**PEARSON | MyLab | Mastering**

**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