

OASIS Quick Reference Guide

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Introduction

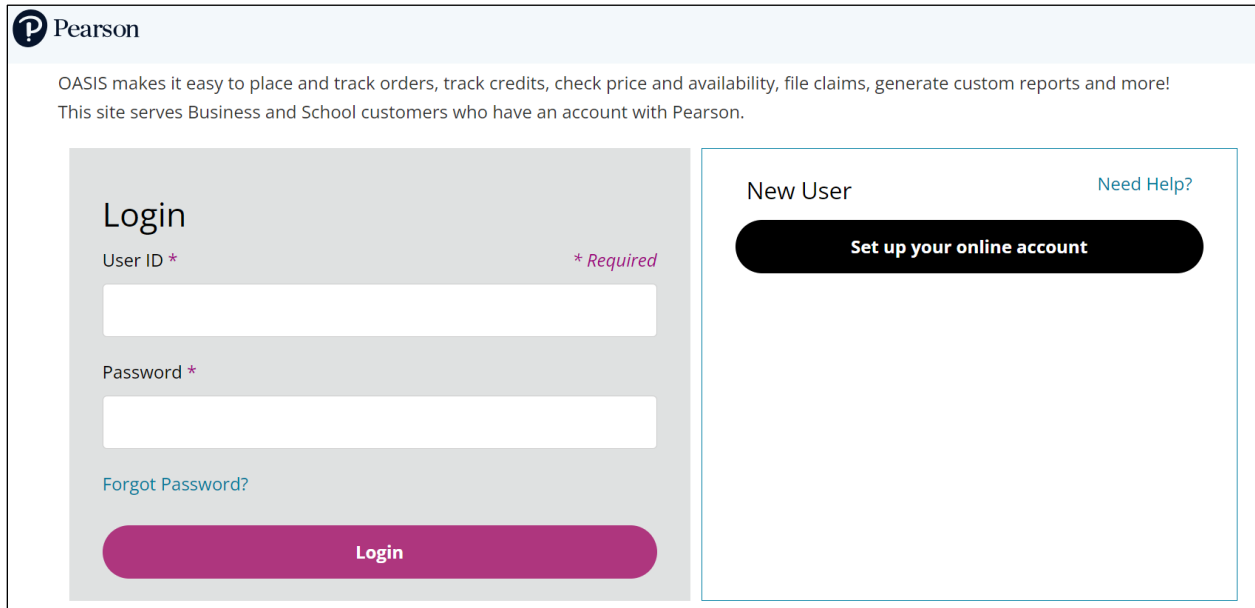
The Pearson OASIS (Order and Shipment Information System) Quick Reference Guide covers basic topics, including logging in, logging out, using the toolbar, technical support, and a basic overview of what you can do on the OASIS website.


Note: You must have an account before you can use Pearson OASIS. If you do not have an account, go to oasis-b2b.pearsoncanada.ca and click **Set up your online account**.

Log in

1. Go to oasis-b2b.pearsoncanada.ca/login.

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 Pearson

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.

Login

User ID * ** Required*

Password *

[Forgot Password?](#)

Login

New User

[Need Help?](#)

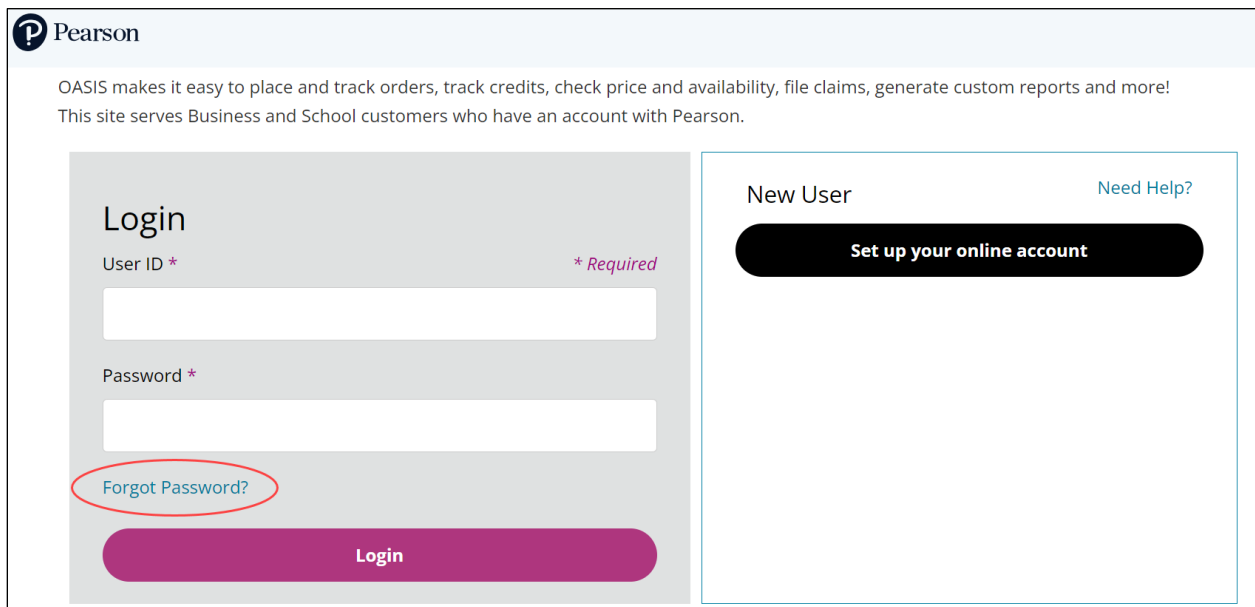
Set up your online account


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

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

Forget your password?

1. Go to oasis-b2b.pearsoncanada.ca/login.



 Pearson

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Login

User ID * ** Required*

Password *

[Forgot Password?](#)

Login

New User

[Need Help?](#)

Set up your online account

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

Reset Password ✕

Enter your OASIS User ID and click "RESET PASSWORD". Reset instructions will be sent to the email address provided on your OASIS registration.

User ID * * Required

Reset Password

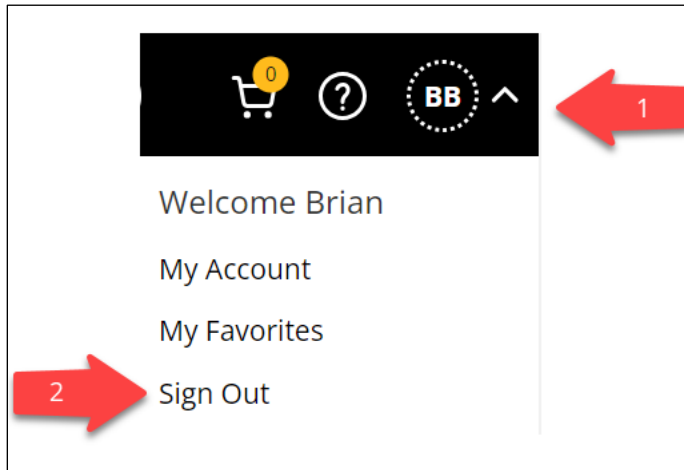
3. Enter your username.
4. Click **Reset Password**.

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

Log out

1. Click your user ID icon in the upper right-hand corner.
2. Select **Sign Out**.

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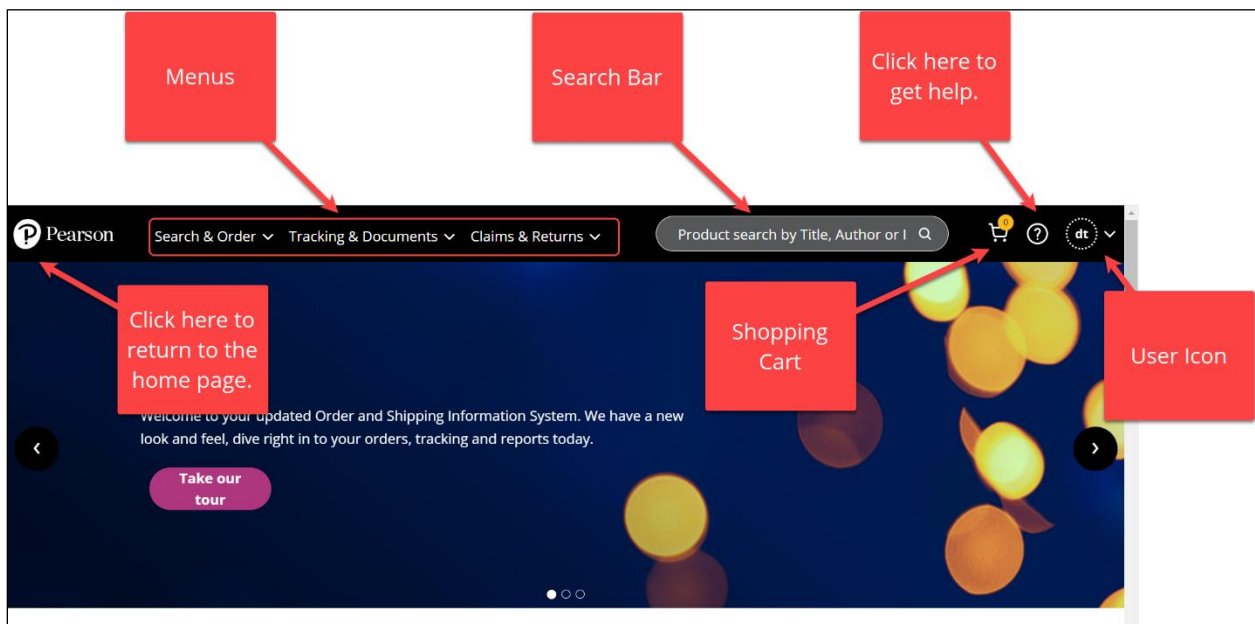
The Home Page

The OASIS home page displays after you log in. The home page is divided into three parts: a toolbar at the top, tiles for quick access in the middle, and a footer with helpful links.

The toolbar

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

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



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Menus

From the toolbar you can

- Create, view, and track orders
- Track credits
- Search for products (see [Perform a simple product search](#) below)
- File claims
- Submit digital returns
- Create an RMA
- Retrieve documents
- Generate reports

Search Bar

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

Shopping Cart

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

Help Button

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

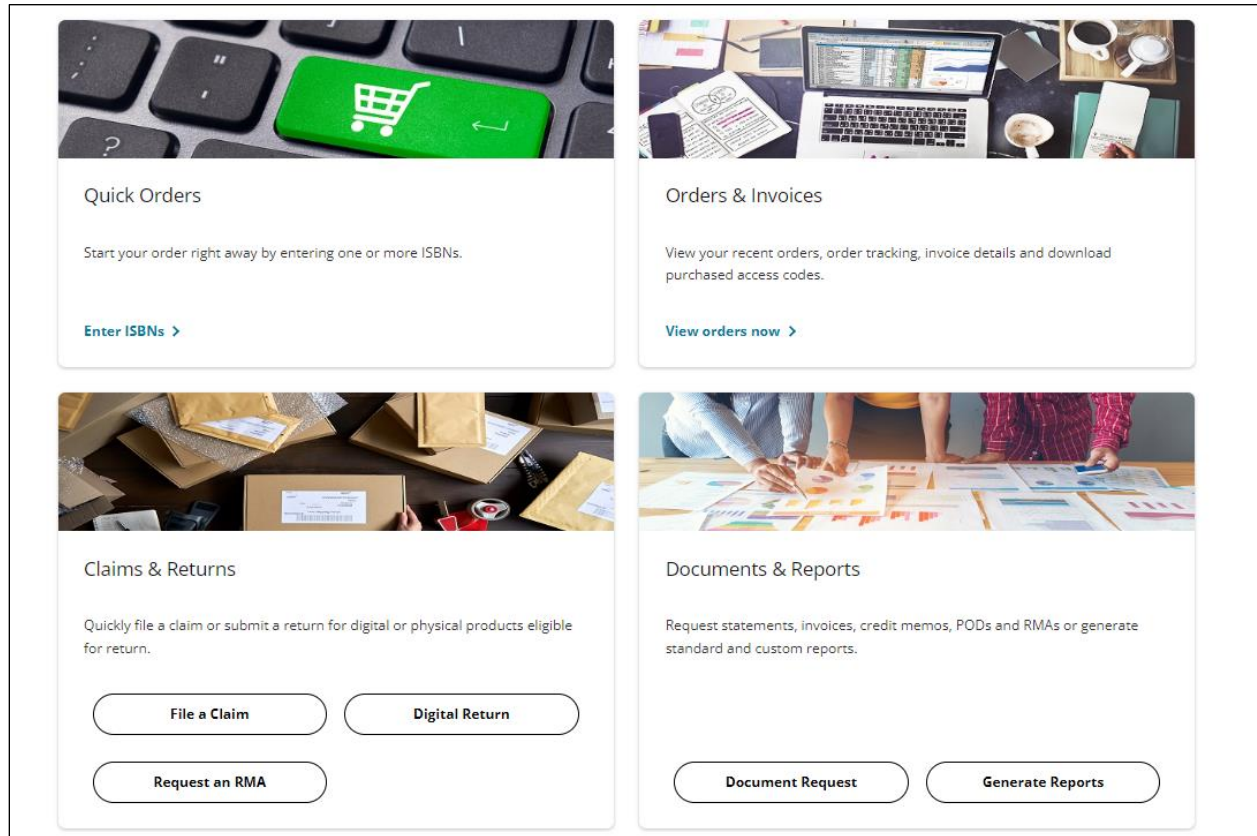
Click your user ID icon to

- [View and edit your account](#)
- [Use My Favorites](#)
- [Log out](#)

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Quick access tiles

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



The screenshot displays four main tiles on the OASIS home page:

- Quick Orders:** Includes a green shopping cart icon on a keyboard key. Text: "Start your order right away by entering one or more ISBNs." Button: "Enter ISBNs >"
- Orders & Invoices:** Includes an image of a laptop and documents. Text: "View your recent orders, order tracking, invoice details and download purchased access codes." Button: "View orders now >"
- Claims & Returns:** Includes an image of cardboard boxes. Text: "Quickly file a claim or submit a return for digital or physical products eligible for return." Buttons: "File a Claim", "Digital Return", "Request an RMA"
- Documents & Reports:** Includes an image of people looking at a large report. Text: "Request statements, invoices, credit memos, PODs and RMAs or generate standard and custom reports." Buttons: "Document Request", "Generate Reports"

Footer

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

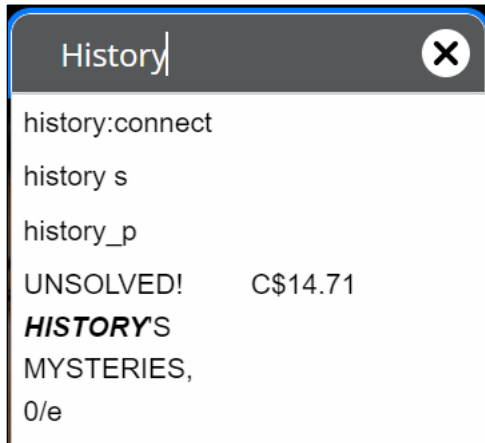
Perform a simple product search

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



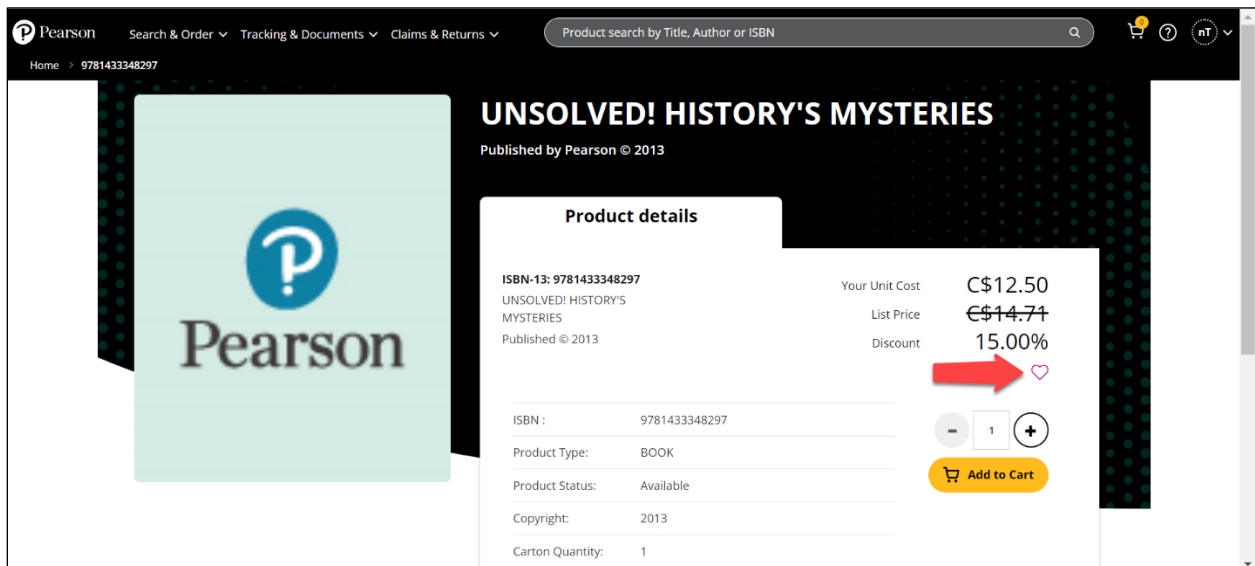
Matching names will be displayed as you type.

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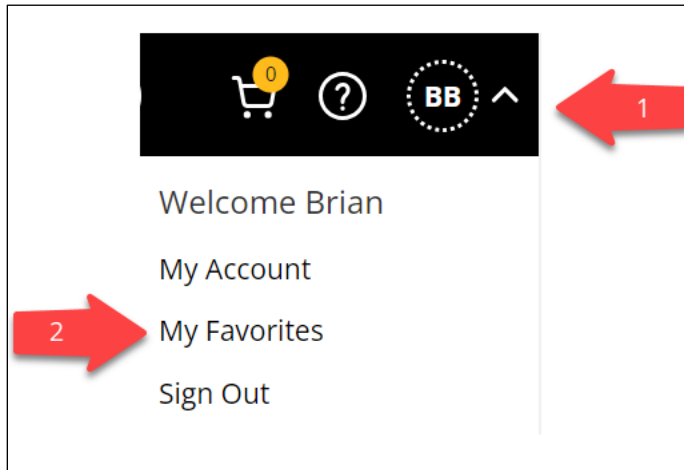
Use My Favorites

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

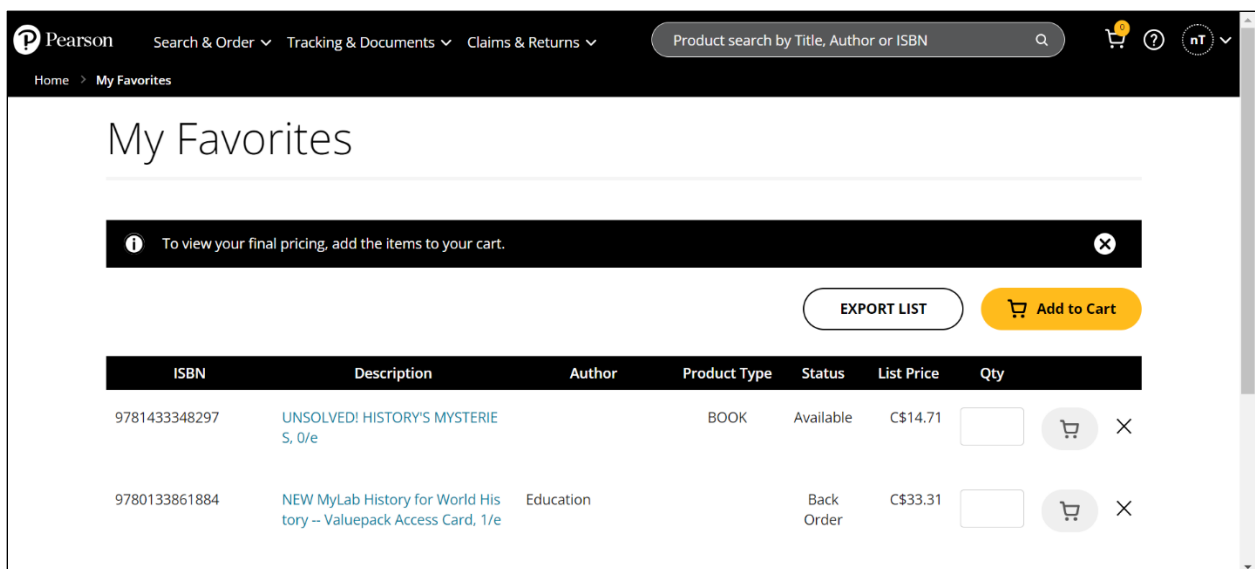


To view your favorites, click your user ID icon and then select **My Favorites**.

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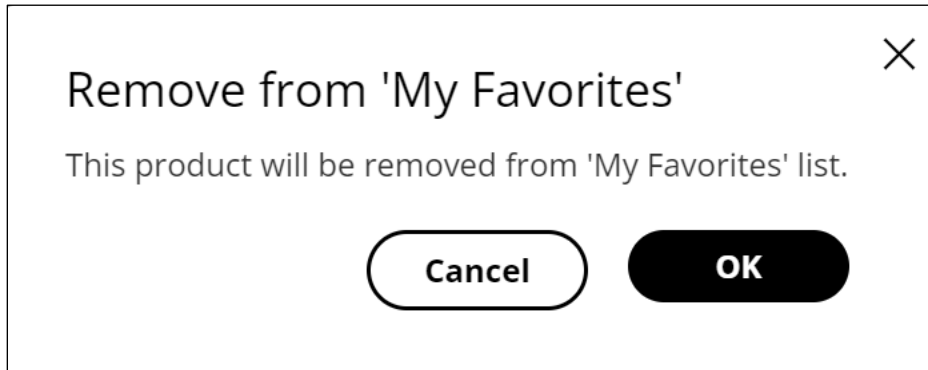
Select one or more products, enter their quantities, and then click the shopping cart icon to add them to your shopping cart.



Click **Export List** to save your favorites as a CSV file. To add products to your shopping cart, enter the quantity for each product and then click **Add to Shopping Cart** to add all of the products to your shopping cart or click the shopping cart icon in a product's row to add a single product.

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

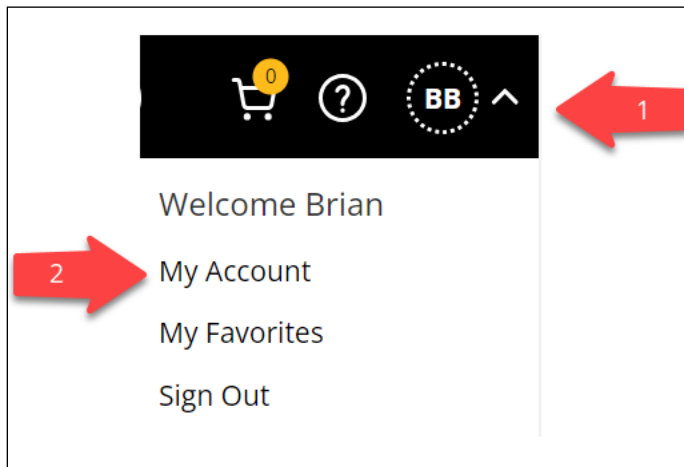
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Click **OK** to continue.

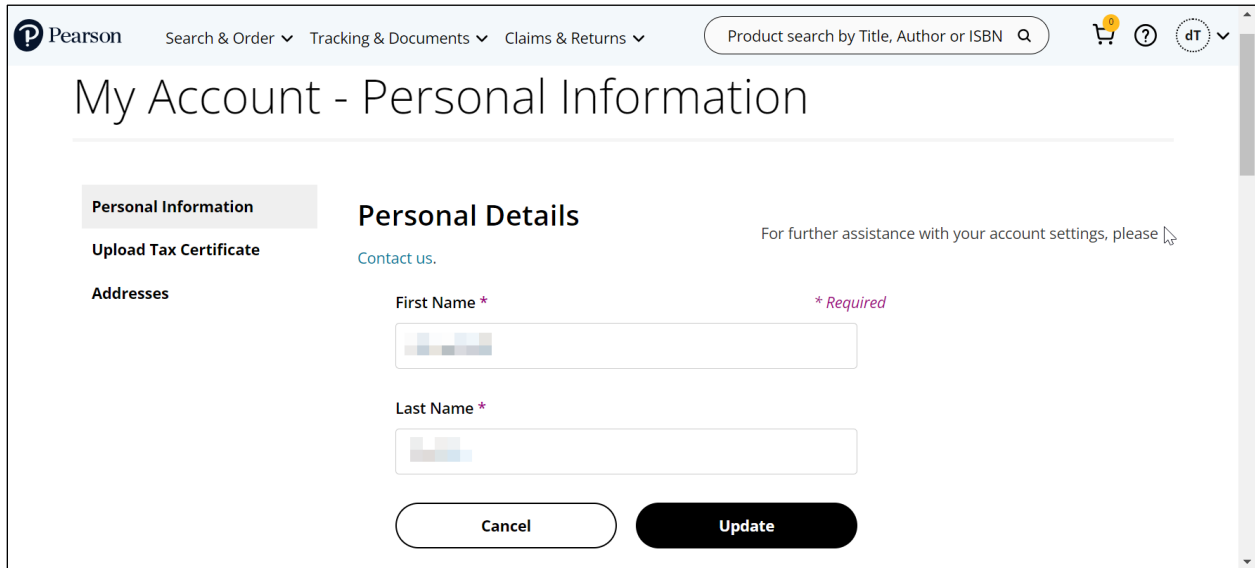
View and edit your account

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



From here you can view and edit your account and change your password.

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My Account - Personal Information

Personal Information

Upload Tax Certificate

Addresses

Personal Details

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

First Name * ** Required*

Last Name *

Cancel Update

Click **Personal Information** to view and edit your user ID, email address, and password; click **Upload Tax Certificate** to upload a tax certificate; or click **Addresses** to view and edit your billing and shipping addresses.

View User Guides

Visit our [User Guide page](#) to learn more about using OASIS. You can also access our user guides from OASIS by clicking [OASIS User Guides](#) or in the footer or visiting our Support page and clicking [Find OASIS Guides](#). Click the links below to directly open a user guide.

- [Ordering Digital Products](#)
- [Using Price Quotes](#)
- [Placing Orders](#)
- [Tracking Orders](#)
- [Submitting a Claim](#)
- [Submitting a Return](#)
- [Submitting a Digital Return](#)
- [Tracking Credits](#)
- [Retrieving Documents](#)
- [Generating Reports](#)

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Get Support

If you need help using OASIS visit our Support page at [oasis-b2b.pearsoncanada.ca/contact-us](https://b2b.pearsoncanada.ca/contact-us). From here you can view support topics, access our user guides, and submit questions to Support.

