1. **I am trying to access the MyLab or Mastering course from my schools LMS and getting a message that says Not Signed In, or Session Ended.**

   This happens when your browser is blocking cookies and/or is set to block cross site traffic. Here is a video that shows how to fix that on a PC using Chrome, but other browsers will be similar:

   [https://www.screencast.com/t/b0NkXLKn1](https://www.screencast.com/t/b0NkXLKn1)

   If you are on a mobile device, especially an iPhone/iPad, but also for a Samsung (or other smart phones)- here is how you fix it:

   [https://www.screencast.com/t/L5RBXraJ](https://www.screencast.com/t/L5RBXraJ)

   Go to the Pearson Product Support website to show how to accept cookies for your browser:

   **Accept Cookies**

2. **I am clicking the MyLab & Mastering link in my schools LMS, and nothing happens.**

   This means that your browser is blocking pop ups. Here is a video on how to fix that:

   [https://www.screencast.com/t/yn7FThN4S1nN](https://www.screencast.com/t/yn7FThN4S1nN)

   Go to the Pearson 247 Product Support website to show how to enable pop ups for your browser:

   **Pop-Up Blockers**

3. **I am trying to register for my LMS linked course, but am being prompted for a Course ID. When I enter the Course ID I am told I have to register through my LMS.**

   This is usually cleared by clearing your browsing history and cookies, then completely shutting down your browser and trying again. Here is a video that shows what this looks like:

   [https://www.screencast.com/t/HwhiK1qL4](https://www.screencast.com/t/HwhiK1qL4)

   Go to the Pearson 247 Product Support website to show how to clear cached data for your browser:

   **Delete Cached Files and Cookies**

4. **I am getting an Account Locked message.**

   This may happen during registration or immediately after. Contact our Product support group at

   [https://support.pearson.com/getsupport/s/](https://support.pearson.com/getsupport/s)

5. **When I try accessing my eText, I am getting an error message that says 403-Forbidden.**

   Resetting your password usually resolves this- here is how:

   [https://support.pearson.com/getsupport/s/article/MyLab-Mastering-Error-Launching-eText-2-0](https://support.pearson.com/getsupport/s/article/MyLab-Mastering-Error-Launching-eText-2-0)