MyMathLab/MyStatLab
Top 10 Technology Questions for Students

#1  My course doesn’t seem to be running well on my computer. What can I do?

- On the Course Home page, click the Browser Check link in the Announcements section.
- Alternatively, click on Help & Support at the top right of the window.
- Go to the 24/7 Support site.
- Follow the directions to Set Up Your Computer.
- For more information, check out the Knowledge Base article: Computer Set-Up.
- If you click on your course and nothing shows up, or you are having problems loading certain pages in the course, it could be because you have not cleared your browser cookies. Open your browser and navigate to http://www.mymathlab.com or http://www.mystatlab.com. Go to the Support page & click the link to the Customer Technical Support website.
- Search for the Knowledge Base article: Deleting Cached Files and Cookies and follow the directions for clearing cookies for your browser.

#2 Why is my course now missing, or why can’t I access my course?

- You log in to your account, but your course is not showing up on your course list.
- If you just registered for the course and received a confirmation email that your registration was successful, your enrollment may not have been activated.
- Follow the directions in this Knowledge Base article, Student Registration Confirmed but Course Not Showing, to refresh your session and activate your enrollment.
- Check out the Knowledge Base article Missing Course or Incorrect Resources for more information.
- If you have done work in the course previously but cannot see your course when you logged in today, you may be logging in with a different username.
- Log out of your current account, and then try to sign in with an alternate account to look for your course. For more information, check out the Knowledge Base article: Missing Course or Incorrect Resources.
#3 How do I change from temporary to full access?

- DO NOT create a new account.
- Log in to your course using your current account.
- Click the link to upgrade your access **OR**, locate the email that has information about your temporary access and follow the directions in the email to upgrade your access.
- For more information, check out the Knowledge Base article: Change Temporary Access to Full Access.
- If you are in an integrated course with Blackboard, for example, DO NOT create a new account. Follow the directions in the Knowledge Base article: MyLab & Mastering for Blackboard Learn: Change from Temporary Access to Full Mylab Access.
- For additional information on LMS integrations, click here.

#4 I forgot my username or password. What do I do?

- Click the Sign In button.
- Click the “Forgot your username or password?” link.
- Follow the directions to have your login name and password emailed to you.
- If you do not receive an email with your account information, you may have used a different email address when you created the account.
- Go back to the “Forgot your username or password?” page and enter the other email address.
- If you still do not receive an email with your account information, contact Customer Technical Support for assistance in retrieving your username and password.
- For more information, check out the Knowledge Base article: Sign-In (Username and Password) Help.
#5 How do I enroll in a new math course if I’m using the same textbook?

- If you are enrolling in a course that uses the same textbook as your previous course, you DO NOT need to use a new access code.
- Log in to your course using your existing username and password.
- Click the “Enroll in Another Course” link.
- Enter the Course ID for your new course.
- Follow the directions to complete your enrollment.
- Your new course shows up on your course list.
- For more information, check out the Knowledge Base article: Enroll in a Multi-Semester Course or Retake a Course.

#6 Why is my Access Code not working?

- Access codes can only be redeemed ONCE, and are specific to the program you are using.
- If you entered your access code and received an error message that your code is not valid, contact the vendor you purchased the code to find out their return policy and to purchase the correct (unredeemed) access code for your course.
- For more information, check out the Knowledge Base article: Registration and Access Code Help.
- If you purchased the access code directly from Pearson Education, contact Customer Technical Support for assistance.

#7 I can’t log into MyMathLab or MyStatLab. If the site is down, what can I do?

- If you tried to log in to your course at http://www.mymathlab.com or http://www.mystatlab.com and the site is down, you can use the alternate login page to access your course.
- Follow the directions in the Knowledge Base article, Alternate Login Pages, to use the alternate login page.
- Note that you will only have access to the homework assignments, quizzes, tests, and Gradebook when you access the course on the alternate login site.

#8 I am getting error messages when I type in my course ID. What do I do?

- If you entered the Course ID and received an error message that the Course ID is not valid, you may have typed the Course ID incorrectly.
- Double-check the spelling and numbers in the Course ID and re-enter it.
• If you receive an error message that the course enrollment date has passed, inform your instructor and ask your instructor to verify that the course enrollment period is current.
• After the enrollment dates have been verified, return to the website and resume the enrollment process.
• For more information, check out the Knowledge Base article: Enrollment Errors.

#9 How can I change my username, password, or email address?
• To change your email address, username, or password, sign in to the Pearson My Account (Account Profile) page, then click the Edit button beside the information you’d like to change.

#10 Why am I unable to complete my online purchase?
• If you receive an error message during your online purchase please verify that you have entered all of the information correctly.
• Remember that the billing address may not be your current physical address. The billing address must match the address details registered by the owner of the credit card. The billing address must be entered exactly as it appears on the billing statement of the credit card.
• If you have verified that all of your information is correct and you continue to receive the error message, please try using a different card.
• You may also be able to purchase a standalone student access code kit for your textbook or course from your campus bookstore.
System Requirements

If you encounter any difficulty, please check the following:

**Update your computer to meet requirements:** You may need administrative access to be able to install applications or make other changes to your computer. If the computer you are using is not your own personal property, you may need to contact your organization’s IT department to make such updates.

**Match the supported browser and system:** To work successfully with MyMathLab, your computer must match one of the supported browser and operating system (OS) configurations. MyMathLab may also run on newer versions of these browsers, but a version is not considered fully supported until it is specified.

Most MyMathLab courses support either Windows® or Macintosh® operating systems and a supported version of Microsoft Internet Explorer®, Firefox®, or Safari®. Other requirements vary, depending on the textbook in use for the course. Note that these requirements are only for MyMathLab itself. Players or plug-ins may have their own system requirements.

**Modify your Browser Settings:**

- **Pop-up windows must be allowed.** If you are using a browser that offers pop-up control or are running an add-on program to control pop-ups, you may need to take steps to allow pop-ups in order to use some features on the site.
- **Session cookies must be enabled.** In most browsers, you can enable cookies for selected domains.
- **Javascript must be enabled.**

**Check your Internet Connection:**

Use cable/DSL, T1, or other high-speed for multimedia content; 56k modem (minimum) for tutorials, homework, and testing.

Troubleshoot connectivity issues

**Check your Memory:** 64 Mb RAM
Check your Screen Resolution:

Minimum screen resolution: 1024 pixels wide by 768 pixels high

To check and adjust screen resolution:

- Windows: Go to Start > Control Panel > Display > Settings > Screen Resolution.
- Mac OS: Go to the Monitors Control Panel

Link here for additional information regarding browser and computer configurations.