Programs

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

Instructor Resource Center (IRC)

CTE Teacher Resources & Support

- Instructions to Access Savvas Instructor Resources [click here](#)
- Instructions to Access Pearson Higher Ed Instructor Resources [click here](#)

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

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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 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 and password help, and Teacher Self-Registration.

How do I?

For questions about how to use your new Savvas products, look no further than mysavvastraining.com.

To find solutions for technical issues and/or to create a case for technical support, go to support.savvas.com Technical Support.

Call: 800-848-9500

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. Simply [Register](#) on the site to track your cases and to access specific customer knowledge 24/7.
2. Contact us by phone and please 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

my Savvas Training

- **Asynchronous Program Activation** is a content-rich, robust training course 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 course completion certificates.

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 the [Program Activation Training Hub](#)
- **Hybrid Program Activation** is a combination of asynchronous courses and live webinars that 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 support 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.

1EdTech Standards First Pledge

1EdTech Product Certifications



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support.savvas.com

800-848-9500

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