MyMathLab and MyStatLab Top 10 Technology Tips for Students

Tip #1: Recommended browsers
- Be sure to run the Browser Check the first time you log in to your course!
- Log in to your course.
- 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.

Tip #2: Clearing Cookies
- 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.
- Follow the directions for clearing cookies for your browser.

Tip #3: Course not listed
- 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.

Tip #4: Changing from Temporary Access 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.
- Alternatively, locate the email that has information about your temporary access
- 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.

Tip #5: Forgot username or password
- Go to http://www.mymathlab.com or http://www.mystatlab.com.
- 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.

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Tip #6: Enroll in a new course
- If you are enrolling in a course that uses the same textbook as your previous course, you DO NOT need to create a new account.
- 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.

Tip #7: Changing from Temporary Access to Full Access in an integrated course
- This only applies if you are accessing your MyMathLab or MyStatLab course from inside a Blackboard course.
- 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.

Tip #8: Access Code
- 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.

Tip #9: Alternate program access
- 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.

Tip #10: Course ID
- You must have a COURSE ID in order to register for your course. Contact your instructor to obtain the Course ID.
- 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 you 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.