

**» Pearson**

**OASIS**

**Quick Reference Guide**

## Table of Contents

---

Overview	2
How to register for OASIS	2
Login	3
Forgot your password	3
Log Out	3
The Home Page	4
The toolbar	4
Quick access tiles	5
Footer	5
OASIS chat agents	6
Perform a simple product search	6
Use My Favourites	6
View and edit your account	8
View user guides	9
Get Support	10

---

## Overview

Pearson OASIS (Order and Shipment Information System) Quick Reference Guide covers basic topics and an overview of what you can do on the OASIS website.

**Note:** You must have an existing business account with Pearson before you can use OASIS. If you do not have one, you will need to [complete this application form](#).

## How to register for OASIS

Go to the relevant OASIS site:

UK, Middle East, Africa and Europe [oasisuk.pearson.com](https://oasisuk.pearson.com)

India [oasisind.pearson.com](https://oasisind.pearson.com)

Asia [oasissg.pearson.com](https://oasissg.pearson.com)

Australia & New Zealand [oasisanz.pearson.com](https://oasisanz.pearson.com)

Malaysia [oasismy.pearson.com](https://oasismy.pearson.com)

Benelux [oasisbnlx.pearson.com](https://oasisbnlx.pearson.com)

OASIS makes it easy to place and track orders, track credits, check price and availability, file claims, generate custom reports and more!  
This site serves Business and School customers who have an account with Pearson.

The image shows two side-by-side panels from the OASIS website. The left panel is titled 'Login' and contains two input fields: 'User ID \*' and 'Password \*', both with a red asterisk and the text '\* Required' to their right. Below the 'User ID' field is a link 'Forgot Password?' and below the 'Password' field is a link 'Forgot User ID?'. At the bottom of the panel is a purple rounded button labeled 'Login'. The right panel is titled 'New User' and features a black rounded button with white text that says 'Set up your online account'.

1. Click **Set up your online account**
2. Complete the fields in the form displayed
3. Click **Submit for Approval**. Your account will be created within 48 business hours. Once completed you will receive an email from us to confirm your account has been created. If we need more details from you, we will contact you.

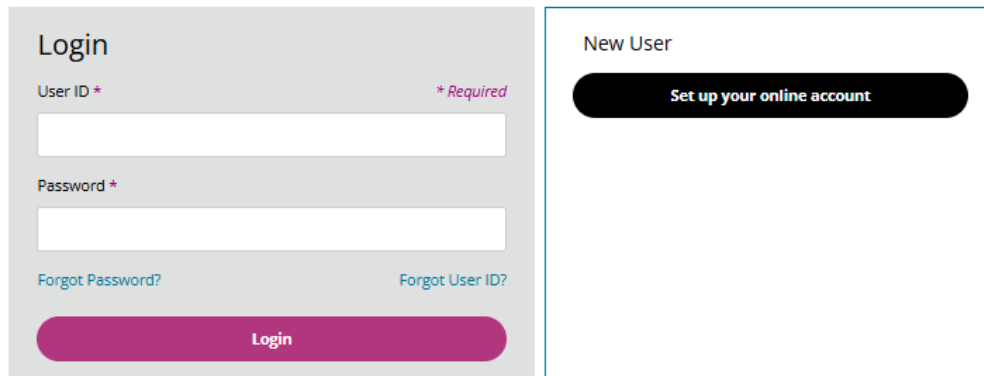
## Login

Using the relevant link for you region (as above)

1. Enter your user ID and password
2. Click **Login**

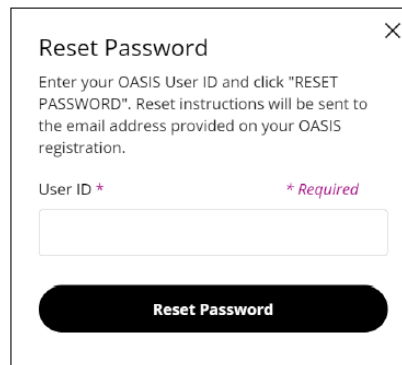
Note: You will be automatically logged out after 30 minutes of inactivity.

OASIS makes it easy to place and track orders, track credits, check price and availability, file claims, generate custom reports and more!  
This site serves Business and School customers who have an account with Pearson.



## Forgot your password

On the login page click **Forgot Password?** The following will be displayed.

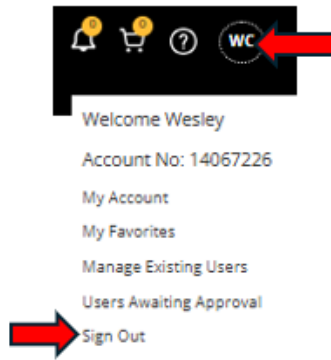


1. Enter your username
2. Click **Reset Password**

You will receive an email with instructions to reset your password.

## Logout

1. Click your user ID icon in the upper right-hand corner



## 2. Select **Sign out**

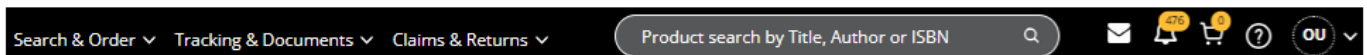
## The Home Page

The OASIS home page displays after you login. The home page is divided into three parts: a tool bar (at the top), tiles for quick access (in the middle) and a footer with helpful links (at the bottom).

**Note:** Click the Pearson icon at any time to return to the home page.

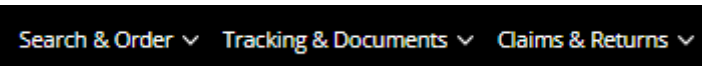


## The Toolbar



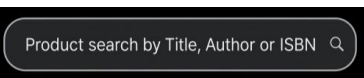
The toolbar is always visible when you are logged into OASIS. Its components are described below:

### Menus



- Search & Order (order, shopping list, price quote)
- Tracking & Documents (tracking, reports, documents, access code status)
- Claims & Returns (only available in the UK, Middle East, Africa and Europe)

### Search Bar



You can search for products by title, author or ISBN. Matching criteria will be displayed as you type.

### Message Centre



The envelope will show when you have a new message from Pearson.

### Notifications



The bell icon shows all your recent notifications.

## Shopping cart



The shopping cart icon shows how many items you currently have in your shopping cart.

## Help



If you need help, click the help button in the toolbar, which will open the OASIS support page in a new browser tab or window.

## User ID Icon



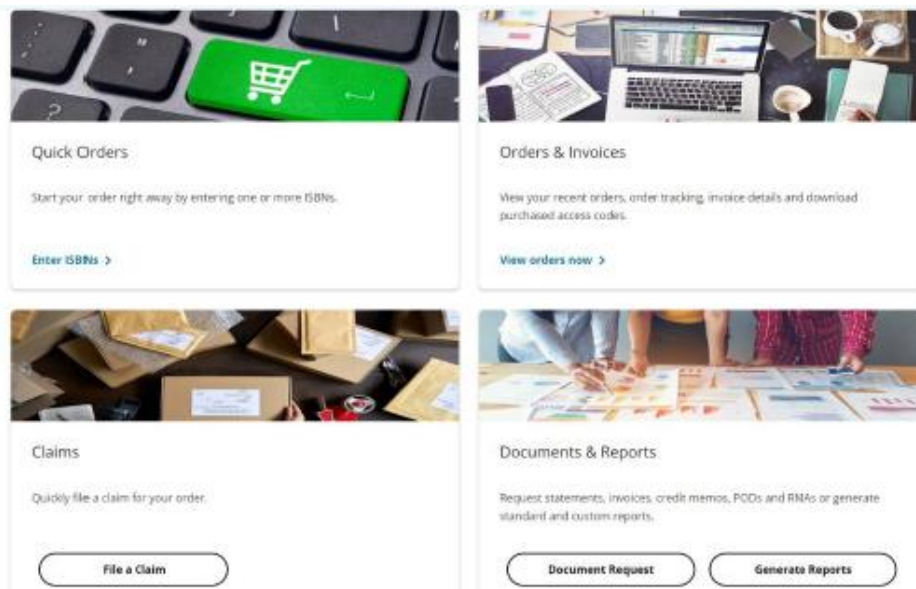
Click your user ID icon (located in the top right-hand corner) to:

- View and edit your account
- Use my favourites
- Manage users
- Log out

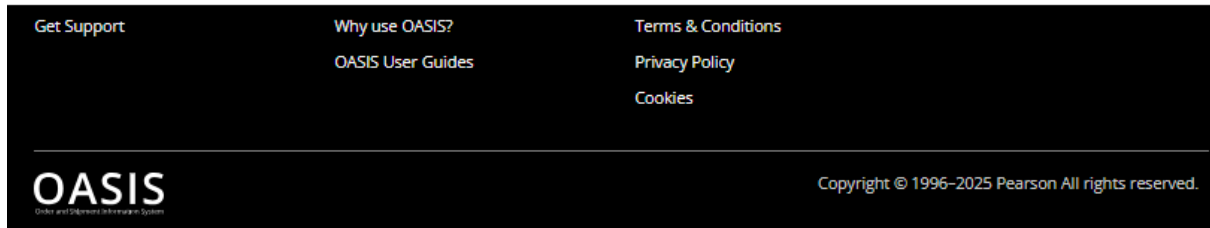
All [user guides](#) can be found here.

## Quick access tiles

You can quickly access commonly used functions by clicking the home page tiles:



## Footer



From the footer you can quickly access our user guides, contact support, contact a sales representative, and read more about OASIS.

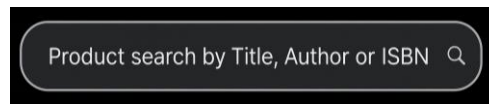
## OASIS Chat Agents



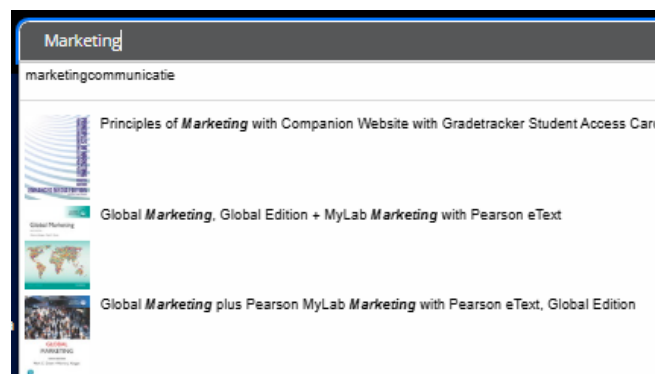
You can chat with an agent by clicking the **Chat button icon** (pictured above), located in the lower right-hand corner. Agents are available Monday through to Friday 8:00am to 5:00pm GMT. The button will display **Agent offline** when agents are not available.

## Perform a simple product search

To perform a simple product search, enter the product ISBN, title or author in the search bar.



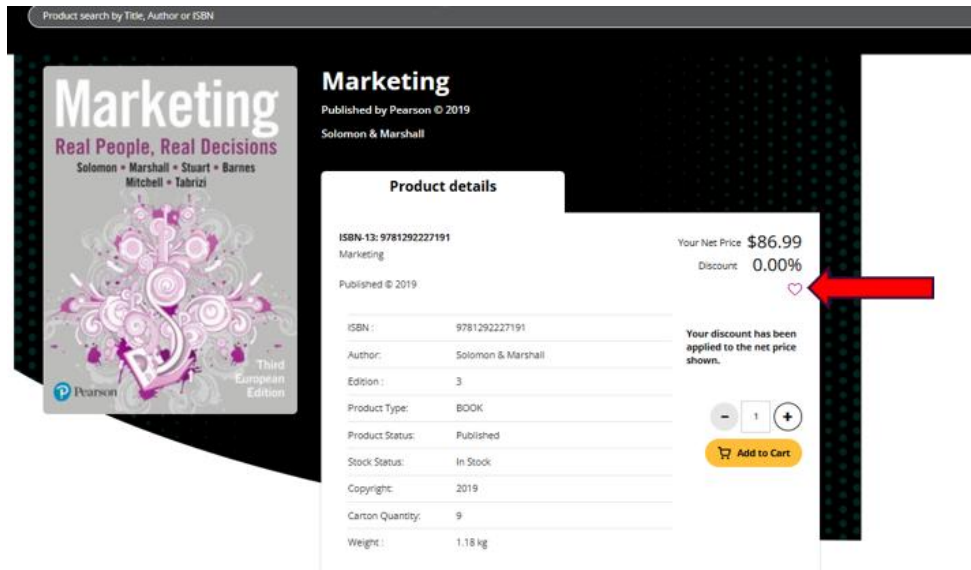
Matching names will be displayed as you type:



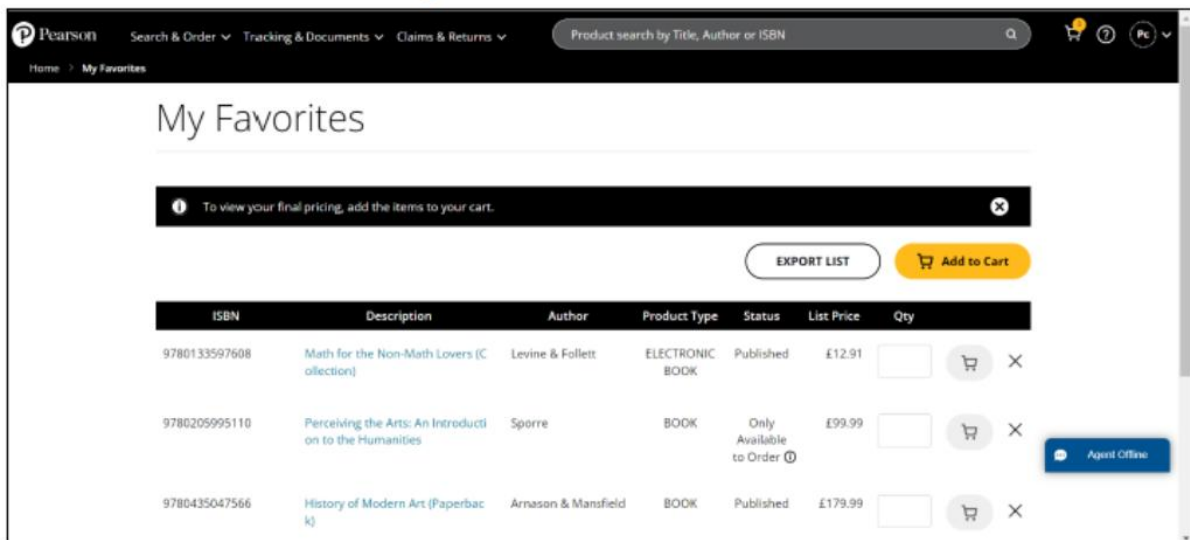
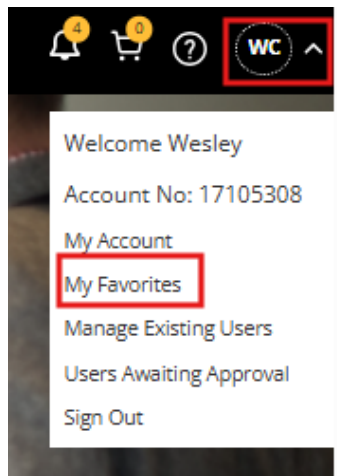
Select the matching name to show that title or click enter to display the list of items relevant to your search criteria.

## Use my favourites

Use the My Favourites tool to conveniently save your search items for later use. To save a product to your **My Favourites** page, search for the product and then click the heart icon. To remove it from your favourites, click the heart icon again.



To view your favourites, click your User ID icon and then select **My Favourites**.



Click **Export List** to save your favourites as a CSV file.

To add all products to your shopping cart, enter the quantity for each product and then click **Add to Cart**.

Author:

Page 7 of 9

Version:

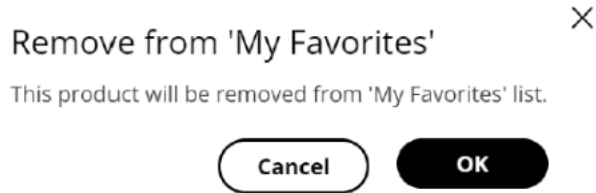
Approver:

Classification: DCL 1/DCL 2/DCL 3/DCL 4

Date:

To add individual items, add the quantity and select the shopping cart icon which can be seen in the product line.

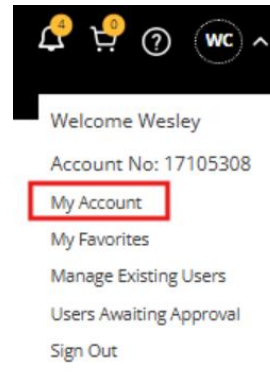
To remove a product from your favourites, click **X** in the row.



Click **OK** to continue.

## View and Edit your account

Click your user account ID and then select **My Account**.



From here you can change your password, view and edit your account, and sign out of OASIS.

## My Account - Account Details

**Account Details**

For further assistance with your account settings, please [chat with us](#).

**Personal Details**

First Name \* \* Required

Last Name \*

**Cancel** **Update**

**Email Details**

Current Email Address

New Email Address \*

Confirm New Email Address \*

Password \*

**Cancel** **Update**

**Personal Information** - where you can edit your User ID, email address and password.

**Addresses** - where you can view and edit your billing and shipping addresses.

**One Time Shipment Address** - where you can view and addresses you have added as a one-time shipment method.

**Organisational Details** - where you can view and edit details about your organisation.

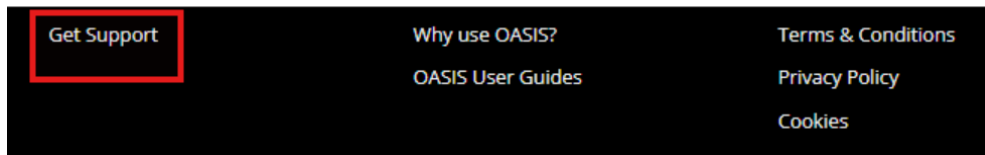
**Upload Documents** - where you can upload a range of documents to send to our customer services team, ranging from Sales Order Acknowledgements, Invoices, Credit Memos, RMA's.

## View User Guides

Visit our User Guides page to learn more about using OASIS. You can access our user guides from OASIS by clicking **OASIS User Guides** in the footer or visiting our support page and clicking **Find OASIS User Guides**.

## Get Support

If you need more help using OASIS, you can visit our support page which can be found at the footer of OASIS. From here you can view support topics, access user guides, and submit questions to support.



## Get Support

OASIS is Pearson's Order and Shipment Information System. Find answers to common questions, view user guides and reach out with any questions.

### Support Topics



### Ask a Question

Choose a topic to get in touch.

