

**Coursecompass/MyMathLab FAQ****Q1. What type of computers does MyMathLab work on?**

A1. MyMathLab works on computers running Windows 2000, XP, Vista or higher as well as Mac OSX. The supported browsers include Internet Explorer 7 (or higher), Firefox 1.07 (or higher) and Safari 3.1 (or higher). Other browsers may work, but are not officially supported.

**Q2. What plugins are necessary to access and complete the online homework.**

A2. To view and complete online homework, *Adobe Flash Player 9.0.124.0* (or higher) is required to do problems in the homework or study plan. The *Apple QuickTime Player* plugin is required to view any video and *Acrobat Reader* is required to view textbook pages.

**Q3. I have used MyMathLab in the past and everything worked fine. Should I reinstall the required plugins?**

A3. To ensure you have the most recent plugins, you should re-run the installation wizard/browser check. This is especially true if you have updated/changed your browser or operating system. Also, new features to MyMathLab might not be accessible in older versions of the plugin.

**Q4. Can I access MyMathLab from home (or anywhere else off-campus)?**

A4. You can access the MyMathLab website from any computer with an internet connection. This includes personal computers and laptops. If necessary, please run the installation wizard/browser check to insure your computer has to most up-to-date plugins. Note: You will need administrator privileges to install these plugins on some computers.

**Q5. Where on campus can I do MyMathLab homework?**

A5. Any on-campus computer meeting the above requirements can be used to access MyMathLab. Installation of the required plugins are confirmed for the following labs on campus: SL070, IT131 , LD225and BS3000. You should not need to perform any updates on these computers. Ask the lab monitor for support if you are having trouble Hours may vary at these labs, so plan ahead.

**Q6. Whenever I try to do my HW in MyMathLab, I get an error message regarding my pop-up blocker.**

A6. You must disable your browser's pop-up blocker work on homework. You can disable the blocker temporarily or permanently. It is suggested that you permanently allow pop-ups for this site.

**Q7. When I try to start a HW assignment, I get an almost blank screen with a little square in the upper left corner appeared when you clicked on an exercise.**

A7. Check to make sure you have installed the necessary plugins (run browser check , if necessary.) At a minimum, you must install the *Adobe Flash Player 9.0.124.0* plugin to do homework. You will need *Quicktime Player* installed to play video content, *Macromedia Flash Player* to view animations, and *Adobe Acrobat Reader* to view the multimedia textbook. These plugins must be installed on every computer you plan on accessing the MyMathLab site from.

**Q8. Can I continue to work problems from an assignment/section on MyMathLab after it has been graded or the due date has passed?**

A8. Once the due date has passed, you may not access questions from the graded assignment. However, you may work on exercises from the "Study Plan" similar to the ones found on an assignment. To access your Study Plan, on the course menu either select "Study Plan" or a chapter. Then, select the section you would like to practice. Study plan exercises can be found under the "Tracked Tutorial Exercises " link.

**Q9. Up until a few days ago, I was able to log into MyMathLab and do my homework without any problem. Now, my username and password no longer work. What do I do?**

A9. MyMathLab student accounts typically expire 12 months from the date you first register. If you are using a username and password originally generated from a course you took two semesters ago, you will need to re-register with a new access code. A new MyMathLab registration code may have been included with a newly purchased book. If not, you can purchase a new code online.

**Q10. I was enrolled in Math 00100 the previous semester (or, I am retaking Math 11000). Can I use the same login and password I used last semester to access MyMathLab?**

A10. As long as it hasn't been longer than 12 months since you first registered, you should be able to use the same login and password. Just beware that you may eventually lose access if your account expires during the semester. If you believe this might happen, please re-register with a new activation code at the beginning of the semester.

**Q11. I was enrolled in Math 11100 last semester. Can I use the same login and password I used to access MathXL?**

A11. MyMathLab and MathXL accounts are not interchangeable. Having an active account for one site does not allow you to access the other. You must use a valid activation code to register for MyMathLab. However, if you currently have an active MathXL account, you may be able to continue using the same login and password as long as update your account with a valid activation code.

**Q12. My textbook did not come with a MyMathLab registration packet (purchased used book from another student or from an online bookstore, etc). How do I get an access code to do my homework?**

A12. New textbooks purchased at the university-affiliated bookstores are bundled with MyMathLab registration packets (including the access codes). If you purchased your textbook from another source and it did not come with a valid access code, you will also have to pay a small fee when register for MyMathLab.