What should I do when I experience technical issues?

First thing, your professor is a teacher and a mathematician – not tech support. Before you contact them with issues, please follow this guide. If you are still unable to remedy the situation, let your instructor know what is happening and they will escalate.

Generally, there are some basic troubleshooting tips that will help you determine what the problem might be and to correct that issue. You probably don’t have to try all the tips below – they are listed in order of ease.

- Make sure you have a good connection. Even though some websites allow wireless connections to slightly fade in and out, MyMathLab is transferring data that affects your score. It is important that the connection is solid. Satellite internet will not work. If you are experiencing an issue and you have the option of connecting via cable, please do so.
- Log out and close your browser. Open a new browser window and log in.
- Try another browser. If you are using Internet Explorer, try Mozilla Firefox or Google Chrome.
- Log into the alternate/back door at www.mathxl.com/login_mml.htm
- Try another computer.
- Clear your cache. This is process is not difficult and only takes a couple of minutes; however, the procedure is different depending on the browser you are using. Here is a link where you can click on the type of browser you are using and get correct instructions for your setup http://247pearsoned.custhelp.com/app/answers/detail/a_id/221.
- Are you using a Mac? If you are using Safari, cookies are a common issue: http://247xl.custhelp.com/app/answers/detail/a_id/8970
- Did you forget your login or password? After clicking the sign in button, click Forgot your login name/password? Your login name and password will be sent immediately to the address you entered during registration. Please read the email thoroughly to get the correct password for MyMathLab – many students have more than one Pearson account.

Contacting Pearson Tech Support

If the steps above do not correct your problem, you have a variety of methods to contact tech support.

Self-Help
Search the knowledge base or ask a question http://247pearsoned.custhelp.com

Phone
Monday through Friday 11am – 7pm
800-677-6337

Chat
Available 24/7
Link at http://247pearsoned.custhelp.com

When contacting tech support, please always save your case number – provided during the phone call or chat and emailed to you from pearsoned@mailnj.custhelp.com after any contact.