Need MyLab Help? Please follow these easy steps.

Typically, 95% of issues are resolved in Step 1. Of the remaining issues, 95% of them are resolved in Step 2. Your local representative will be able to escalate the few remaining issues in Step 3.

1. **Check your computer browser settings, pop ups, and cookies.**
   - For the best experience, check the system requirements for your product at: [https://www.pearsonmylabandmastering.com/northamerica/mymislab/system-requirements/index.html#browser-settings](https://www.pearsonmylabandmastering.com/northamerica/mymislab/system-requirements/index.html#browser-settings)
   - Tech Tips:
     - ✓ Use Chrome or Firefox as your browser
     - ✓ Allow pop ups
     - ✓ Enable cookies

2. **If you are still having an issue, Contact Tech Support.**
   - Visit Tech Support online:
     - [https://support.pearson.com/getsupport/s/contactsupport](https://support.pearson.com/getsupport/s/contactsupport)
     - You will be asked to answer four quick questions before you are taken through to 24/7 Live Chat and/or talk to a representative on the phone.

3. **If Tech Support is unable to resolve the issue.**
   - Email your Pearson rep Charles Olowokere at [Charles.olowokere@pearson.com](mailto:Charles.olowokere@pearson.com)
   - You must include a screen shot of the issue or detailed description, and your Pearson Case # from Tech Support.