

Purdue MyLab Math FAQ

Purdue University Spring 2020

Registering and Enrollment in MyLab Math

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).

Q: Should I buy full access or just get the 18-week version when I purchase my code?

A: 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.

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.

Q: Can I register through Pearson's webpage?

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

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.

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.

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.

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.

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

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.

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.

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.

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.

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.

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.

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>).