

**COMMON ERRORS WHEN ACCESSING PEARSON PRODUCTS FROM LMS
(CANVAS/BLACKBOARD/MOODLE/D2L-BRIGHTSPACE) LINKED MYLAB & MASTERING COURSES**

- 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>

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>

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>

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>

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/>

- 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>