

Troubleshooting Pearson **MyLab Math**

If you have technical issues accessing MyLabMath, then you should do the following:

1. Clear your browser's cache and cookies. Close your browser and retry. If you don't know how to do this, just google it. 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 works as well.
2. Try a different browser (Google Chrome and Firefox are preferred).
3. Make sure your popup blocker is disabled.
4. Getting a Session Ended/Expired Error? Follow these instructions:

[Click Here](#)

5. Oftentimes Brightspace timing out causes connection issues as well. If this happens, log out and back into Brightspace.
6. If these common fixes don't work, contact Pearson Technical Support:

[Click Here](#)

7. Feel free to contact your **TA** if you have non-technical minor troubles with homework, such as if there is an issue with entering a solution to a problem, or you believe MyLabMath does not accept a solution you think is correct.