Welcome to Pearson MyLabsPlus

MyMathLab (also known as MyLabsPlus) is a required online component for many of LCC's math courses. MyMathLab provides you with an electronic textbook, online homework assignments, practice tests, videos, animations, and more! Generally, your MyMathLab course space will be available on the first day of classes.

PROCESS FOR LOGGING INTO MML/MLP

- **GO TO THE LCC MyMathLab HOMEPAGE AT: www.lowercolumbia.mylabsplus.com**
  - Name: Student ID
  - Password: Birthdate or Global PIN
    1. Try entering your birthdate as YYMMDD.
       For example, if your birthdate is August 2, 1994, then your password would be 940802.
    2. If your birthdate does not work, try your global PIN.
  - CAUTION: Do NOT go to www.MyMathLab.com to log in.

ITEMS REQUIRED FOR LOGGING INTO MyMathLab

- **MML/MLP ACCESS CODE**
  - You have two options for purchasing your access code:
    1. LCC Bookstore
       - If you are a pre-college math student we strongly encourage you to purchase the code bundled with the texts. This bundle is offered at a great price and includes a printed copy of all three texts!
    2. Online through your MML/MLP course space. (Does not include a printed copy of the text.)
  - CAUTION: You are strongly discouraged from attempting to purchase a cheaper code online through sites like amazon or craigslist.
    1. The code must be a MyLabsPlus code, NOT a MyMathLab code.
    2. Course compass codes will NOT work. If you need a course ID, then you have purchased the wrong code.
    3. Used access codes will NOT work.
  - **Temporary access is available** within your MML/MLP course that is good for the first 14 days of the quarter.
    1. Simply select pay later and you will be given the date your temporary access will expire.

- **COMPUTER WITH RELIABLE INTERNET ACCESS**
  - Don't own a computer? No problem, the following locations have computers available for you to use.
    1. Math Achievement Center (MAC) – Main Building, Room 127
    2. Learning Commons – Alan Thompson Library
    3. Campus Computer Labs – Applied Arts Building
    4. Longview Public Library – 1600 Louisiana Street

- You can also print homework assignments, work on them at home, and then come back to enter your answers in MML. (Printing an assignment locks each question so that the same numbers come up when you log back in.)

- **LCC NETWORK USERNAME AND PASSWORD** to access your LCC email account.
  - Steps to Create an LCC Account:
    1. Go to the LCC homepage. http://lowercolumbia.edu
    2. Go to the Online Services page by using the Current Students menu.
    3. Under Student Accounts select Get Username & Password.
    4. Fill out the form and click submit.
  - CAUTION: Your username and password for CANVAS is different that your username and password for MML.
  - If needed, an LCC staff member in the Learning Commons can help you.

TROUBLESHOOTING

- **When I enter my username and password, I get an error saying that it can't sign me on.**
  - First, check to make sure you are entering your username and password correctly.
    - Your username and password for MML and canvas are different.
    - Staff in the eLearning office and in the Math Achievement Center can help you re-set your username and password if needed.
  - Did you register for your math class within the last 24 hours?
    - Enrollment in MML does not happen automatically when you register.
    - If you are still unable to access MML more than 24 hours after registering, contact your instructor and the eLearning office.

- **I can log into MML, but get an error when I try to open my course.**
  - Are you using a PC?
    - Try clearing your cookies and your browser history.
    - Try using a different browser. Firefox works well. Google Chrome may also work better.
  - Are you using a Mac?
    - MML does not play well with Safari. Definitely download a different browser.
  - Are you on an iPad?
    - MML requires flash and iPads generally do not allow flash media.
    - Puffin is an iPad app that will allow you to view and interact with flash based webpages. It is not as fast as a traditional browser, but still quite reasonable.

- **My problem is different.**
  - Contact MML Tech Support - Always make sure to tell them that LCC uses MyLabsPlus (not course compass).
    - Start an online chat session with tech support by clicking the tab for tech support in the upper right corner of your course in MML.
    - Speak with an MML technician 24/7 by calling 877-740-2213
  - Contact eLearning at LCC
    - Call 360-442-2520 between 7:00 am and 6:00 pm OR email elearning@lowercolumbia.edu.