

MyLabMath Student Guide

Purdue University Spring 2020

MyLabMath Access

We recommend using Google Chrome or Mozilla Firefox. While other browsers may work, these are more reliable. We also recommend enabling Javascript and popups on Pearson's webpage. For technological issues, see Troubleshooting and the FAQ below.

Registration

1. Log into Blackboard using your BoilerKey

<https://mycourses.purdue.edu>

2. Find the section on Blackboard (Spring-2020-MA-XXX00-XXX) and click on it to access your course section. (See FAQ if you see two Blackboard pages.)
3. On the left sidebar, you will see a link for "MyLabMath". Click it. You will then click "MyLab and Mastering Course Home". This is the master link, all other links are shortcuts to subpages on MyLab Math. On mobile browsers, you may need to expand the sidebar.
4. If you do not have a Pearson MyLab Math account that you have used for a Purdue course, please register an account. We recommend using your Purdue email. You have a two week grace period before you must purchase an Access Code (see FAQ).
5. If you have used MyLab Math in a prior Purdue course, please access with your prior account. If you purchased the multi-semester Access Code and use the same book (see FAQ), you will not have to purchase access.
6. Pearson has created a Registration video to assist in this process.

<https://www.youtube.com/watch?v=-heDdwarh4>

If you have problems with registration or are prompted for a courseID, please consult the FAQ. If you contact Pearson Support about registration, please tell them that we have Blackboard integration so that they can more efficiently assist you.

Purchases and Access Codes

You are only required to purchase either an 18 week or full Access Code. All grades are on MyLabMath , so without an Access Code, you cannot do your homework or access your grades.

You can purchase the Access Code directly on the Pearson webpage. There is a two week free grace period with full access before you must purchase a code. If you have already purchased a full Access Code, you do not need to purchase again unless you moved on to a course with a different textbook.

- If you plan to take more than one semester of calculus, the full Access Code is good for all the Calculus courses (161, 162, 165, 166, 261) since they use the same textbook.
- If you plan on taking 262, 265, 266, 303; you will need to purchase a new access code. We recommend the 18 week code for 262, 265 and 266 (not taking 303 after 266) and the Access Code if you plan to take 266 AND 303 as they use the same book.

You are not required to purchase a physical book. There is an digital version on MyLabMath that you can use. You can print a certain number of pages per day or can buy a loose leaf version of the book if you'd like.

If you purchased your Access Code from the Bookstore, you do not need to follow the instructions on the card. Please access and register via your course page on Blackboard. Make sure to scratch, not peel, to reveal your Access Code.

Accessing MyLabMath

Once you have registered, please access MyLabMath through your Blackboard page. While you can log in directly through Pearson's webpage, we do not recommend doing unless Blackboard is down. Accessing directly through Pearson often leads frequently to accidentally accessing the incorrect section if you transferred sections.

Transferring Sections

It is common to transfer between sections at Purdue. If you must do so, please follow the steps below as your grades in MyLabMath will **not** automatically transfer with you.

1. Inform your new TA/Instructor either via email or in person that you have transferred into their section.
2. Access MyLabMath through your new section's Blackboard page. You will not be added automatically to your new MyLabMath section.
Warning: You will still have access to your old section's MyLabMath if you access it directly through Pearson's webpage until the grade transfer is complete. Please do all new work in your new section.
3. Provide your TA/Instructor with
 - a. your full name

b. your old course and section number

so that they can efficiently request a grade transfer. You must access your new MyLabMath section before this can occur.

Troubleshooting

Please use the following workflow for problem solving issues.

1. Inform your TA/Instructor that you are experiencing a problem and some details of the problem.
- 2a. If it is a technical difficulty (log in, browser, etc), please contact Pearson Support.
<https://support.pearson.com/getsupport/s/contactsupport>
- 2b. If it is a course issue (grades, homework error, etc), the TA/Instructor should be able to assist.
3. If you continue to experience a problem after contacting Pearson Support, please contact your TA/Instructor detailing the issue explicitly (what is occurring, when, etc) and include the Pearson Support Ticket Number.

If you have general questions, your TA/Instructor may be able to answer or point you to the correct resource. There is a FAQ below as well.

Frequently Asked Questions

Registering and Enrollment in MyLab Math

1. **Q: I see two Blackboard pages for my course, which one should I to do my homework?**

A: There will only be a link to MyLab Math in your current recitation section's Blackboard page. Please check your schedule to find the section number for your recitation. (E.g., your course schedule shows you are enrolled in MA161 with lecture section 100 and recitation (TTh for non-IMPACT) section 101. MyLab Math will only be active through section 101.)

Often, your course lecturer enables their Blackboard page to upload documents for your use. Their Blackboard page is not to be used for MyLab Math and should not contain a link to MyLab Math. After you register, it is possible to access MyLab Math directly through Pearson. Often, if you transfer sections, you may see your old section in MyLab Math in the Course Home. Please make sure you are accessing your current recitation section's MyLab Math page. If you have not, please request a grade transfer (see below).

2. **Q: What is my instructor's course id?**

A: You do not need this information. To register, you need to login to Blackboard and access MyLab Math through the link inside your course page. You will be prompted to enter the code or use the free two week trial there.

If you purchased your Access Code from the Bookstore, you do not need to follow the instructions on the card. Please access and register via your course page on Blackboard. Make sure to scratch, not peel, to reveal your Access Code.

Often, Pearson Support might request it. You may need to inform them that we have MyLab Math integrated with Blackboard with the courseIDs not provided.

3. **Q: Can I register through Pearson's webpage?**

A: No. Please register by accessing MyLab Math through your course's Blackboard.

4. **Q: When creating an account to register for MyLab Math, do I need to use my Purdue email?**

A: It is recommended. This helps us keep track of students between Blackboard and MyLab Math along with being easier to find you to diagnose issues.

5. **Q: Am I enrolled in the wrong MyLab course? The instructor name is wrong.**

A: Ignore it as this is okay. Often, these are the staff/faculty who set up the MyLab Math courses and not your instructor.

6. **Q: I just transferred recitation sections and would like my old grades transferred, what do I do?**

A: Email your recitation TA with your (1) name, (2) new section number, and (3) old section number so that they can put in your request. You must access MyLab Math through your new section so that you are on the roster for the new MyLab Math section. Grade transfers cannot happen until you do so.

If you have a partially completed assignment in your old section, you may need to redo it in the new section. Additionally, it can happen that some of your grades are missed when transferred, for instance, if you restart an assignment in the new section prior to transfer. If that happens, please notify your TA and they will get it corrected. Lastly, if you purchased an Access Code for the course and transfer sections, the Access Code should be valid in the new section. If it is not, please contact Pearson Support.

7. **Q: I have an issue with access to or using MyLab Math, what do I do?**

A: Contact Pearson Support at

<https://support.pearson.com/getsupport/s/contactsupport>

as they are able to fix most issues very quickly. You can apparently tweet at them as well (<https://twitter.com/PearsonSupport>). Please make a note of the Pearson Support ticket number in case your TA requests it.

8. **Q: I have repeatedly contacted Pearson Support for help and my issue is unresolved, what do I do?**

A: Email your TA with the Pearson Support ticket number and a detailed explanation of the issue. They will contact the appropriate staff/TAs to get it resolved.

Using MyLab Math

- 1. Q: Do I get infinite attempts at each problem?**
A: Yes, select "Similar Problem" to get a new variation after 3 attempts. No for multiple choice questions as the number of attempts depends on the number of options.
- 2. Q: How do I access the eBook? I don't see the link to it on the left side.**
A: If you access MyLab Math the "MyLab Math All Assignments" link, you will only see your assignments. To see everything, access MyLab Math via the "MyLab and Mastering Course Home" link.
- 3. Q: I have problems with the eBook (static or interactive), is there another version?**
A: Yes, there is a screen-reader accessible version under "Accessible Resources" that loads with HTML.
- 4. Q: I believe that there is an error in a homework problem. What do I do?**
A: Contact your TA to verify that there is an error. They will notify the administrators if so.
- 5. Q: Where can I see my homework after is it due?** **A:** You can access your old assignments by going to the Gradebook and selecting Review on the assignment you want to see. If you did not start (or open) the assignment before it was due, you will not have this option. In this case, please contact your TA.
- 6. Q: Why don't the grades in Blackboard agree with the grades in MyLab Math?**
A: Oftentimes this is caused by grade syncs happening while you are in the middle of doing an assignment or while the TA was entering grades into MyLab Math. If this does not eventually update, please notify your TA.

Grades in MyLabMath are used for grade computations. The Blackboard grades are a backup. Please make sure that your MyLabMath grades are correct.
- 7. Q: I have a general question about using MyLab Math, who do I ask?**
A: We recommend discussing it with your classmates at first as usually one of them has dealt with the question before and are usually quicker at responding. You can also ask your TA but general questions are usually responded to with lower priority. You can also contact Pearson Support if it is a question about the MyLab Math platform itself (<https://support.pearson.com/getsupport/s/contactsupport>).

Common Error Resolutions

1. Clear your browser's cache and cookies. Close your browser and retry. If you don't know how to do this, searching online or asking a friend is the quickest resolution. The process is different for each type of browser. In case you do not want to clear cache, it may be possible that the incognito mode in Chrome or Firefox works as well.
2. Try a different browser (Google Chrome and Firefox are preferred).

3. Make sure popups and Javascript are enabled on Pearson's webpage.
4. Getting a Session Ended/Expired Error? Follow these instructions: [Link](#)
5. Oftentimes Blackboard timing out causes connection issues as well. If this happens, close MyLabMath and then log out and back into Blackboard.
6. If these common fixes don't work, contact Pearson Technical Support. [Link](#)
7. If Pearson support does not resolve the issue within 24 hours, contact your instructor and provide the case/ticket number from Pearson Technical Support and the email address you used to register in MyLabMath for this course.