OASIS Quick Reference Guide

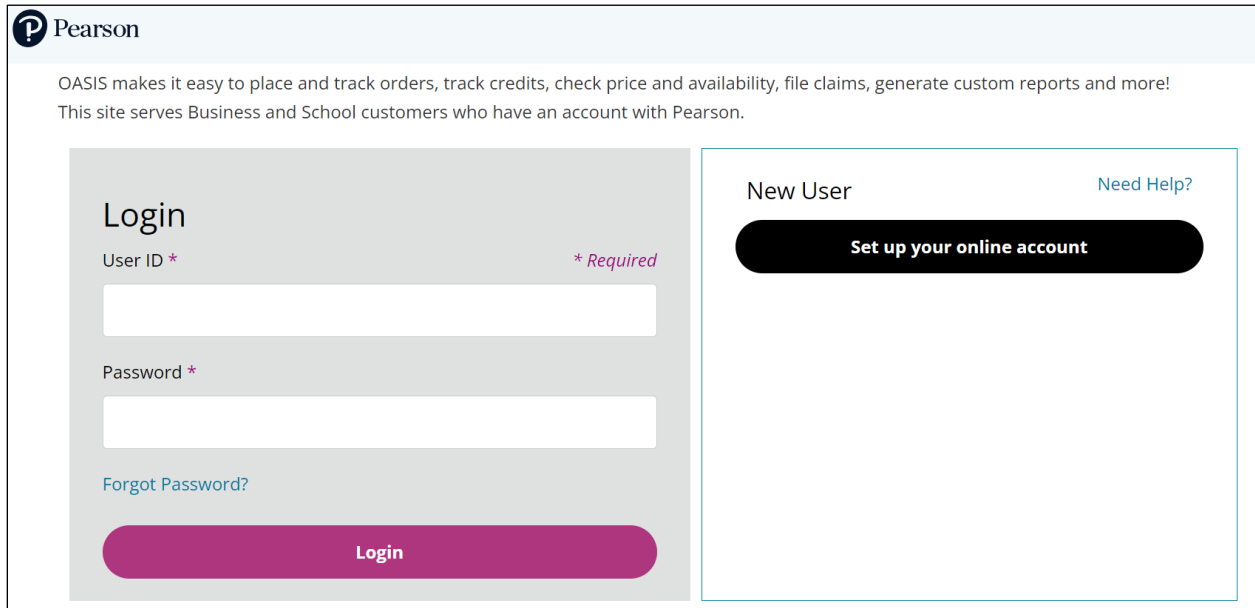## Table of Contents

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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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.

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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_
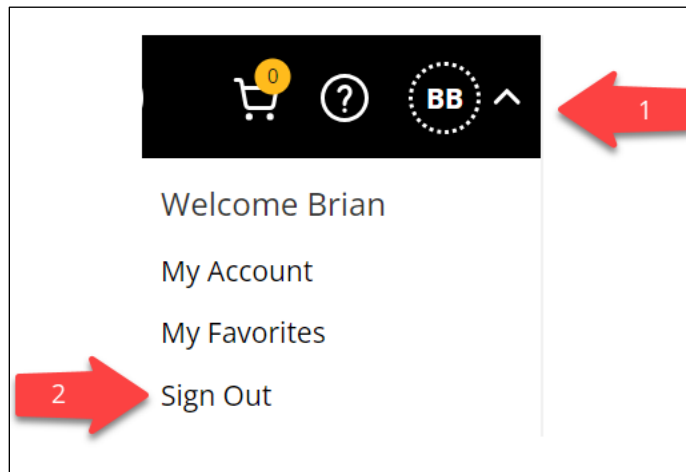
Reset Password

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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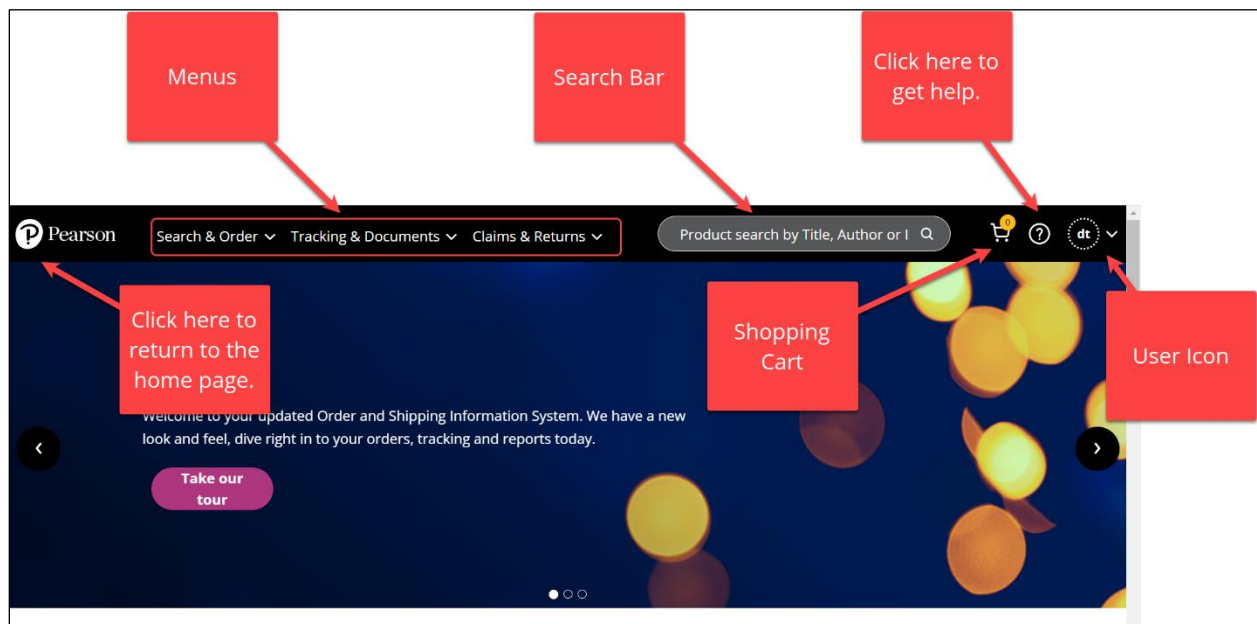
The Home Page

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.
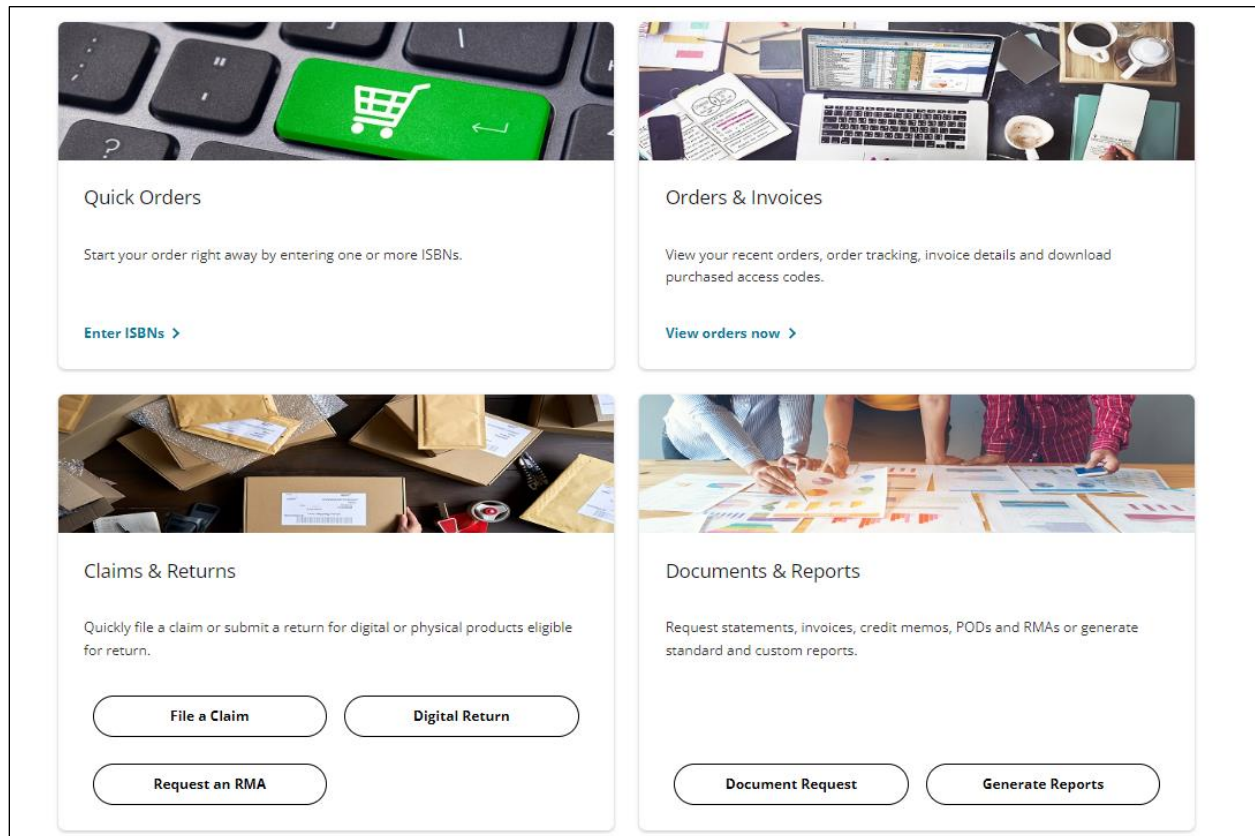
User ID Icon

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.

Footer

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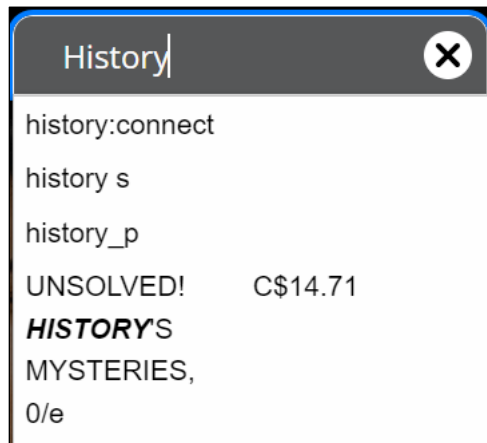
Perform a simple product search

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 heat icon. To remove it from your favorites, click the heart icon again.
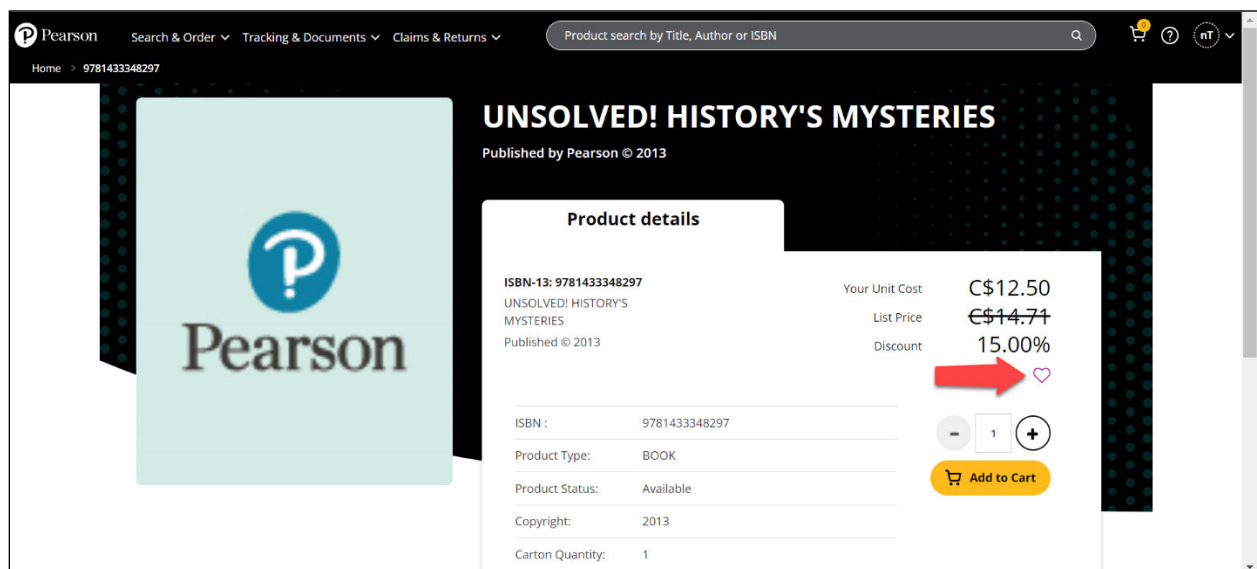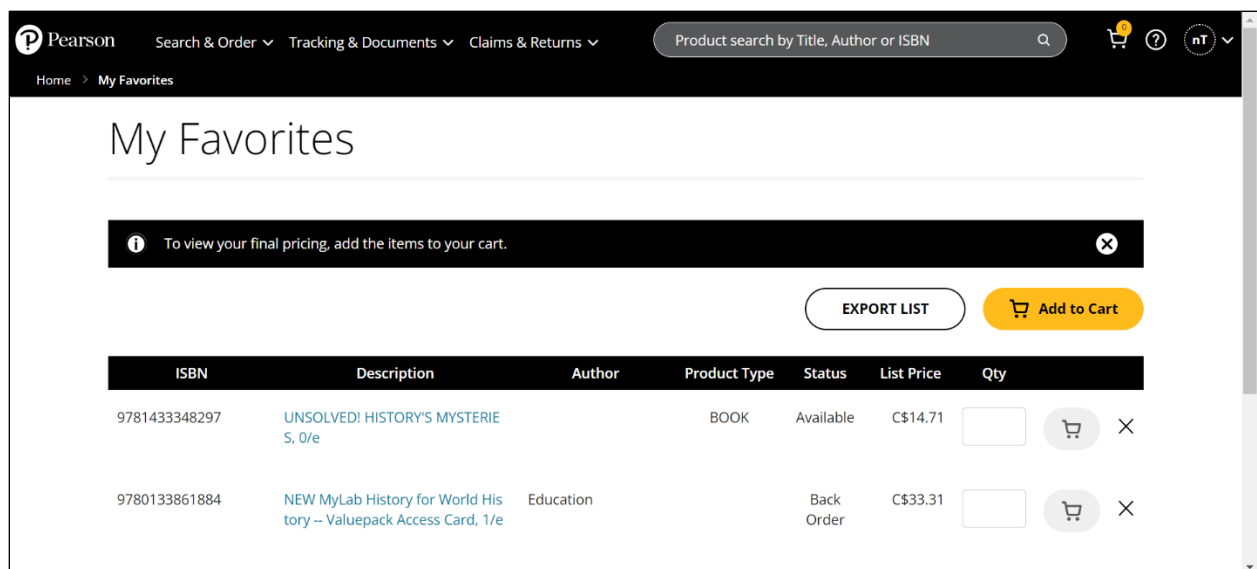

To view your favorites, click your user ID icon and then select **My Favorites**.

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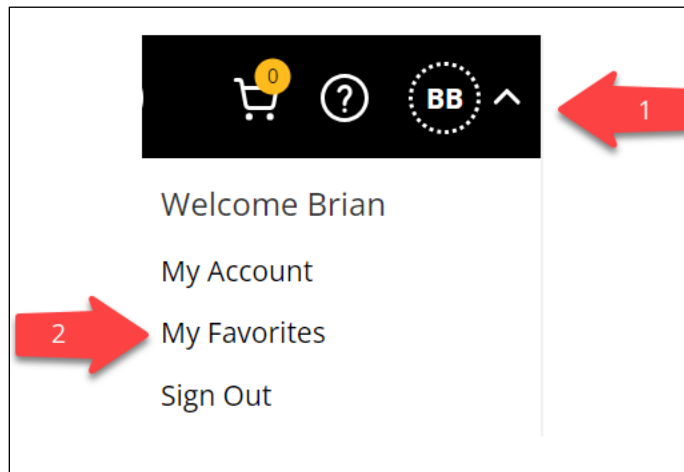
Select one or more products, enter their quantities, and then click the shopping cart icon to add them to your shopping cart.


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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Remove from 'My Favorites'
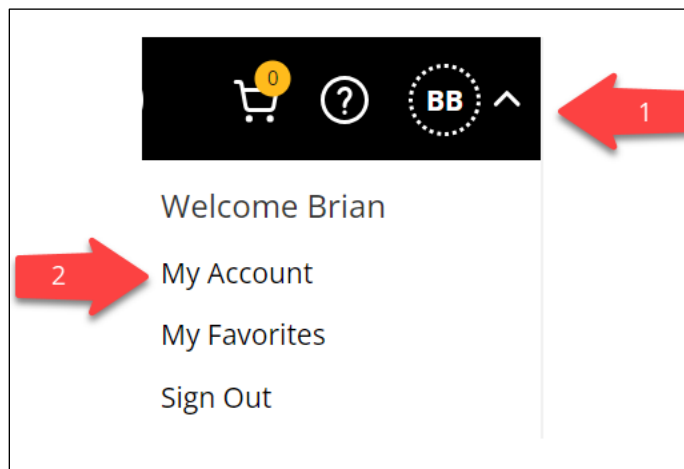
This product will be removed from 'My Favorites' list.
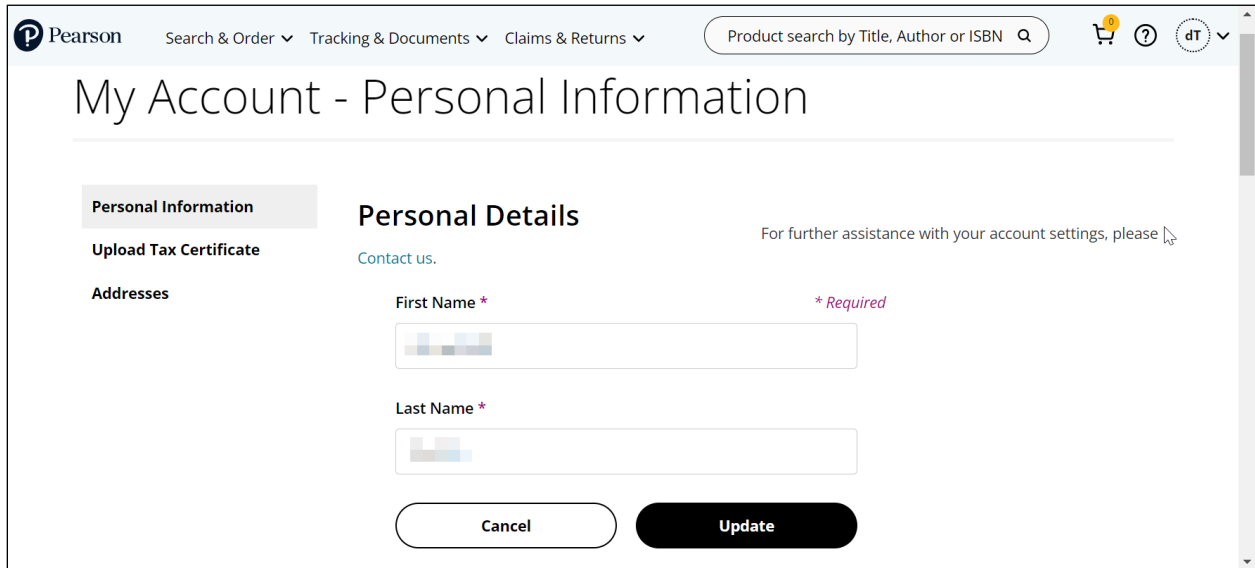
Cancel   OK
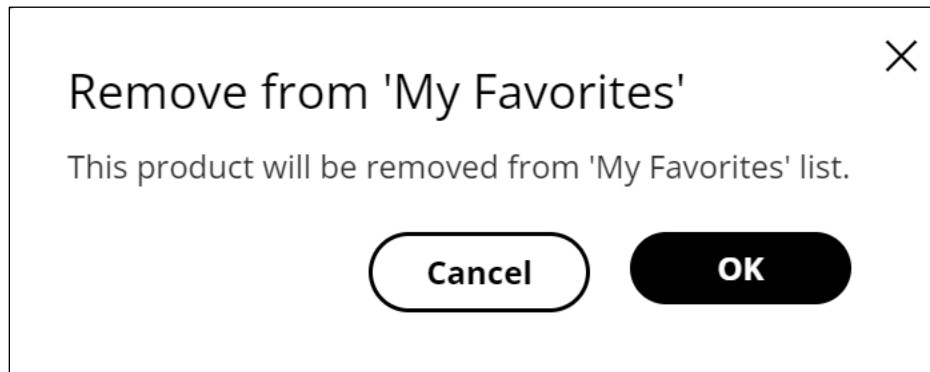
Click **OK** to continue.

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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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. From here you can view support topics, access our user guides, and submit questions to Support.