

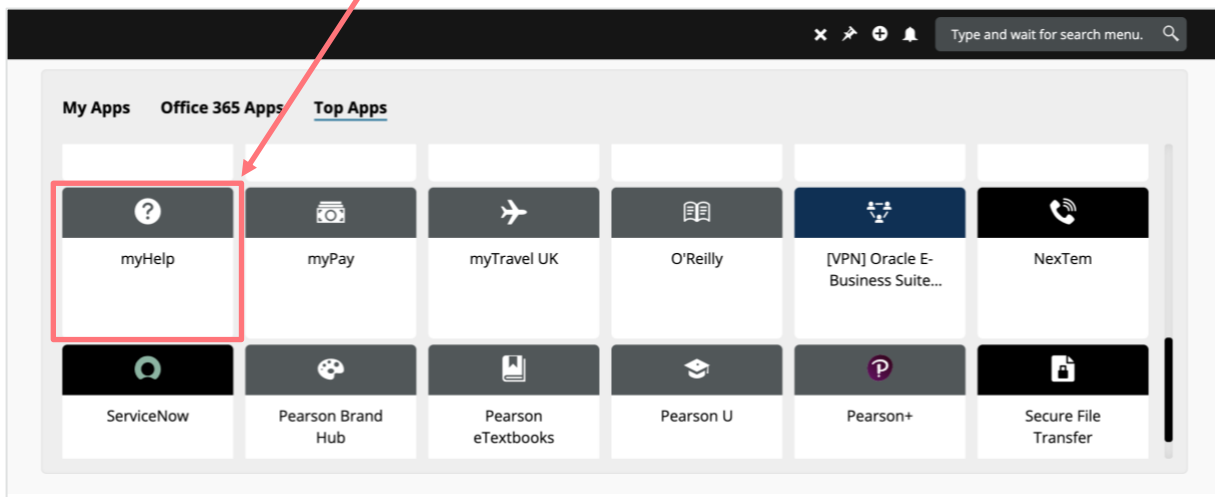
# AMDH Questions



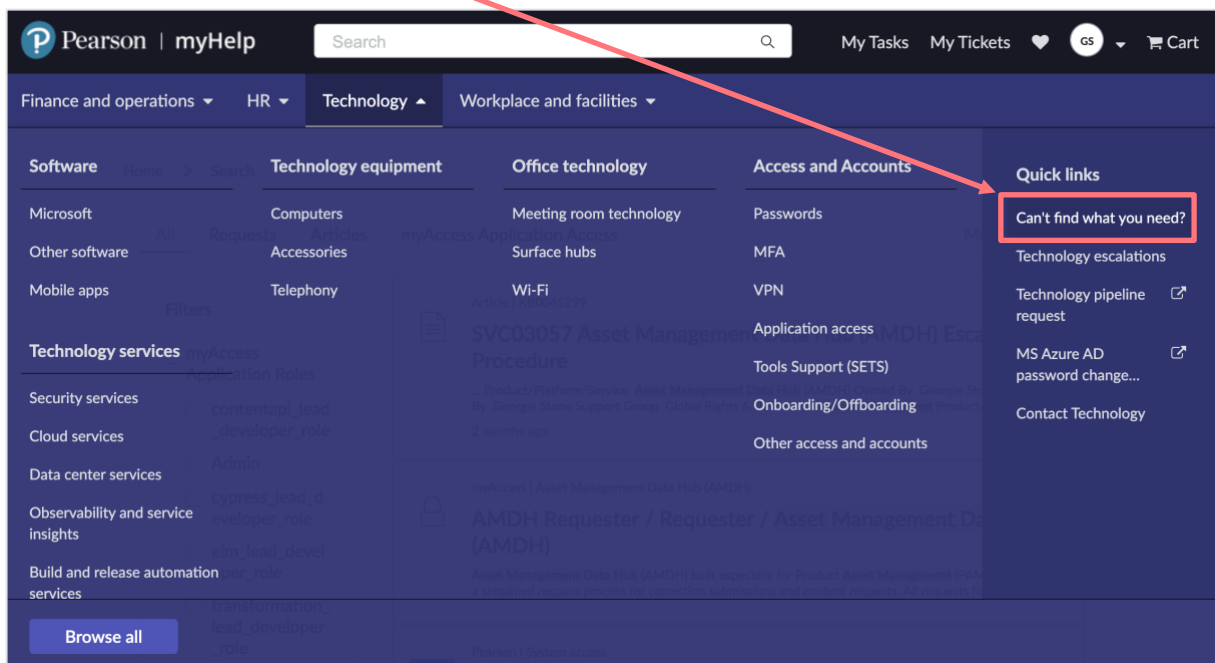
Please refer to the [Asset Management Website](#) under the PAM > Fulfilment > AMDH Workflows section for information, user guides and training videos.

Alternatively, if you are experiencing issues or require additional information, please follow the instructions below to log a ticket via myHelp.

1. From the [Hub](#) select **myHelp**.



2. From the **myHelp** menu bar options, select **Technology** and **Can't find what you need?** from the **Quick links** section.



- Complete the fields, referencing **Asset Management Data Hub (AMDH)** in the description and details fields to assist AI with routing your ticket directly to the correct team.

**Create Technology Ticket**

Create a ticket for general service assistance from Technology support teams.

**When to use this service?**

- You require general assistance with a **technology** issue.
- There are no topic items available to help.

**Help us, help you faster**

- Provide a **clear short description** for your issue.
- This will contribute to a quick service by the right experts.
- Review knowledge & request items before submission.

\* Indicates required

\* Open on behalf of this user

Georgie Stone

\* Which general category does your issue relate to?

Data Privacy

Information Security

Technology

\* Provide a short description of your issue.

For example,

- My laptop keyboard is broken.
- Installation of Tableau Prep Builder on a Windows device
- Error creating a timecard on Oracle E-Business Suite
- I am unable to connect to VPN

\* Additional context or details you wish to let us know regarding your issue.

\* Have you been given instructions to specify a ticket indicator?

Unless otherwise specified, AI is utilized to identify the most suitable team for assistance. Please choose 'Yes' only if you have specific documentation or have been instructed to do so

No

Yes

Add attachments

**Submit**

**Required information**

Which general category does your issue relate to?

Provide a short description of your issue.

Additional context or details you wish to let us know regarding your issue.

- Click on the **paperclip icon** to attach any files to your ticket that will assist with resolution, e.g. screenshots of error messages. Navigate to where the files are stored, click **Open** to add them. Once all fields have been completed, click **Submit**.
- A ticket will be logged, **note the number**. The Product Asset Management team, who will manage the ticket, will either contact you for more information or provide the resolution and close the ticket.

# Help

## Asset Management

Visit the [Asset Management Website](#) for job aids and information on:

- Fonts and the Pearson Font Policy.
- Pre-press creation guidelines including configuration for your computer and certification.
- Author Support.
- File and folder naming standards, including an online Archive Folder Creator Tool.
- Product Asset Management (PAM) Archiving and Fulfilment.
- Digital Asset Management (DAM) Asset Library and Asset Licensing Portal (ALP).
- Corrections.

## Product Asset Management (PAM)

For support and information about archiving or content requests, please contact the PAM team:

- Australian products - [PAM.Australia@pearson.com](mailto:PAM.Australia@pearson.com)
- Asia\* and Indian products - [PAM.India@pearson.com](mailto:PAM.India@pearson.com)
- North American products - [PAM.NorthAmerica@pearson.com](mailto:PAM.NorthAmerica@pearson.com)
- The United Kingdom, Global and Italian products - [PAM@pearson.com](mailto:PAM@pearson.com)

*\*Singapore, Malaysia, Indonesia, Japan, Myanmar, Philippines, South Korea, Thailand, Vietnam*

To place content requests for Asia\*, Australia, India, North America, and United Kingdom products, please refer to the following user guides:

- [The Non-Audit Content Request Guide](#)
- [The Rights Audit Content Request Guide](#)
- [The Custom P&L \(Profit & Loss\) to Custom Manufacturing Request Guide](#)

## Asset Management Data Hub (AMDH)

[Request AMDH access](#) via myAccess, or raise a [myHelp ticket](#) for additional support.

## Correction Team

For support and information about corrections, please refer to the [Correction Request Submission Guide](#). Please refer to the [AMDH Contact Us](#) page for contact information.

## Digital Asset Management (DAM)

For information about Asset Library or the Asset Licensing Portal (ALP), please contact the DAM team at [assetlibrarysupport@pearson.com](mailto:assetlibrarysupport@pearson.com).