

# Quick MyLabMath Student Guide

Purdue University Fall 2019

## MyLabMath Log In

1. It seems that MyLabMath works best with Chrome, and Firefox seems acceptable too. MyLabMath may not work as well with other browsers.
2. Use the Blackboard (BB) login page  
  
`https://mycourses.purdue.edu`  
  
and enter your boilerkey to login.
3. Then look for your Mathematics Course and click on it
4. Watch the Registration video <https://www.youtube.com/watch?v=--heDdwarh4>
5. Disable your popup blocker, allow popups always (at least for Pearson).
6. If you are taking or have taken another course that uses or used MyLabMath (even at a different institution) and you are having trouble registering for this course, try using a different email address to create a MyLabMath account for this course.
7. Students in MA161, MA162, MA165, MA166, MA261 who have taken any of these courses in the spring 2019 at Purdue University West Lafayette, will get a free MyLabMath access code for the fall 2019. The access code will be sent to them by email to their Purdue career account. This code is unique to each student and can only be used by one person; they should not share it with anyone else.
8. Incoming students in any of these courses will have to buy an access code, which can be purchased directly from the course link in Blackboard.
9. Students in MA262, MA265, MA266 and MA303 will have to buy an access code, which can be also purchased directly from the course link in Blackboard.
10. There is a two-week grace period for anyone who needs to buy an access code. During this time students can do their homework and access the ebook. After this period, they will be required to buy an access code.
11. 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.
12. 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.

## Troubleshooting

Feel free to contact your instructor if you have technical difficulties 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.

However, if you have technical issues accessing MyLabMath contacting your instructor may not be the first thing to do, as it may take them a while to answer your question. 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 Blackboard timing out causes connection issues as well. If this happens, log out and back into Blackboard.
6. If these common fixes don't work, contact Pearson Technical Support.  
<https://support.pearson.com/getsupport/s/contactsupport>
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.