

Quick Student Guide to MyLabMath

Purdue University Fall 2020

MyLabMath Log In

1. **Browser:** It seems that MyLabMath works best with Chrome, and Firefox seems acceptable too. MyLabMath may not work as well with other browsers.
2. **Brightspace:** Use the Brightspace login page

`https://purdue.brightspace.com/d21/login`

and enter your Boilerkey to login.

Once you log in to your account in Brightspace, follow the procedure below.

- (i) Look for your “Mathematics Course” (e.g. Fall 2020 MA16500-XXX) and click on it.
- (ii) Among the menu (2nd line on top), choose “Content” and click on it.
- (iii) On the left hand side, you will see “PearsonMyLabMath”. Click on it.
- (iv) Then click on “MyLab and Mastering - Basic” (in blue letter).
- (v) Click on “Open MyLab & Mastering. (Disable your popup blocker, allow popups always (at least for Pearson).)

WARNING: When you go through the process and activate your MyLabMath account, you might see the name such as “Kenji Matsuki” or “Jingwei Hu” as the name of your instructor, which is different from the name of your real recitation instructor. Do NOT worry. This is caused by the default setting of MyLabMath. Your schedule or real recitation instructor has not changed.

3. **Access code is required:** Students in MA 161, MA 162, MA 165, MA 166, MA 261, MA262, MA265, MA266 and MA303 will have to buy an access code, which can be purchased directly from Pearson in MyLabMath. Students who bought a multi-semester access code for the Calculus book (Briggs, et al.) before and going into a calculus course which uses the SAME textbook, will not need to buy the code again. **However, the access code is attached to the textbook.** Therefore, even if the student had an access code before but is going into a course with a DIFFERENT textbok, then the student needs to buy a new access code attached to the new textbook.
4. **How to purchase the code:** It is best to buy a code directly from Pearson within the course link. That way you are sure you are getting the correct code.
5. **What the code is for:** The code gives the students access to their online homework and the electronic version of their textbook. A physical copy of the textbook is not required. Students can print a certain number of pages of the textbook per day, and they can also buy a loose-leaf edition of the textbook from the MyLabMath course link, if they wish. Again, this is not required.

6. **Temporary access for 2 weeks:** Students can select "Get temporary access without payment for 14 days" on the payment option page if they are waiting on financial aid or other means to purchase full, paid access to the MyLab course. Students must use an access code, credit card or Pay Pal account to purchase full, paid access before the end of the 14th day to stay in the course.

NOTE: The grace period for each textbook is available only once: Students who opt to purchase a MyLabMath access code for a certain textbook valid for just one semester (18 weeks), will not be eligible for another trial period for MyLabMath associated with **the same textbook** in future semesters; they will need to purchase access again without a two week free trial period. This does not apply to different textbooks.

Students who transfer between sections

7. Students who transfer to a different section should inform their NEW TA asap so their previous scores can be correctly transferred. They should also tell the OLD TA that they are no longer coming to the old section.
8. Students who transfer to a new section should access Pearson and do their homework through Brightspace in their new section and do homework. There is no need to redo online homework that was completed in the old section. Their old scores will be transferred to their new section.

Further Information (Optional)

9. Watch the Registration Video

<https://mediaplayer.pearsoncmg.com/assets/get-started-with-mylab-and-mastering-and-brightspace-by-d21-fdoc>

*Your course does not have a Pearson MyLab and Mastering Widget as shown in the video. Instead, you will click on Pearson MyLab in the Table of Contents then click on the link MyLab and Mastering - BASIC as mentioned in item 6.

Trouble shooting

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:
<https://support.pearson.com/getsupport/s/article/Your-Session-Ended-Please-Start-Again>
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.
<https://support.pearson.com/getsupport/s/contactsupport>
7. Feel free to contact your instructor 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.

Other links

Delete Cached Files and Cookies:

<https://support.pearson.com/getsupport/s/article/Deleting-Browser-Cached-Files-and-Cookies>

Pop-Up Blockers:

<https://support.pearson.com/getsupport/s/article/Pop-Up-Blockers>