

Canvas

Integration Guide for Modified Mastering

This Guide applies to **all Modified Mastering*** courses.

MasteringA&P, MasteringAstronomy, MasteringBiology,
MasteringChemistry, MasteringEngineering,
MasteringEnvironmentalScience, MasteringGenetics,
MasteringGeography, MasteringGeology, MasteringHealth,
MasteringMeteorology, MasteringMicrobiology,
MasteringNutrition, MasteringOceanography, and
MasteringPhysics

Last updated on March 20, 2015

* Modified Mastering is an alternative version of Mastering. Modified Mastering requires a Modified Mastering student access code. Please check with your sales rep to make sure your bookstore has stocked the correct Modified Mastering student access codes. You must be using Modified Mastering to use Canvas integration.

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Get Started

Hello and welcome! Modified Mastering courses are now available for integration with Canvas. Instructors and students can link their Canvas and Pearson accounts to enable single sign-on to Modified Mastering from within their Canvas courses. Students can now spend more time learning and less time managing their course access.

If you are looking for guidance in getting started, or seeking information about the integration and grade sync, you have come to the right place! Within this guide you have access to:

- Just-in-time assistance setting up your integration.
- Best practices and strategies for effective implementation of the integration.
- Support with setting up or modifying grade sync.

What do you need to know before you get started?

In order to use Canvas integration, you must be using the alternative version of Mastering called Modified Mastering. It is important to note that access codes for Mastering courses do **not** work for Modified Mastering courses. Please check with your sales rep to make sure you have the correct Modified Mastering student access codes available at your bookstore. Click here to [find your sales rep](#).

Modified Mastering access codes are textbook, author, edition, and version specific. The front of a Modified Mastering student access code is labeled with the word MODIFIED in capital letters. Please see the images below of MODIFIED Mastering student access codes.



Modified Mastering Student Access Code Examples

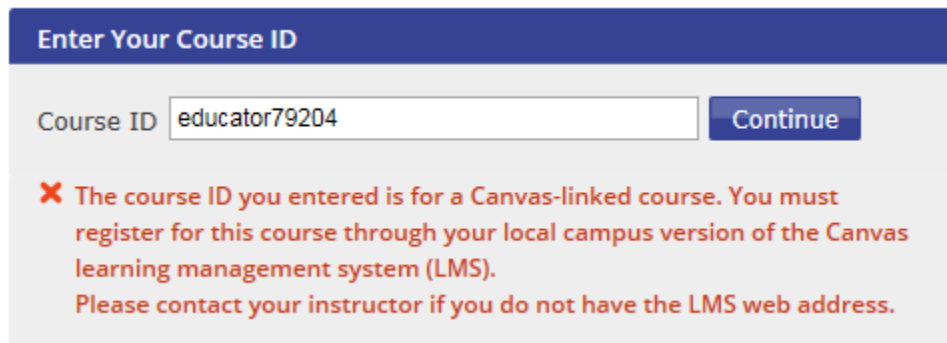
For more information about Mastering and Modified Mastering, speak with your sales rep.

Please review the checklist below to help you get started successfully with Modified Mastering and Canvas integration.

Checklist for Success: Get Started

- ☐ Please make sure that your school's Canvas Administrator has installed the **MyLab & Mastering for Canvas Building app**. The app must be installed before moving forward with setting up your course(s).
- ☐ You need your **username** and **password** for Canvas. If you do not have one yet, please speak with your school's Canvas Administrator.
- ☐ Check with your bookstore to make sure they have stocked MODIFIED Mastering access codes for your students. **Important: Students cannot use Mastering access codes to register for a Modified Mastering course. Mastering and Modified Mastering student access codes are not interchangeable.**
- ☐ Inform your students about what is required for your course, including information about Modified Mastering access codes and the purchasing options. Students purchase materials early, so it is suggested to send an email out to students before classes start.
- ☐ If you've used Mastering or Modified Mastering *without* Canvas integration before, you may remember that you needed to give students your course ID to enable them to enroll. When you integrate a Modified Mastering course with Canvas you will no longer do this. **Students do not need your course ID to enroll in your Modified Mastering course when integrated with Canvas – please don't give it to them.**
- ☐ If you need to create courses and do not have a Pearson Educator account, please speak with your sales rep. During the course creation process, you need to link your Pearson Educator account with your Canvas account if you have not already linked your accounts. This account linking process occurs only once. After your accounts are linked, the system recognizes your login automatically.
- ☐ If you have section instructors (co-teachers, assistants) managing aspects of your course, please contact your sales rep for Section Instructor access codes. In order for a section instructor to register for Modified Mastering, they must have access to the Canvas course. Refer to the section instructor topic in this guide for more information.
- ☐ Please check that the correct Modified Mastering course is in the Pearson catalog during the course creation process. If you are creating a new course, search by the discipline (biology, chemistry, and so on) or by the keyword 'modified'. **You cannot search by author or title.** If you need additional help, please contact your sales rep.
- ☐ Click here for a [student registration handout](#) for your integrated Modified Mastering course. If a student tries to register on pearsonmastering.com or a specific product website (such as masteringbiology.com) they receive

an error message (screenshot below) that the course ID they entered is for a Canvas-linked course, and they must register through their local campus version of the Canvas Learning Management System. See a screenshot below of the error message students receive.



The screenshot shows a web form titled "Enter Your Course ID". It has a text input field labeled "Course ID" containing the text "educator79204" and a blue "Continue" button. Below the input field, there is a red error message that reads: "X The course ID you entered is for a Canvas-linked course. You must register for this course through your local campus version of the Canvas learning management system (LMS). Please contact your instructor if you do not have the LMS web address."

- ☐ If you plan to sync grades once you've integrated your course, please know that only raw scores from individual assignments come over from the Pearson course. ***No grade weights for categories or assignments will transfer, and scores only show as points not percentages.***
- ☐ If you experience a problem working with Modified Mastering Assignments or the Gradebook, confirm that your computer meets the system requirements for your Modified Mastering course. Check [operating systems, browsers, players, plug-ins, and more](#) (most useful information for assignment display issues).
- ☐ Encourage students to check System Requirements so they can be responsible for checking their computers. Consider displaying the [System Requirements](#) page in class and posting a link within your Canvas course.
- ☐ Still need help? Our [Customer Technical Support](#) knowledge base is full of helpful articles on Canvas integration. [Contact us](#) via phone or live chat, 24 hours a day.

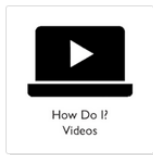
Once you have reviewed this list, you are ready to get started!

Module 1: Add the Pearson MyLab & Mastering Link to Course Navigation

The first step to integrate your Canvas course with a Pearson MyLab is to add the Pearson MyLab and Mastering link to the navigation menu of your Canvas course.

Once added, you will use this menu button to link your Canvas and Pearson accounts for single sign-on, and select a Pearson MyLab to pair with your Canvas course.

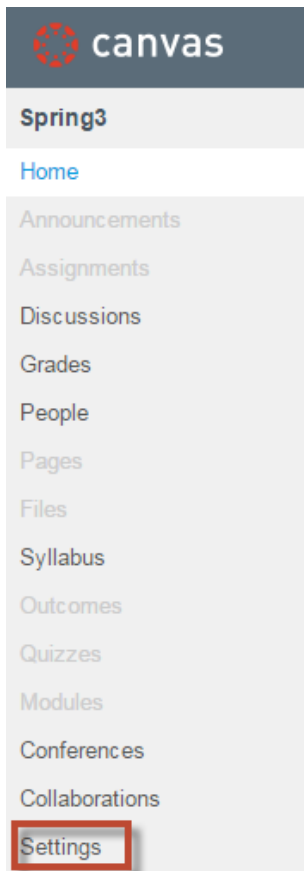
Video Tutorial:



[Add MyLab and Mastering link to Canvas course navigation](#)

Step-by-Step Directions:

1. Enter your Canvas Course. In the left hand navigation bar, click **Settings**.



2. On the Settings page, click the **Navigation** tab at the top of this screen.

Home
Announcements
Assignments
Discussions
Grades
People
Pages
Files
Syllabus
Outcomes
Quizzes
Modules
Conferences
Collaborations
Settings

Course Details Sections **Navigation** Apps Feature Options

Drag and drop items to reorder them in the course navigation.

Home	⚙️ ▼
Announcements	⚙️ ▼
Assignments	⚙️ ▼
Discussions	⚙️ ▼
Grades	⚙️ ▼
People	⚙️ ▼
Pages	⚙️ ▼
Files	⚙️ ▼
Syllabus	⚙️ ▼
Outcomes	⚙️ ▼
Quizzes	⚙️ ▼

3. Scroll down to **MyLab and Mastering** under the **Drag items here to hide them from students.**

Outcomes	⚙️ ▼
Quizzes	⚙️ ▼
Modules	⚙️ ▼
Conferences	⚙️ ▼
Collaborations	⚙️ ▼

Drag items here to hide them from students.

Disabling most pages will cause students who visit those pages to be redirected to the course home page.

PPE_MyLab_Mastering <i>Page disabled, won't appear in navigation</i>	⚙️ ▼
CERT_MyLab_and_Mastering <i>Page disabled, won't appear in navigation</i>	⚙️ ▼
MyLab and Mastering <i>Page disabled, won't appear in navigation</i>	⚙️ ▼

Save

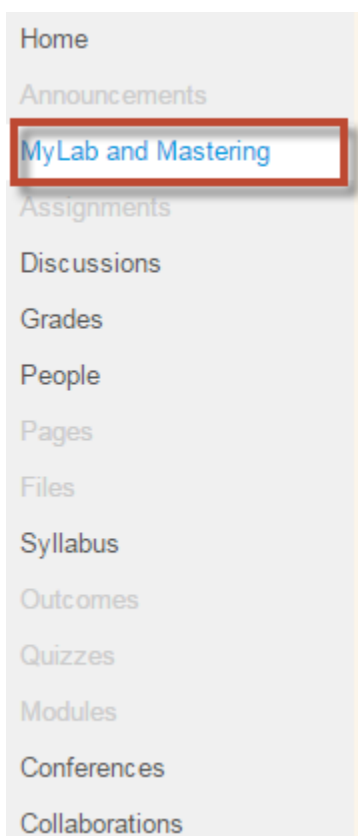
Tip: If you do not see the **MyLab and Mastering** link, please check with your Canvas Administrator to make sure that the Pearson App has been installed.

4. Drag **MyLab and Mastering** into the Course Navigation list, drop it where you'd like it to reside in your navigation, and click **Save**.

Drag and drop items to reorder them in the course navigation.

Home	⚙️ ▼
Announcements	⚙️ ▼
MyLab and Mastering	⚙️ ▼
Assignments	⚙️ ▼
Discussions	⚙️ ▼
Grades	⚙️ ▼

5. Click **MyLab and Mastering** on the Canvas Course Navigation. You can now proceed with linking your accounts and/or pairing your Canvas course with a MyLab and Mastering product.



Module 2: Set Up Your Course

Do You Need to Create or Copy a Modified Mastering Course?

When you create or copy a Modified Mastering course from within your Canvas account, your Canvas and Modified Mastering courses are paired. From within your Canvas account, you have four options available to set up courses:

- Search the catalog and create a new Modified Mastering course
- Copy an existing Modified Mastering course
- Copy another instructor's Modified Mastering course
- Copy your Canvas and Modified Mastering course that you paired in a previous term.

During the course pairing process, you link your Canvas and Pearson Educator account if you have never linked them before. If you don't have a Pearson Educator account, please [contact your sales representative](#). If you've already linked accounts in the past, the system recognizes you and you do not need to link your accounts again. The account linking process occurs only once.

Course Creation Tips

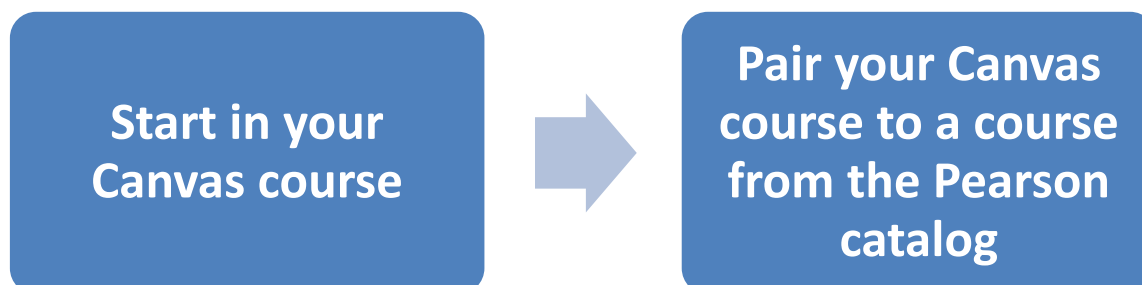
- You cannot pair your Canvas course with a Modified Mastering course you already have in your Pearson account. However, you can make a copy of that course through Canvas, so that it contains any customizations you may already have made to it.
- If you are moving from an old edition to a new edition of Modified Mastering, you can copy your old edition assignments into the new course. You do not need to start from scratch. You cannot copy a course to a new edition, but you can copy assignments from an old edition course. Don't forget to check what's new for the new edition!
- Consider creating a Modified Mastering template course at pearsonmastering.com. After you've set up all your assignments and personalized your Modified Mastering course, copy this Modified Mastering course for all your Canvas sections.
- If you've used integration in the past, you can copy a previously paired Canvas course. After copying the Canvas course, you pair it with a copy of a standard Modified Mastering course. Note: Do not copy assignments when you copy the Canvas course. Otherwise, you must delete old assignments from the new course.

Use the table below to help you select the course copy or creation path that best fits your needs. Click on the link in the table to see step-by-step instructions.

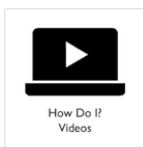
If you are...	What steps should you take?
New to both Mastering and Modified Mastering.	Search the catalog to create a new Modified Mastering course You create a course from scratch. Since you have never used Modified Mastering, you do not have the option to copy an existing course. Once you create your course, you can copy pre-built assignments within Modified Mastering.
<i>Transitioning</i> from Modified Mastering without Canvas integration to Modified Mastering with Canvas integration OR copying your template course located at pearsonmastering.com	Copy one of your existing Modified Mastering courses You have the option to copy a Modified Mastering course (a past course or template course) already in your Pearson Educator account.
<i>Copying</i> your template Modified Mastering course located at pearsonmastering.com	Copy one of your existing Modified Mastering courses You have the option to copy a Modified Mastering course (a past course or template course) already in your Pearson Educator account.
<i>Copying</i> another instructor's Modified Mastering course.	Copy another instructor's Modified Mastering course You have the option to copy an instructor's course as long as you have the instructor's course ID and the instructor has enabled copying of that course.
<i>Copying</i> your Canvas and Modified Mastering course that you paired in a previous term.	Copy a Canvas course paired with a Modified Mastering course from a previous term You are not new to Canvas integration with Modified Mastering and you would like to copy what you used in the past.

If you are...	What steps should you take?
Transitioning from Mastering (regular version) to Modified Mastering with Canvas integration.	<p>Please select one of the options for transitioning below:</p> <ul style="list-style-type: none"> Follow the steps in Search and create a new Modified Mastering course. Then, refer to Transition from Mastering to Modified Mastering for info on copying assignments, learning outcomes, and course materials. Alternatively, create a template Modified Mastering course at pearsonmastering.com. Refer to Transition from Mastering to Modified Mastering. Once you have built the Modified course to your liking, copy the existing Modified course for each section in D2L. If you select this option, follow the steps in Copy one of your existing Modified Mastering courses.

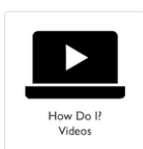
Search the Catalog and Create a New Modified Mastering Course



Video Tutorials:



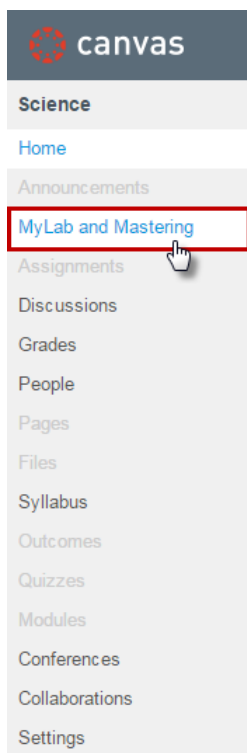
[Link Your Pearson Educator Account to Your Canvas Account](#)



[Pair your Canvas course with a new Modified Mastering course](#)

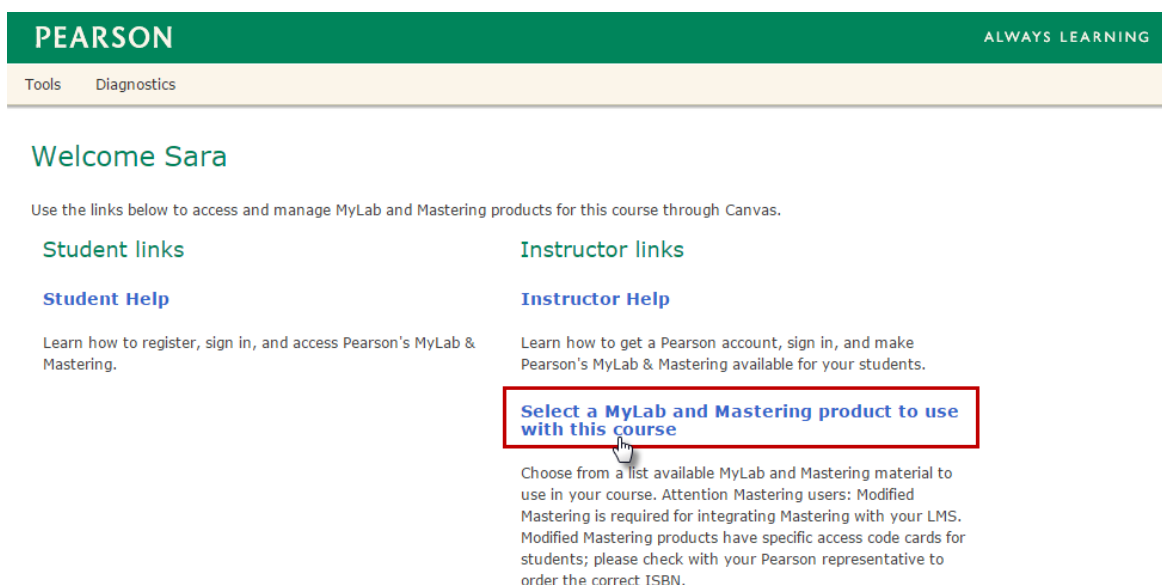
Step-by-Step Directions:

1. Click **MyLab and Mastering** on your Canvas Course Navigation.

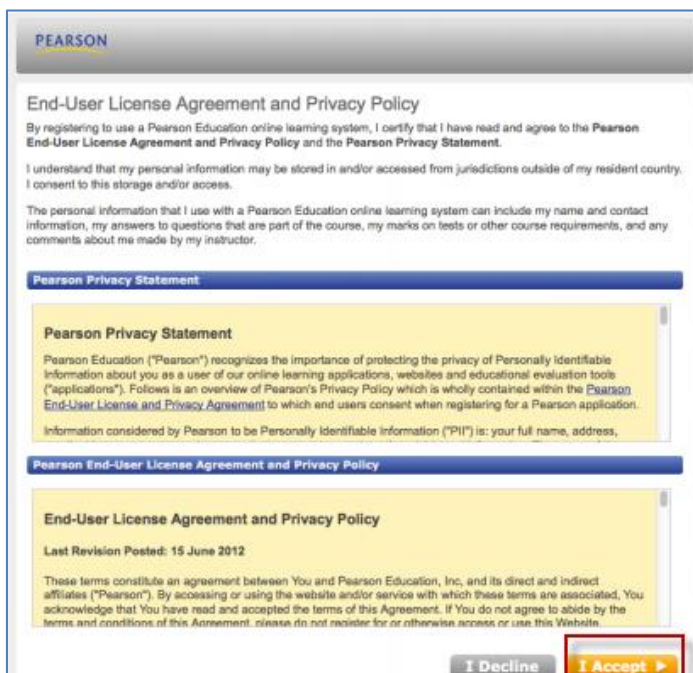


Tip: If you do not see the **MyLab & Mastering** link, please refer to Module 1 in this guide.

2. Click **Select a MyLab and Mastering product to use with this course.**



3. If you've already linked your Pearson Educator and Canvas accounts in the past, you can skip to [step 6](#). If this is your first time integrating a Modified Mastering course with Canvas, you need to link your Pearson Educator account with your Canvas account. If prompted, read and agree to the license agreement.



PEARSON

End-User License Agreement and Privacy Policy

By registering to use a Pearson Education online learning system, I certify that I have read and agree to the [Pearson End-User License Agreement and Privacy Policy](#) and the [Pearson Privacy Statement](#).

I understand that my personal information may be stored in and/or accessed from jurisdictions outside of my resident country. I consent to this storage and/or access.

The personal information that I use with a Pearson Education online learning system can include my name and contact information, my answers to questions that are part of the course, my marks on tests or other course requirements, and any comments about me made by my instructor.

Pearson Privacy Statement

Pearson Education ("Pearson") recognizes the importance of protecting the privacy of Personally Identifiable Information about you as a user of our online learning applications, websites and educational evaluation tools ("applications"). Follows is an overview of Pearson's Privacy Policy which is wholly contained within the [Pearson End-User License Agreement and Privacy Policy](#) to which end users consent when registering for a Pearson application.

Information considered by Pearson to be Personally Identifiable Information ("PII") is: your full name, address,

Pearson End-User License Agreement and Privacy Policy

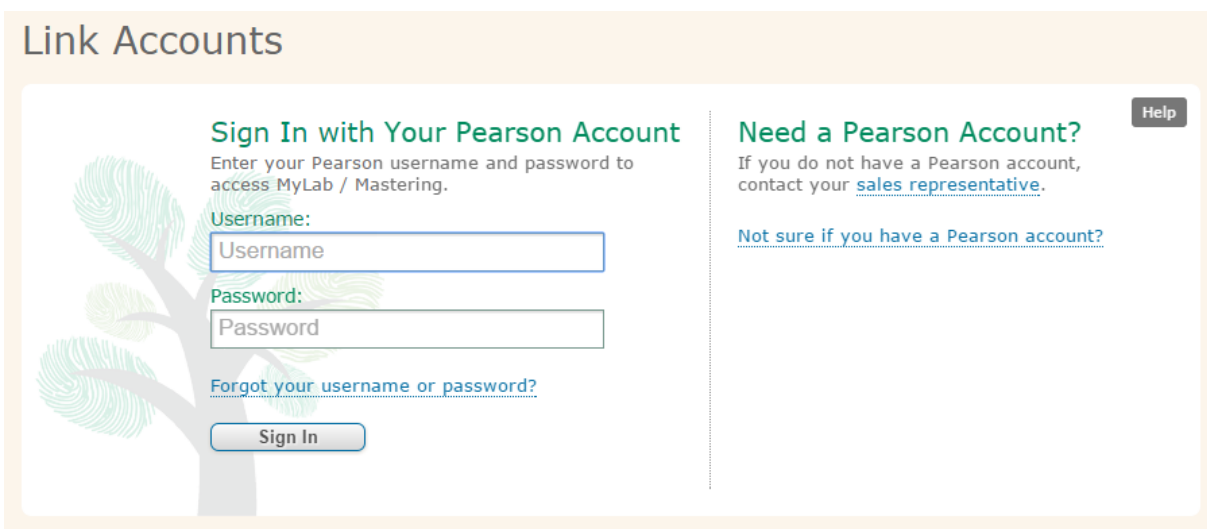
End-User License Agreement and Privacy Policy

Last Revision Posted: 15 June 2012

These terms constitute an agreement between You and Pearson Education, Inc. and its direct and indirect affiliates ("Pearson"). By accessing or using the website and/or service with which these terms are associated, You acknowledge that You have read and accepted the terms of this Agreement. If You do not agree to abide by the terms and conditions of this Agreement, please do not register for or otherwise access or use this Website.

[I Decline](#) [I Accept](#)

4. Sign in with your Pearson Educator account **Username** and **Password**.



Link Accounts

Sign In with Your Pearson Account

Enter your Pearson username and password to access MyLab / Mastering.

Username:

Password:

[Forgot your username or password?](#)

[Sign In](#)

Need a Pearson Account?

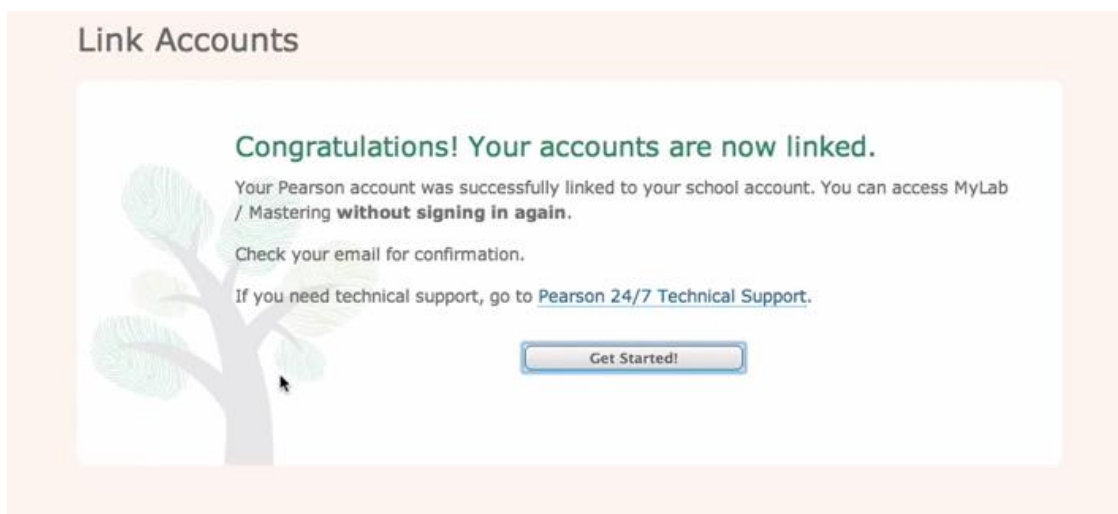
If you do not have a Pearson account, contact your [sales representative](#).

[Not sure if you have a Pearson account?](#)

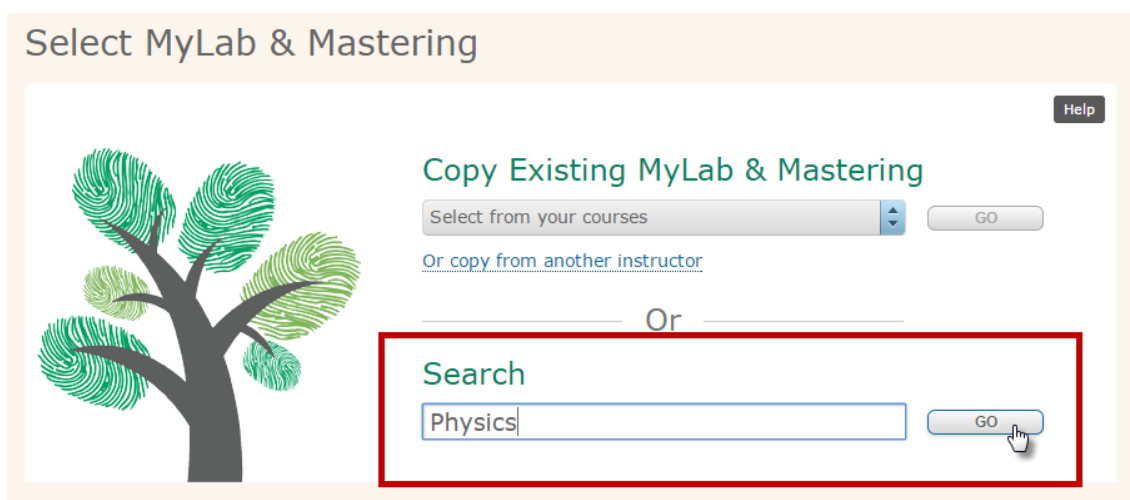
[Help](#)

Tip: If you cannot remember your Pearson Educator account username or password, please use the **Forgot your username or password?** link rather than creating a new account. If you don't have a Pearson Educator account, contact your Pearson sales rep.

5. Congratulations! Your Pearson Educator account is now linked to your Canvas account. You can access Modified Mastering from within Canvas without signing in again because the system recognizes you. This account linking is a one-time process. You now have single sign-on for Modified Mastering when you access it from your Canvas account! Click **Get Started**.

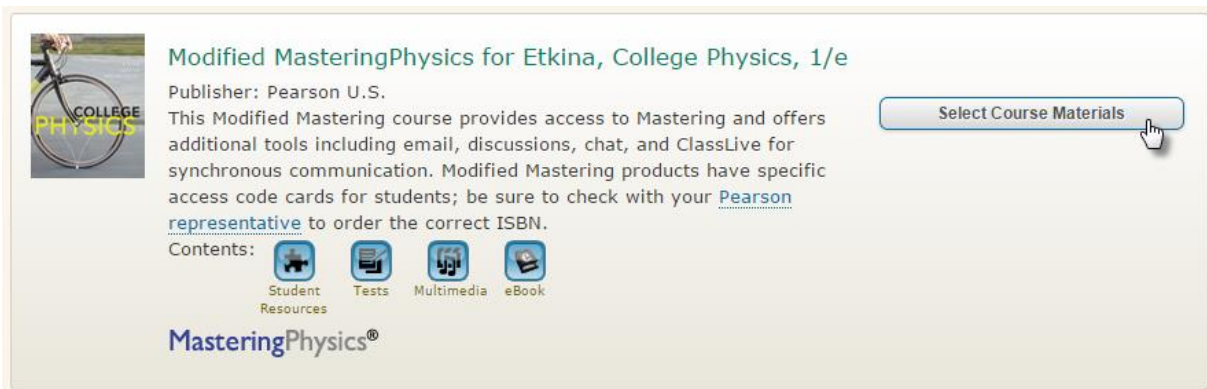


6. Search the catalog by entering the discipline (physics, chemistry, biology, and so on) in the **Search** field. You can also search by entering the keyword '**modified**' in the **Search** field. You cannot search by author or title. Click **Go**.



Tip: Search by discipline to get the best search results. If you search by 'modified', then all of the Modified Mastering courses appear in the search results and you may need to scroll through many courses. Modified Mastering courses are not searchable by author or title. You cannot search by the ISBN on the back of the textbook. There is a special Modified Mastering ISBN needed to search by ISBN.

7. Once you have located your book, click **Select Course Materials**.



Modified MasteringPhysics for Etkina, College Physics, 1/e

Publisher: Pearson U.S.

This Modified Mastering course provides access to Mastering and offers additional tools including email, discussions, chat, and ClassLive for synchronous communication. Modified Mastering products have specific access code cards for students; be sure to check with your [Pearson representative](#) to order the correct ISBN.

Contents:

- Student Resources
- Tests
- Multimedia
- eBook

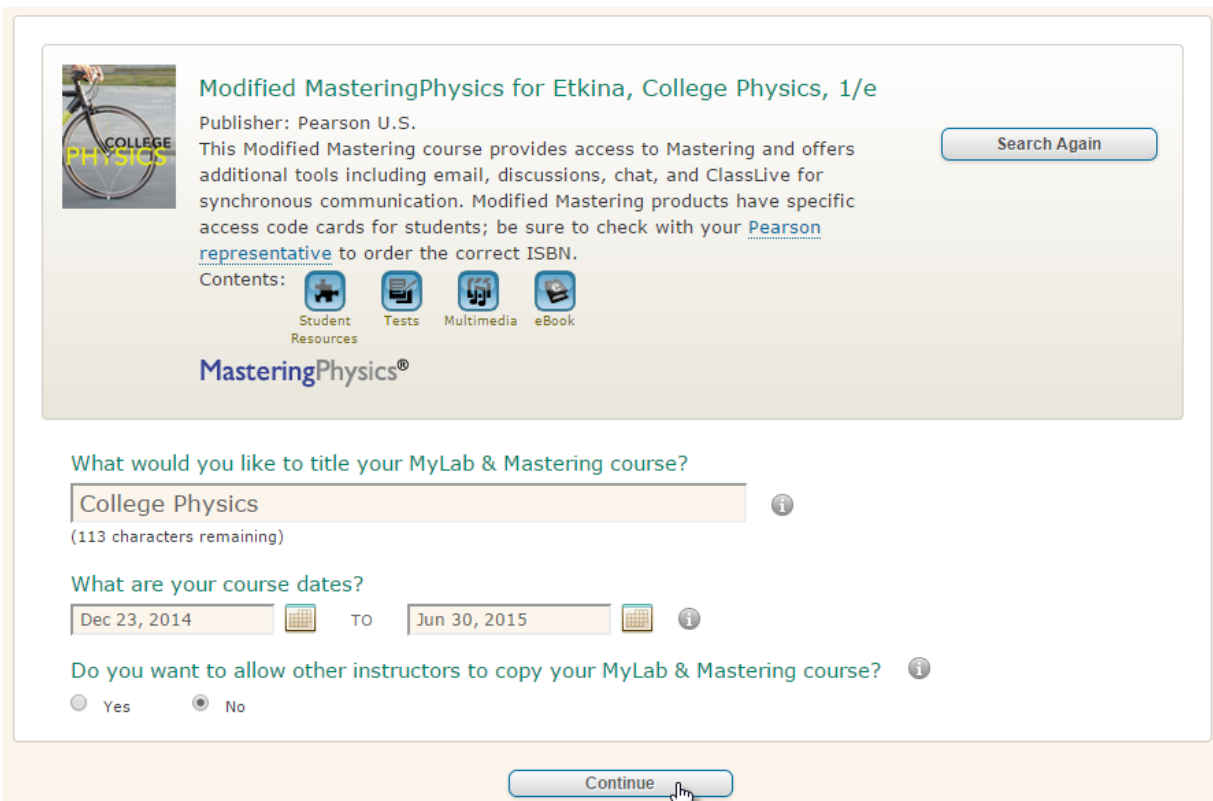
MasteringPhysics®

[Select Course Materials](#)

8. Name your course, select your course dates, and select whether you'd like others to be able to copy your course. Click **Continue**.

Important: DO NOT CHANGE the start date of the Modified Mastering course. Even if your Canvas course starts in the future, do not change the start date.

If you change the date, you cannot get into and work on the course until that date. Also, it is a good idea to make the end date a few weeks out so you can get into the course and retrieve grades and allow for any late assignments.



Modified MasteringPhysics for Etkina, College Physics, 1/e

Publisher: Pearson U.S.

This Modified Mastering course provides access to Mastering and offers additional tools including email, discussions, chat, and ClassLive for synchronous communication. Modified Mastering products have specific access code cards for students; be sure to check with your [Pearson representative](#) to order the correct ISBN.

Contents:

- Student Resources
- Tests
- Multimedia
- eBook

MasteringPhysics®

[Search Again](#)

What would you like to title your MyLab & Mastering course?

College Physics (113 characters remaining)

What are your course dates?

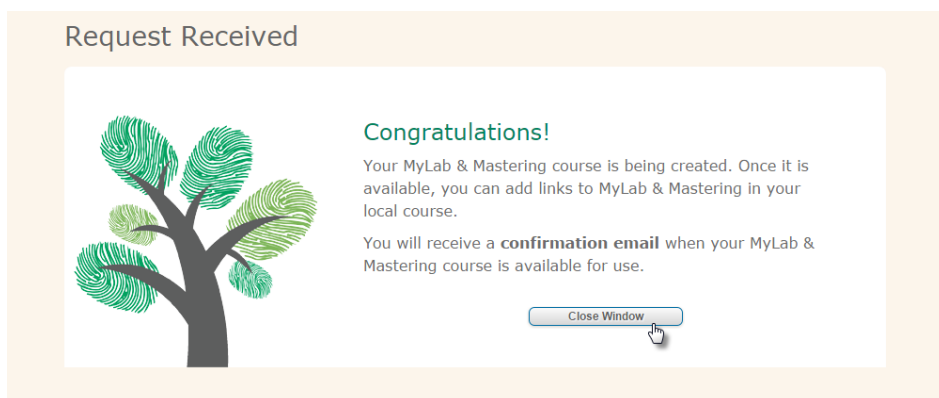
Dec 23, 2014 TO Jun 30, 2015

Do you want to allow other instructors to copy your MyLab & Mastering course?

☐ Yes ☒ No

[Continue](#)

9. That's it! You see a confirmation message that your course is being created.



10. When the course is available, you receive a confirmation email.

Note: It may take time for the course to be ready. If you click into the course before it is ready, you see a "course1" error message. You should receive the email within an hour, but please be aware that it can take up to 24 hours depending on server traffic. If you do not receive your email within 24 hours, please check your junk or spam email. You don't have to stay signed into Canvas during this process.

Your MyLab & Mastering course, **College Physics, ouellette23053**, has been created. You can now build links between your local course and your MyLab & Mastering content, and allow your students to begin their work.

Please save this course information for your records:

Course ID: ouellette23053

Course Name: College Physics

Course Materials: Modified MasteringPhysics for Etkina, College Physics, 1/e

Course Type: For Student Enrollment

Course Start Date: Dec 23, 2014

Course End Date: Jun 30, 2015

Enrollment Start Date: Dec 23, 2014

Enrollment End Date: Jun 30, 2015

Course Creation Date: Dec 23, 2014 ([What is this?](#))

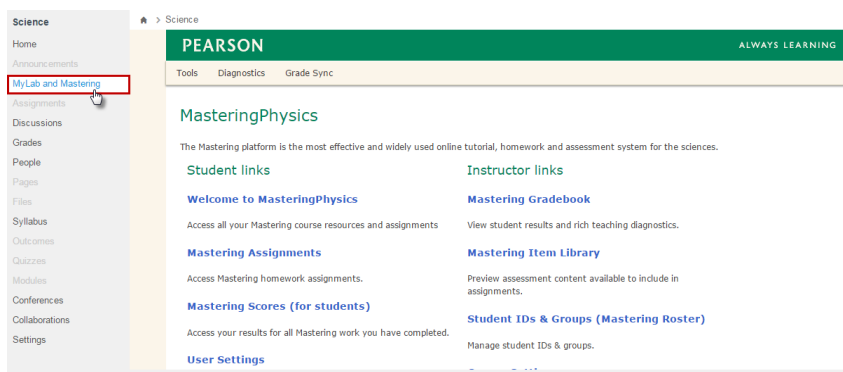
Course Expiration Date: Dec 23, 2016 ([What is this?](#))

How to get help

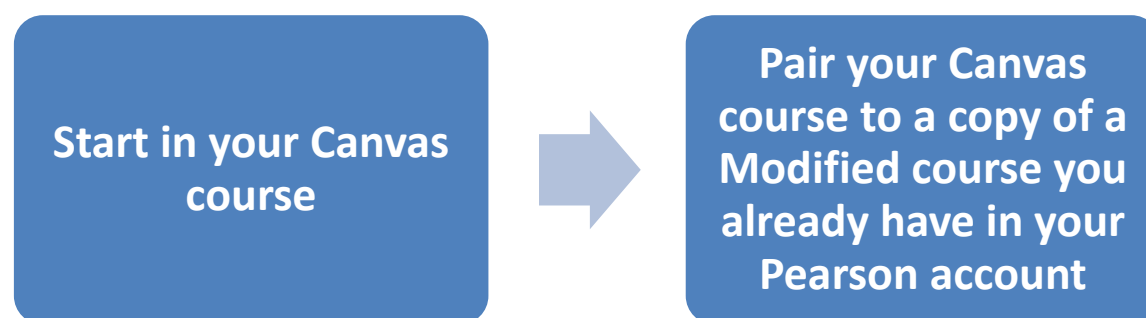
[Learn more](#) about using Pearson's MyLab & Mastering.

Note: Although the course creation confirmation email has the course ID listed, please know that your students **DO NOT** need the course ID to register. They register from within the Canvas course and no course ID is required to register for a Canvas integrated course. Click here to obtain a student registration document for a Canvas integrated course.

11. When the course is ready, you see all the content links for Modified Mastering from the MyLab & Mastering link within Canvas. From your Canvas Course Navigation, click **MyLab & Mastering** to see the content links available.



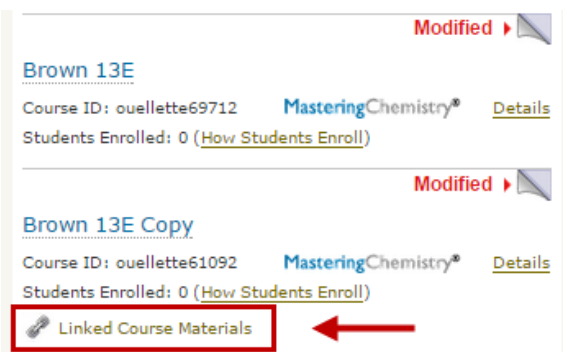
Copy One of Your Existing Modified Mastering Courses



Copying a Modified Mastering course that's already in your Pearson Educator account will make an exact copy of that course, but with an empty student roster. You may need to adjust dates on your assignments, but all of your assignments, customizations, and settings copy over.

Sometimes there is a misconception that you can pair your Canvas course with a Modified Mastering course that you've already created. In other words, you've set up your course in your Pearson account and now you want to pair it. This can't be done. However, you can make a copy of this course so that you don't have to start from scratch.

In your Pearson account, you would see two courses after pairing: your original course, and a copy of it that will have a Linked Course Materials icon below it. The copied course is the course that is paired in the example below. You see the below information if you sign in directly to Modified Mastering at www.pearsonmylabandmastering.com.



Modified ▸

Brown 13E

Course ID: ouellet69712 MasteringChemistry® Details

Students Enrolled: 0 ([How Students Enroll](#))

Modified ▸

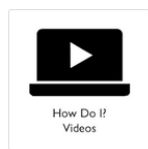
Brown 13E Copy

Course ID: ouellet61092 MasteringChemistry® Details

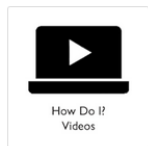
Students Enrolled: 0 ([How Students Enroll](#))

[Linked Course Materials](#)

Video Tutorials:



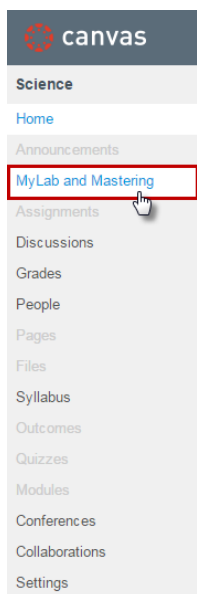
[Link Your Pearson Educator Account with Your Canvas Account](#)



[Pair a Canvas course to a copy of an existing Modified Mastering course in your Pearson account](#)

Step-by-Step Directions:

1. Click **MyLab and Mastering** on your Canvas Course Navigation.



Tip: If you do not see the **MyLab and Mastering** link, please refer to Module 1 in this guide.

2. Click **Select a MyLab and Mastering product to use with this course.**

PEARSON ALWAYS LEARNING

Tools Diagnostics

Welcome Sara

Use the links below to access and manage MyLab and Mastering products for this course through Canvas.

<p>Student links</p> <p>Student Help</p> <p>Learn how to register, sign in, and access Pearson's MyLab & Mastering.</p>	<p>Instructor links</p> <p>Instructor Help</p> <p>Learn how to get a Pearson account, sign in, and make Pearson's MyLab & Mastering available for your students.</p> <p>Select a MyLab and Mastering product to use with this course</p> <p>Choose from a list available MyLab and Mastering material to use in your course. Attention Mastering users: Modified Mastering is required for integrating Mastering with your LMS. Modified Mastering products have specific access code cards for students; please check with your Pearson representative to order the correct ISBN.</p>
---	---

3. If you've already linked your Pearson Educator and Canvas accounts in the past, you can skip to [step 6](#).

If this is your first time integrating a Modified Mastering course with Canvas, you need to link your Pearson Educator account with your Canvas account. If prompted, read and agree to the license agreement.

PEARSON

End-User License Agreement and Privacy Policy

By registering to use a Pearson Education online learning system, I certify that I have read and agree to the **Pearson End-User License Agreement and Privacy Policy** and the **Pearson Privacy Statement**.

I understand that my personal information may be stored in and/or accessed from jurisdictions outside of my resident country. I consent to this storage and/or access.

The personal information that I use with a Pearson Education online learning system can include my name and contact information, my answers to questions that are part of the course, my marks on tests or other course requirements, and any comments about me made by my instructor.

Pearson Privacy Statement

Pearson Privacy Statement

Pearson Education ("Pearson") recognizes the importance of protecting the privacy of Personally Identifiable Information about you as a user of our online learning applications, websites and educational evaluation tools ("applications"). Follows is an overview of Pearson's Privacy Policy which is wholly contained within the **Pearson End-User License and Privacy Agreement** to which and users consent when registering for a Pearson application.

Information considered by Pearson to be Personally Identifiable Information ("PII") is: your full name, address,

Pearson End-User License Agreement and Privacy Policy

End-User License Agreement and Privacy Policy

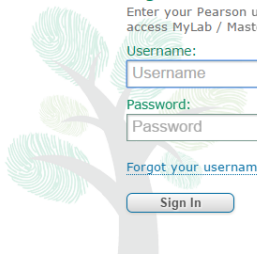
Last Revision Posted: 15 June 2012

These terms constitute an agreement between You and Pearson Education, Inc. and its direct and indirect affiliates ("Pearson"). By accessing or using the website and/or service with which these terms are associated, You acknowledge that You have read and accepted the terms of this Agreement. If You do not agree to abide by the terms and conditions of this Agreement, please do not register for or otherwise access or use this Website.

I Decline **I Accept**

4. Sign in with your Pearson Educator account **Username** and **Password**.

Link Accounts



Sign In with Your Pearson Account

Enter your Pearson username and password to access MyLab / Mastering.

Username:

Password:

[Forgot your username or password?](#)

Need a Pearson Account?

If you do not have a Pearson account, contact your [sales representative](#).


[Not sure if you have a Pearson account?](#)

[Help](#)

Tip: If you cannot remember your Pearson Educator account username or password, please use the **Forgot your username or password?** link rather than creating a new account. If you don't have a Pearson Educator account, contact your Pearson sales rep.

5. Congratulations! Your Pearson Educator account is now linked to your Canvas account. You can access Modified Mastering from within Canvas without signing in again because the system recognizes you. This account linking is a one-time process. You now have single sign-on for Modified Mastering when you access it from your Canvas account! Click **Get Started**.

Link Accounts



Congratulations! Your accounts are now linked.


Your Pearson account was successfully linked to your school account. You can access MyLab / Mastering **without signing in again**.

Check your email for confirmation.

If you need technical support, go to [Pearson 24/7 Technical Support](#).

6. Click **Select from your courses**.

Select MyLab & Mastering



Copy Existing MyLab & Mastering

Select from your courses

[Or copy from another instructor](#)

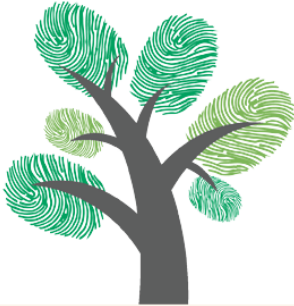
Or

Search

[Help](#)

7. Select the course you would like to copy and click **Go**.

Select MyLab & Mastering



Copy Existing MyLab & Mastering

Campbell 10E (ouellette46136)

[Or copy from another instructor](#)

Or

Search

Author, Title, ISBN, or Discipline


Help

Tip: Consider creating a template course. After you've set up all your assignments and personalized your template Modified Mastering course, copy this course for all your Canvas sections. Make any needed adjustments to the template course before making the copies and pairing with your Canvas sections. You can create the template at pearsonmastering.com.

8. Name your course, select your course dates, and select whether you'd like others to be able to copy your course. Click **Continue**.

Note: **DO NOT CHANGE the start date of the Modified Mastering course.** Even if your Canvas course starts in the future, do not change the start date. If you change the date, you cannot get into and work on the course until that date. Also, it is a good idea to make the end date a few weeks out so you can get into the course and retrieve grades and allow for any late assignments.

Enter MyLab & Mastering Information



Campbell 10E

Course ID: ouellette46136

Start Date: Jul 29, 2014

End Date: Dec 23, 2014

What would you like to title your MyLab & Mastering course?

Biology 101

(117 characters remaining)

What are your course dates?

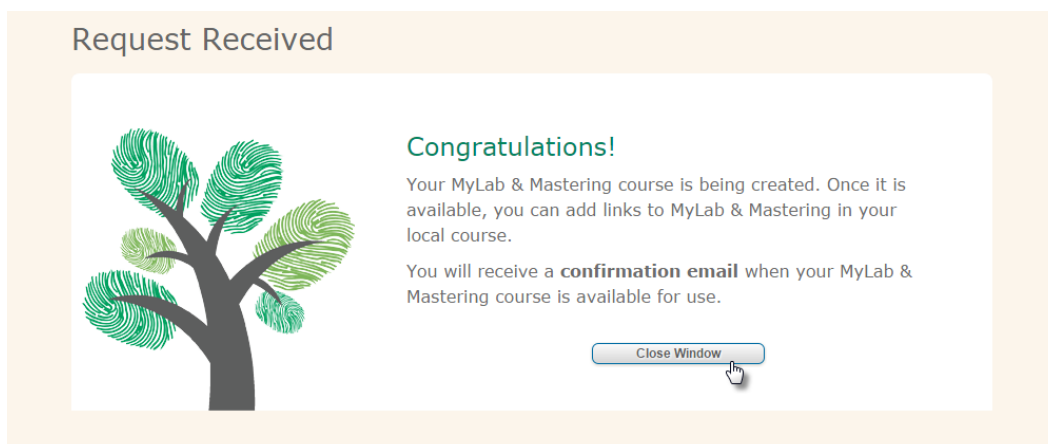
Dec 23, 2014 TO Jun 15, 2015

Do you want to allow other instructors to copy your MyLab & Mastering course?

☐ Yes ☒ No

Help

9. That's it! You see a confirmation message that your course is being created.



10. When the course is available, you receive a confirmation email.

Note: It may take time for the course to be ready. If you click into the course before it is ready, you see a "course1" error message. You should receive the email within an hour, but please be aware that it can take up to 24 hours depending on server traffic. If you do not receive your email within 24 hours, please check your junk or spam email. You don't have to stay signed into Canvas during this process.

Your MyLab & Mastering course, **Biology 101, ouellette26715**, has been created. You can now build links between your local course and your MyLab & Mastering content, and allow your students to begin their work.

Please save this course information for your records:

Course ID: ouellette26715

Course Name: Biology 101

Course Materials: Modified MasteringBiology for Urry, Campbell Biology, 10/e

Course Type: For Student Enrollment

Course Start Date: Dec 23, 2014

Course End Date: Jun 15, 2015

Enrollment Start Date: Dec 23, 2014

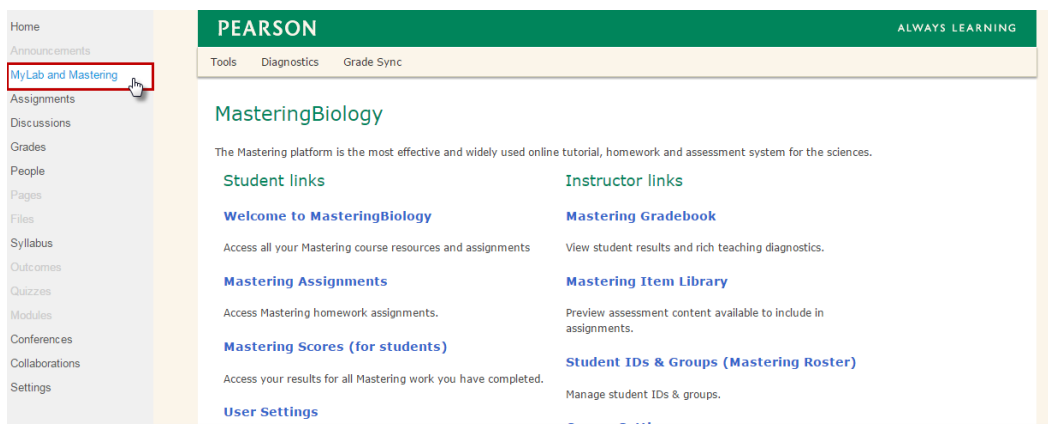
Enrollment End Date: Jun 15, 2015

Course Creation Date: Dec 23, 2014 ([What is this?](#))

Course Expiration Date: Dec 23, 2016 ([What is this?](#))

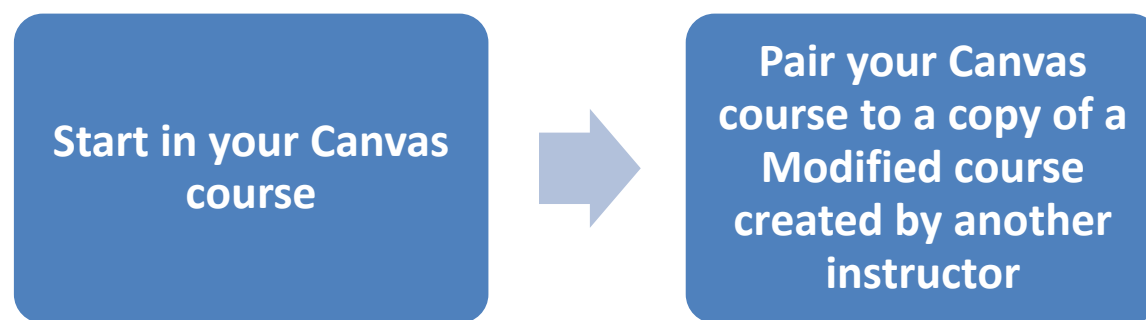
Note: Although the course creation confirmation email has the course ID listed, please know that your students **DO NOT** need the course ID to register. They register from within the Canvas course and no course ID is required to register for a Canvas integrated course.

11. When the course is ready, you see all the content links for Modified Mastering from the MyLab & Mastering link within Canvas. From your Canvas Course Navigation, click **MyLab & Mastering** to see the content links available.



Tip: If you need to copy assignments from Mastering or Modified Mastering into your Canvas paired Modified course, you can do that from within your new course. Click **Mastering Assignments** and then click **+ Create Assignment** to copy Assignments. For more information, refer to the Modified Mastering Help article regarding [copying assignments](#). You can only copy Modified Mastering courses, but you can copy assignments from both Mastering (regular) and Modified Mastering.

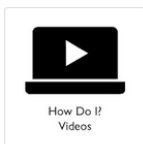
Copy Another Instructor's Modified Mastering Course



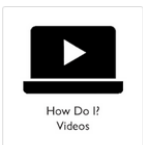
You can pair your Canvas course with a copy of another instructor's course, if that instructor has made the course available for copy, and has shared the course ID with you. This is helpful if you are a new instructor, and someone has taught with Modified Mastering before, or if you want to ensure consistency across sections, and

have independent courses. If you have not already linked your Canvas account to your Pearson account, then you need to do so during the course set up process.

Video Tutorials:



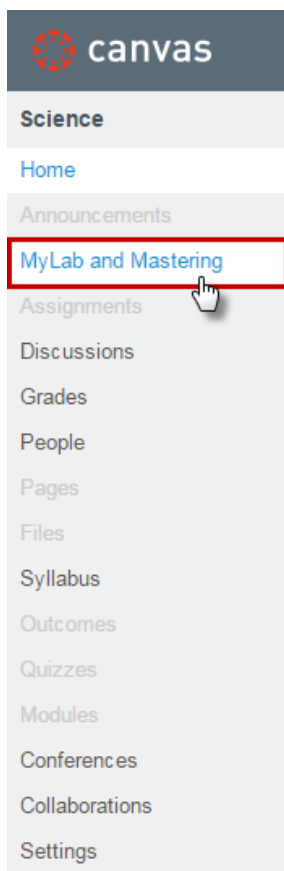
[Link Your Pearson Educator Account with Your Canvas Account](#)



[Pair your Canvas course to a Copy of Another Instructor's Course](#)

Step-by-Step Directions:

1. Click **MyLab and Mastering** on your Canvas Course Navigation.



Tip: If you do not see the **MyLab & Mastering** link, please refer to Module 1 in this guide.

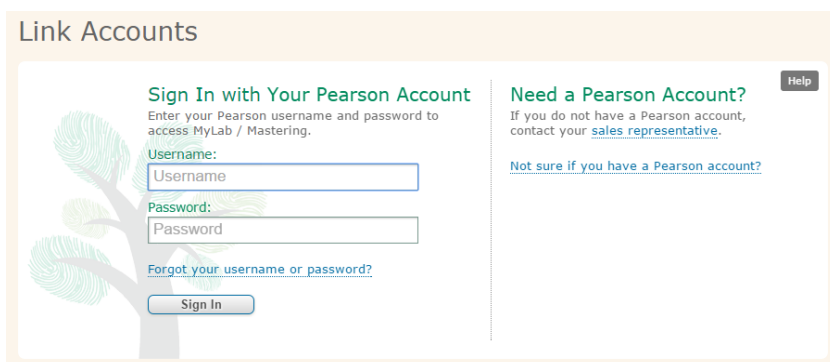
2. Click **Select a MyLab and Mastering product to use with this course.**

The screenshot shows the Pearson MyLab and Mastering interface. At the top, there is a green header with the Pearson logo and the text "ALWAYS LEARNING". Below the header, there is a navigation bar with "Tools" and "Diagnostics" links. The main content area is titled "Welcome Sara" and contains a message: "Use the links below to access and manage MyLab and Mastering products for this course through Canvas." There are two columns of links: "Student links" and "Instructor links". Under "Student links", there is a link for "Student Help" with a sub-link "Learn how to register, sign in, and access Pearson's MyLab & Mastering." Under "Instructor links", there is a link for "Instructor Help" with a sub-link "Learn how to get a Pearson account, sign in, and make Pearson's MyLab & Mastering available for your students." A red box highlights the link "Select a MyLab and Mastering product to use with this course" under the "Instructor links" column. Below this link, there is a paragraph of text: "Choose from a list available MyLab and Mastering material to use in your course. Attention Mastering users: Modified Mastering is required for integrating Mastering with your LMS. Modified Mastering products have specific access code cards for students; please check with your Pearson representative to order the correct ISBN."

3. If you've already linked your Pearson Educator and Canvas accounts in the past, you can skip to [step 6](#). If this is your first time integrating a Modified Mastering course with Canvas, you need to link your Pearson Educator account with your Canvas account. If prompted, read and agree to the license agreement.

The screenshot shows the Pearson End-User License Agreement and Privacy Policy page. At the top, there is a Pearson logo. The main heading is "End-User License Agreement and Privacy Policy". Below this, there is a paragraph: "By registering to use a Pearson Education online learning system, I certify that I have read and agree to the Pearson End-User License Agreement and Privacy Policy and the Pearson Privacy Statement." There are two sections: "Pearson Privacy Statement" and "Pearson End-User License Agreement and Privacy Policy". The "Pearson Privacy Statement" section contains text about the importance of protecting privacy and an overview of Pearson's Privacy Policy. The "Pearson End-User License Agreement and Privacy Policy" section contains text about the agreement between the user and Pearson Education, Inc. At the bottom, there are two buttons: "I Decline" and "I Accept". The "I Accept" button is highlighted with a red box.

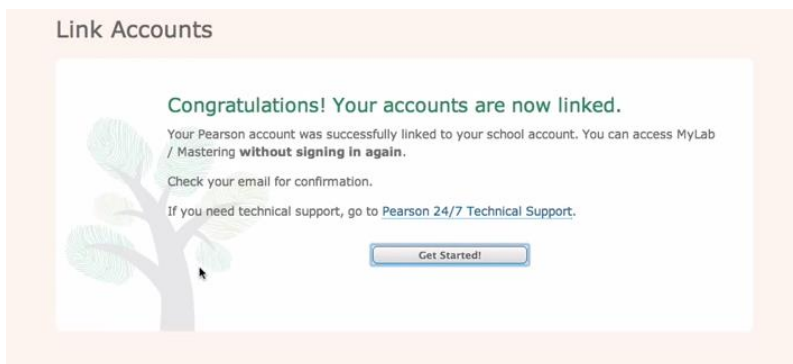
4. Sign in with your Pearson Educator account **Username** and **Password**.



The screenshot shows the 'Link Accounts' page with a tree graphic on the left. The main heading is 'Sign In with Your Pearson Account'. Below it, a sub-heading says 'Enter your Pearson username and password to access MyLab / Mastering.' There are two input fields: 'Username:' and 'Password:'. Below the password field is a link that says 'Forgot your username or password?'. At the bottom is a 'Sign In' button. To the right, there is a section titled 'Need a Pearson Account?' with text: 'If you do not have a Pearson account, contact your [sales representative](#).' Below that is a link: 'Not sure if you have a Pearson account?'. A 'Help' button is in the top right corner.

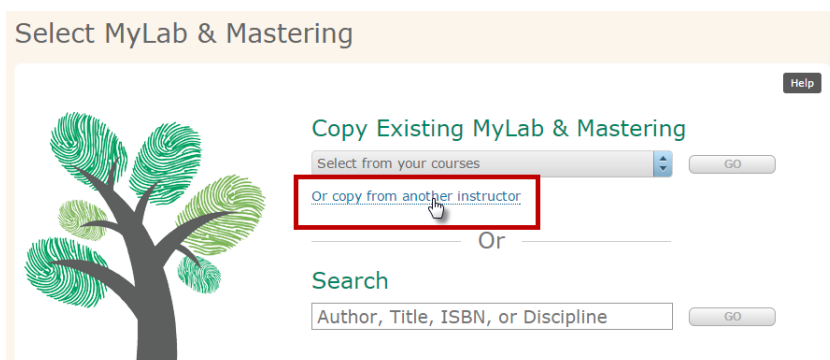
Tip: If you cannot remember your Pearson Educator account username or password, please use the **Forgot your username or password?** link rather than creating a new account. If you don't have a Pearson Educator account, contact your Pearson sales rep.

5. Congratulations! Your Pearson Educator account is now linked to your Canvas account. You can access Modified Mastering from within Canvas without signing in again because the system recognizes you. This account linking is a one-time process. You now have single sign-on for Modified Mastering when you access it from your Canvas account! Click **Get Started**.



The screenshot shows the 'Link Accounts' page with a tree graphic on the left. The main heading is 'Congratulations! Your accounts are now linked.' Below it, text says: 'Your Pearson account was successfully linked to your school account. You can access MyLab / Mastering **without signing in again**.' Below that is a link: 'Check your email for confirmation.' At the bottom is a link: 'If you need technical support, go to [Pearson 24/7 Technical Support](#).' At the bottom center is a 'Get Started!' button.


6. To copy another instructor's course, click **Or copy from another instructor**.



The screenshot shows the 'Select MyLab & Mastering' page with a tree graphic on the left. The main heading is 'Copy Existing MyLab & Mastering'. Below it is a dropdown menu with the text 'Select from your courses' and a 'GO' button. Below the dropdown is a link: 'Or copy from another instructor'. Below that is a search section with the heading 'Search' and a text input field with the placeholder 'Author, Title, ISBN, or Discipline' and a 'GO' button.

7. Enter the instructor's course ID and click **Go**.

Select MyLab & Mastering



Copy Another Instructor's course

[Back to Copy/Search](#)

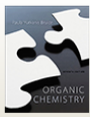
Help

Note: If you try to copy a colleague's course and receive a message that states "This course ID is valid, but the person who created it did not make it available for copying", then the copy setting for the course you are trying to copy is "Unavailable for Copy". To resolve this, ask your colleague to sign into www.pearsonmylabandmastering.com, locate the course in the course list, and click **Details** next to the course name. Your colleague then clicks **Edit Settings** to change the copy setting to **Available for Copy**. Once the setting is saved, you are able to copy the course and pair it with your Canvas course.

8. Name your course, select your course dates, and select whether you'd like others to be able to copy your course. Click **Continue**.

Note: DO NOT CHANGE the start date of the Modified Mastering course. Even if your Canvas course starts in the future, do not change the start date. If you change the date, you cannot get into and work on the course until that date. Also, it is a good idea to make the end date a few weeks out so you can get into the course and retrieve grades and allow for any late assignments.

Enter MyLab & Mastering Information



Bruice Organic Chem

Course ID: burstell89524

Start Date: Dec 23, 2014

End Date: Dec 31, 2015

What would you like to title your MyLab & Mastering course?

(109 characters remaining)

What are your course dates?

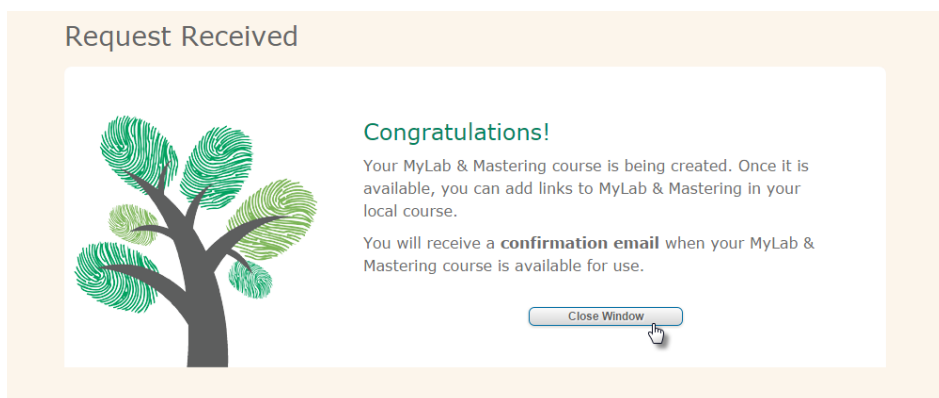
TO

Do you want to allow other instructors to copy your MyLab & Mastering course?

☐ Yes ☒ No

Help

9. You get a confirmation message that your course is being created.



10. Once the course has been created, you receive a confirmation email.

Note: It may take time for the course to be ready. If you click into the course before it is ready, you see a "course1" error message. You should receive the email within an hour, but please be aware that it can take up to 24 hours depending on server traffic. If you do not receive your email within 24 hours, please check your junk or spam email. You don't have to stay signed into Canvas during this process.

Your MyLab & Mastering course, **Organic Chemistry I, ouellette78485**, has been created. You can now build links between your local course and your MyLab & Mastering content, and allow your students to begin their work.

Please save this course information for your records:

Course ID: ouellette78485

Course Name: Organic Chemistry I

Course Materials: Modified MasteringChemistry for Bruice, Organic Chemistry, 7/e

Course Type: For Student Enrollment

Course Start Date: Dec 24, 2014

Course End Date: Jun 30, 2015

Enrollment Start Date: Dec 24, 2014

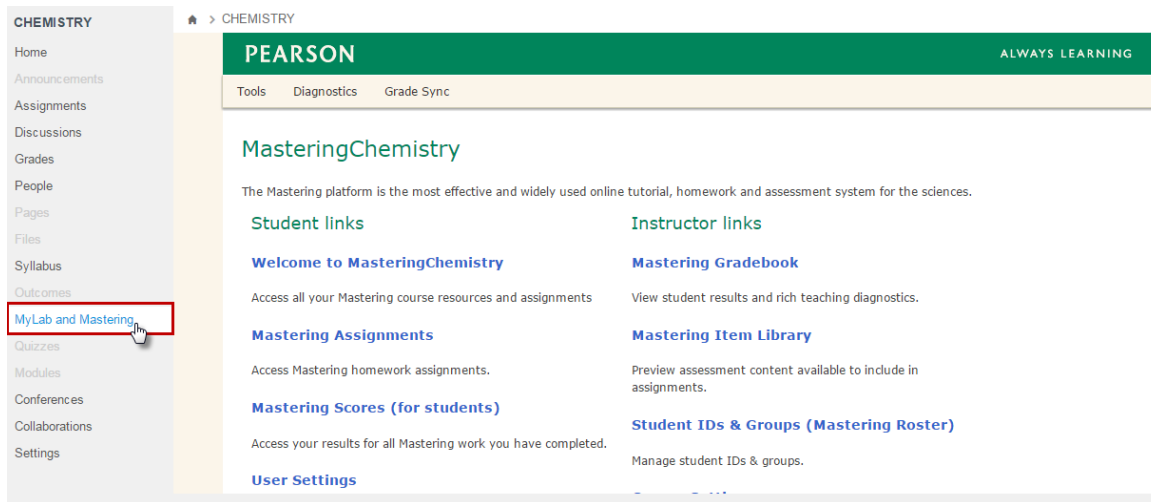
Enrollment End Date: Jun 30, 2015

Course Creation Date: Dec 24, 2014 ([What is this?](#))

Course Expiration Date: Dec 24, 2016 ([What is this?](#))

Note: Although the course creation confirmation email has the course ID listed, please know that your students **DO NOT** need the course ID to register. They register from within the Canvas course and no course ID is required to register for a Canvas integrated course.

11. When the course is ready, you see all the content links for Modified Mastering from the MyLab & Mastering link within Canvas. From your Canvas Course Navigation, click **MyLab & Mastering** to see the content links available.



Copy a Paired Modified Mastering Course from a Previous Term

If you previously integrated your Modified Mastering course with Canvas, and you're teaching with the same product again next term, follow these steps for an easy transition. Depending on your access levels, you can copy a Canvas standard course, paired with a Modified Mastering course, from a previous term to use in a subsequent term. Once you or the Canvas administrator copies the Canvas course, the new course is ready to be paired with a new Modified Mastering course.

The **MyLab and Mastering** menu item and any component links you may have added to your Canvas course are copied into the same place in the new shell's navigation menu. If the new Canvas shell is copied from a course which used Grade Sync, the settings and columns from the previous term copy into the new shell's Canvas Grades also.

Step-by-Step Instructions - Copy a Canvas course to create a new course:

Ask your Canvas Administrator to make a copy of your Canvas course that you want to use again next term. Alternatively, here are the steps to copy a course if you have course copy privileges.

1. Sign in to Canvas.
2. Enter the Canvas course you want to copy to create a new course.
3. Click **Settings** in the Navigation menu on the left.
4. Click **Copy this Course** on the right.

5. On the Copy page, enter the details and select the content option for the new Canvas course.
6. Click **Create Course**.
 - If you selected the All content option, a message appears indicating the new Canvas course was successfully created.
 - If you selected the Select specific content option, a message appears indicating that Canvas is waiting for you to select your content. Click Select Content, and make your selections from the page that appears. Make sure you select Course Settings to access the Pearson's MyLab & Mastering tools page. Click Select Content. The Select Content page closes, and a message appears indicating the course copy is complete.

IMPORTANT TIP: *It is recommended that you not copy assignments over into the new Canvas course from the old Canvas course. Doing so will result in duplicate grade columns in the new course once you sync grades. If you have copied assignments, make sure you delete the old assignments from the new course before you set up Grade Sync in the new course to avoid duplicate columns. For instructions on deleting old assignments, see your Canvas online help.*

7. The new Canvas course is ready to be paired.

Step-by-Step Directions - Pair the Canvas course with a Modified Mastering course:

1. Click into your new Canvas shell.
2. In the copied course, click **MyLab and Mastering** in your Canvas course menu, then click **Select a MyLab and Mastering product to use with this course**.

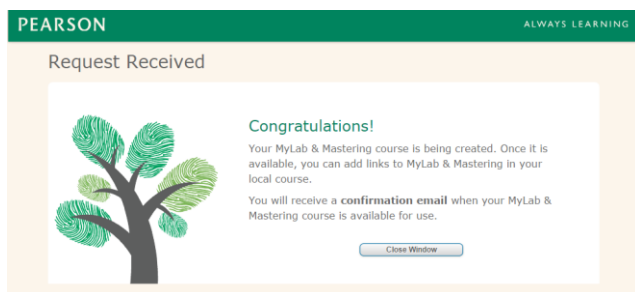
The screenshot displays the Canvas LMS interface for a course titled 'Course 1 Copy 1'. The left sidebar menu includes options like Home, Announcements, Assignments, Discussions, Grades, **MyLab and Mastering** (highlighted with a red box), People, Pages, Files, Syllabus, Outcomes, Quizzes, Modules, and Conferences. The main content area features a green header with the 'PEARSON' logo and tabs for 'Tools' and 'Diagnostics'. Below this, a 'Welcome Betsy' message is followed by instructions to use links to access and manage MyLab and Mastering products. The page is divided into two columns: 'Student links' and 'Instructor links'. Under 'Instructor links', there is a section for 'Instructor Help' which contains the link 'Select a MyLab and Mastering product to use with this course' (highlighted with a red box). Below this link, a note states: 'Choose from a list available MyLab and Mastering material to use in your course. Attention Mastering users: Modified'.

3. In the new window click **Select from your courses**, and carefully select your course from last term. Click **Go**.

Tip: If you have multiple Pearson courses in your account, to avoid inadvertently copying the wrong course, you can click into the **MyLab and Mastering** page in your course from last term. On the **Diagnostics** page of your old Canvas course, you'll see the **MyLab and Mastering Course ID** of the course you want to copy. Use this to help you identify the course to copy in the drop-down list in your new Canvas shell.

4. Name the new Modified Mastering course, give it a new course END date (do NOT change the start date), and specify whether other instructors can copy your Pearson course if given the Course ID. Click **Continue**.

5. You will receive a confirmation that your course is being created. You can close the window to get back to your Canvas course. Once your Pearson course has been created, you receive an email. Just as it did in the initial pairing, this process can take 1 hour to 24 hours to complete.



6. Once you receive the email notification that your Pearson course has been created, links to your Pearson course will be available from the Modified Mastering menu item and component links. Your new Canvas shell is paired to the brand new copy of the same Pearson course that you used last term.

Do You Have Section Instructors (co-teachers or assistants)?

What is a section instructor?

A section instructor in Modified Mastering is someone other than the course creator who can access a variety of instructor activities in the course, and may have additional privileges in the course. As of the December 2014 release, **Section Instructor access codes** are now available for that purpose.

Note: You can use a Pearson Educator account to teach Modified Mastering courses on your own and simultaneously be a co-teacher (section instructor) in another professor's course.

*If you were a section instructor prior to December 2014, you registered with a Student access code and your role was changed to Section Instructor. That role doesn't apply to a new course, so you need to create a **new** Section Instructor account with a new username. You cannot use a Section Instructor access code with an account that was ever tied to a Pearson Student account.*

How do you obtain Section Instructor access codes?

Please [contact your sales rep](#) for complimentary Section Instructor access codes.

Note: Do not give Section Instructor access codes to people who serve as student tutors or others who should not **see student grades and answers in the Item Library**. Instead, provide complimentary Modified Mastering student access codes to those users.

All section instructors have automatic access to a number of Modified Mastering activities, regardless of the kind of Pearson account they have and any privileges granted. Section instructors cannot delete the course. For more info, see the topic on [section instructor activities and privileges](#).

Checklist for Success: Plan for Section Instructors

- ☐ **Obtain access codes.** Section Instructor access codes are required for registration. Contact your sales representative to obtain codes. Click here to [find your sales rep](#).
- ☐ **Make sure section instructors have access to the Canvas course.** In order for a section instructor to get access to Modified Mastering within the Canvas course, they must already have access to the Canvas course.

Tip: It is recommended that the section instructor have a Canvas account specifically for their section instructor role. If they do not already have access, work with your Canvas administrator to get them access.

- ❑ **Pair your Canvas course with a Modified Mastering course.** Section instructors must register for a Modified Mastering course from *within* the Canvas course. In order for them to do this, you must first pair the courses.
- ❑ **Provide registration information to prospective section instructors.** Provide section instructors with the following:
 - A print or electronic copy of the registration instructions in this PDF file: [Modified Mastering section instructor registration with Canvas integration](#).
 - The Modified Mastering Section Instructor access code to use during registration.
- ❑ **After the section instructors register, [edit privileges](#) as needed.** All section instructors can access various features in Modified Mastering called section instructor activities, regardless of any privileges granted. Activities include viewing the student grades and correct answers. In addition, privileges can be set for individual section instructors. By default, section instructors are granted all privileges until you edit privileges. For more info, see the topic on section instructor activities and privileges below.

Section Instructor Activities and Privileges

Activities that all section instructors are allowed to access:

- Use the Gradebook to **view student grades** and link to details of student work
- **View correct answers for all items** in the Item Library and view all instructor resources available within the Modified Mastering course
- Access and create reports of student progress in the Dynamic Study Modules for your course (if any)
- View, print, and export the Learning Outcomes Summary
- From Student IDs & Groups, export roster details
- Access to some features depends on the kind of *Pearson account* the section instructor registers with, and should govern the kind of account each person uses

Access based on different Pearson accounts:

Access allowed	With an Educator account	With a Section Instructor account
Can create or copy courses	Yes	No
Instructor Resources (including all answers in the Item Library and resources available from the Instructor Resources links within the Modified Mastering course)	Yes	Yes
Student Grades	Yes	Yes
Section Instructor Privileges (described below)	All (but can be removed)	All (but can be removed)
Delete Course	Only the course creator can delete the course	Only the course creator can delete the course

Privileges that can be set for *individual* section instructors:

The privileges described below identify additional parts of the course that section instructors can work in.

Important: By default *all* of the privileges described below are *automatically granted to all* section instructors. If some of these privileges should be removed for individual section instructors, ask those individuals to notify you as soon as they register for your course so you can edit privileges as soon as possible. You can see names of all section instructors registered for a course from **Tools > Pearson's MyLab & Mastering > Course Settings > Manage Section Instructors**. In this area, section instructor privileges can be edited as needed.

Privilege	Activities
Course Settings	Update Course Settings , such as the course's time zone and whether students can see their total scores for Mastering.
Roster (Mastering Roster)	Used to assign students to groups . You also have access to Student IDs. These tasks are completed using Student IDs & Groups . This privilege does <i>not</i> provide access to the roster that is available from MasteringChemistry Course Home > course settings > Roles and Enrollment Status . Access to that roster is automatically available to section instructors.
Groups	Add and remove groups into which students are placed. (Note that adding, removing, or changing groups does not affect the enrollment of the students who are in those groups.)
Announcements	Add, edit, and delete any Course Home page announcement .
Section Instructors	Add, give privileges to, or delete other section instructors. Section instructors with this privilege can't modify their own privileges.
Assignments	Create and modify course assignments , including editing assignment settings, selecting and organizing items for assignments, associating items with learning outcomes, and specifying assignment dates.
Gradebook	Manage Gradebook tasks , which include setting preferences, editing categories and weighting; creating and scoring offline (non-Mastering) activities; and exporting Gradebook data.
Essays	Grade and regrade essays and other free-form text.

Privilege	Activities
Learning Catalytics	Complete all instructor tasks in Learning Catalytics courses, modules, and sessions.
Course Materials	Record and upload videos, audio files, and documents.

What is the procedure for section instructor registration?

Note: This procedure applies only to Modified Mastering courses that **are** paired with Canvas. For information about Modified Mastering section instructors in courses that are not paired with Canvas, see [Pearson Help for using Modified Mastering](#).

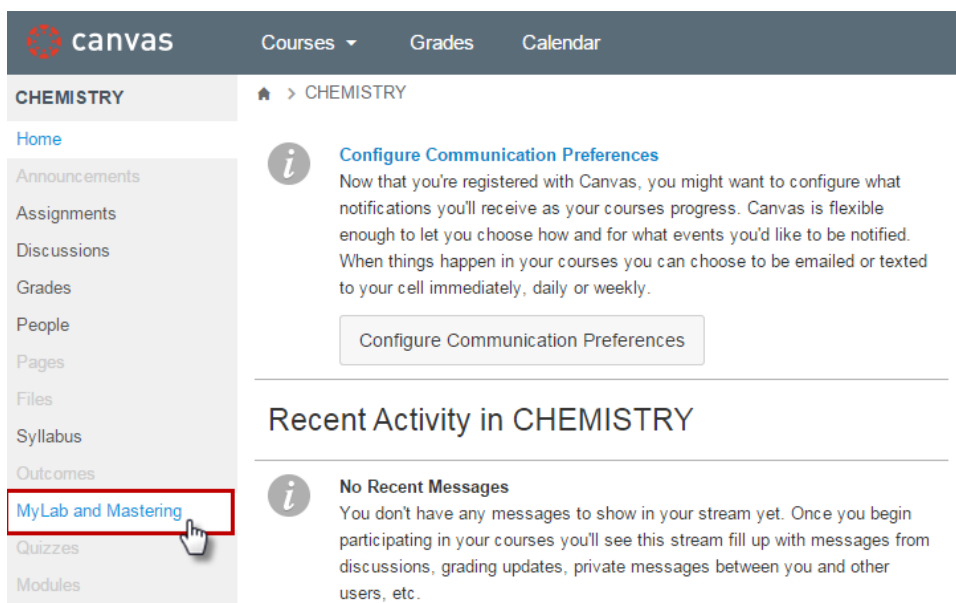
Step-by-Step Directions:

1. Click the link for the Canvas course.

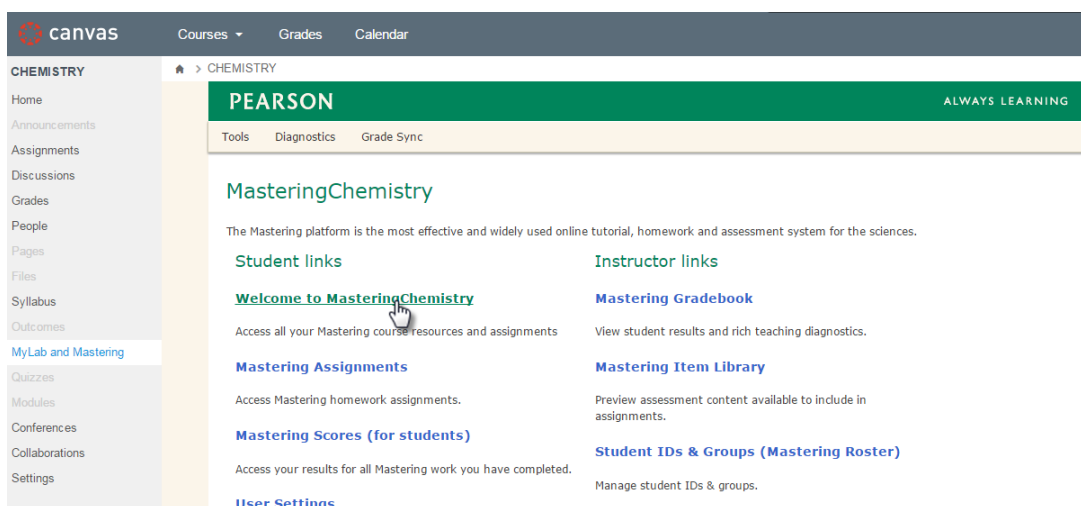
Tip: If your institution allows, it is suggested to have a separate Canvas account specifically for your section instructor role. This suggestion applies to section instructors who are also currently students. This does not apply to educators.

The screenshot shows the Canvas LMS interface. At the top, there is a navigation bar with the 'canvas' logo and tabs for 'Courses', 'Grades', and 'Calendar'. The 'Courses' tab is active, and a dropdown menu is open showing 'My Courses' with a link to 'View All or Customize (1)'. Below this, a list of courses is displayed, with 'CHEMISTRY' (Enrolled as: TA) highlighted. A hand cursor is pointing at the 'CHEMISTRY' course. To the right of the course list, there is a 'Configure Communication Preferences' button. On the far right, there is a 'Coming Up' section with a 'View Calendar' link and a message: 'Nothing for the next week'. Below the course list, there is a 'Recent Activity' section with a message: 'No Recent Messages'. The message states: 'You don't have any messages to show in your stream yet. Once you begin participating in your courses you'll see this stream fill up with messages from discussions, grading updates, private messages between you and other users, etc.'

2. Click **MyLab and Mastering**.



3. Click one of the Mastering links. It does not matter which link you click.



4. If prompted, read and accept the license agreement. If you already linked your Canvas account to your Pearson Educator account, then the system recognizes you and simply asks you to enter the Section Instructor access code to complete the registration process. You don't see the Pearson License Agreement screen or the create account/sign in screen because your Pearson and Canvas accounts are already linked. If you already linked your accounts, skip to step 7.

Notes: If you have previously linked a Pearson Student account to your Canvas account, you need to contact [Pearson 24/7 Technical Support](#) to have your accounts unlinked before you can this procedure. If your Canvas account was

linked in the past to a Pearson Student account, then you won't be able to enroll with the Section Instructor access code.

5. Do one of the following:

- i) If you have a Pearson Student account or do not have a Pearson account, click **Create** and follow the prompts to create a new Pearson Section Instructor account. You can use the Pearson Section Instructor account each time you register for a Pearson course as a section instructor.

Important: If you served as a section instructor before December 2014, you registered with a Student access code and your role was changed to Section Instructor. That role doesn't apply to a new course, so you must create a new Section Instructor account. Once you create a new Section Instructor account, you can use the account each time you register for a Pearson course as a section instructor.

- ii) If you have a Pearson Educator account, you can sign in using the same **Username** and **Password** here. You can use a Pearson Educator account to teach Modified Mastering courses on your own *and simultaneously* be a co-teacher (section instructor) in another professor's course. If you can create courses, you have a Pearson Educator account.

6. If you are creating a new account, complete the required fields and click **Create Account**.

PEARSON

ALWAYS LEARNING

Register

Help

Create an Account

Your account gives you access to Pearson products. [Sign in](#) if you already have an account.

Email Address

Username ✓

Password ✓

Re-enter Password ✓

First Name ✓

Last Name ✓

Security Question ✓

Security Answer ✓

[Pearson Education End User License Agreement and Privacy Policy](#)

These terms constitute an agreement between You and Pearson Education, Inc. and its direct and indirect affiliates ("Pearson"). Access or use of the website and/or service for which You seek registration constitutes acceptance of this Agreement. If You do not agree to abide by the terms and conditions of this Agreement, please do not register for or otherwise access or use this Website.

7. Click **Access Code**.

PEARSON

ALWAYS LEARNING

Register

Help

i sectionuser1, you've successfully created a Pearson account!
To continue, select an option below.

Select an Option

Use an Access Code

A prepaid [access code](#) might come with your textbook or in a separate kit.

Access Code

Use a Credit Card or PayPal

Modified MasteringChemistry for Brown, LeMay Chemistry: The Central Science 13e - without eText

\$66.00 USD

Modified MasteringChemistry for Brown, LeMay Chemistry: The Central Science 13e - with eText

\$110.00 USD

Waiting for financial aid? [Get temporary access without payment for 14 days](#). Use an access code, credit card, or PayPal before January 2, 2015 to stay in your course.

8. Enter the Section Instructor Access Code into the boxes and click **Finish**.

PEARSON ALWAYS LEARNING

Register [Help](#)

Access Code

Enter a prepaid access code in the boxes, or paste the entire access code into the first box.

Access Code

ABACUS - CANAL - PRIDE - STONY - MOULD - LUCKY [Finish](#)

ABACUS-CANAL-PRIDE-STONY-MOUL-LUCKY

For use your instructor's MyLab & Mastering course follow the steps below to register online.

1 START HERE

To register, you will need:

- A valid email address.
- Your instructor's Course ID (shown in registration).
- The student access code that is printed beneath the seal below.

Reveal your Course ID here.

ABACUS-CANAL-PRIDE-STONY-MOUL-LUCKY

This code can be used only once and cannot be shared.
If you lose or misplace this code, you may not be able to register for access to PearsonMyLab.com.

2 REGISTER ONLINE

- Go to [pearsonmylab.com](#).
- Follow the instructions to register as a student.
- After you register, you can sign in as an instructor at [pearsonmylab.com](#).

Need help with registration?

Access ID 24 can help with your registration. In some cases, codes below that provide step-by-step instructions for online registration. You can also see the video below at [pearsonmylab.com/help](#).

MyLab & Mastering
Customer Support
For help, go to our 24/7 Customer Technical Support site at [24/7pearsonmylab.com](#).

[Cancel](#) **PEARSON** ALWAYS LEARNING

9. That's it! You now have access to the Modified Mastering links as a section instructor.

PEARSON ALWAYS LEARNING

Register

You're done!

Check your email for a registration confirmation.

[Print this page as your receipt.](#)

Your Course

Taught by Sara Ouellette
Course ends Jun 30, 2015

[Go to Your Course](#)

Account Information

Username: sectionuser1
Email: sara.ouellette@pearson.com
Account ID: 64687150

Order Details

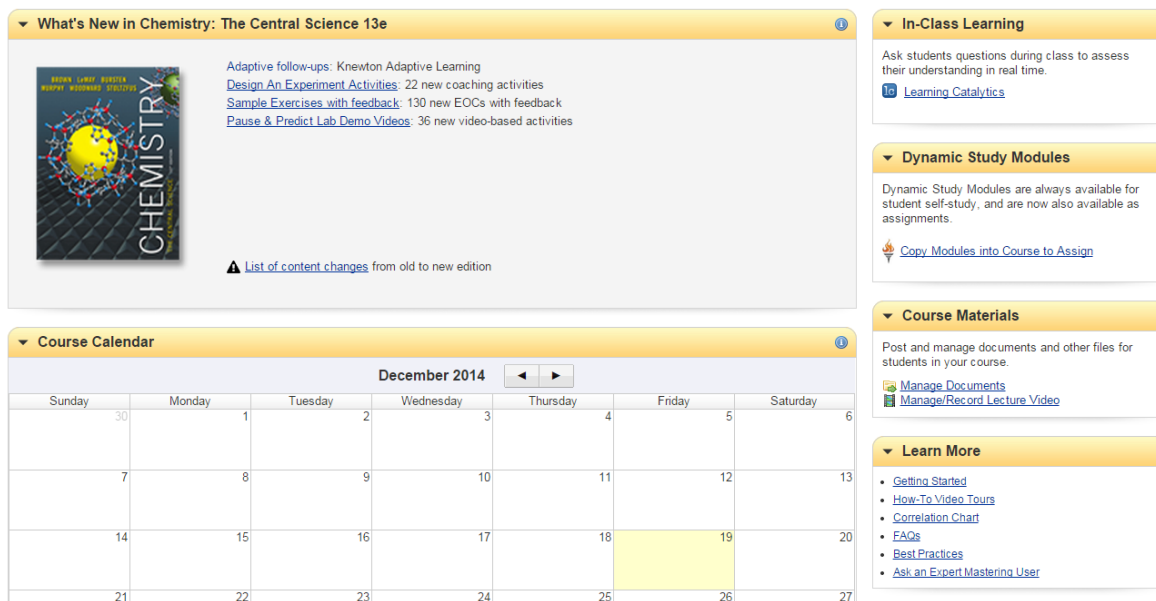
Access Code: HECANP-DRILL-DUMKA-FAUGH-METIS-MACAW
Order Date: December 19, 2014
Order ID: 142783868

Support

[Go to 24/7 Technical Support.](#)

10. Click **Go to Your Course** to access the Modified Mastering course.

Note: By default, **all** privileges are available to a section instructor. The course creator can edit privileges for the section instructor after the section enrolls in the Modified Mastering course. This process is explained below.



What's New in Chemistry: The Central Science 13e

Adaptive follow-ups: Knewton Adaptive Learning
[Design An Experiment Activities](#): 22 new coaching activities
[Sample Exercises with feedback](#): 130 new EOCs with feedback
[Pause & Predict Lab Demo Videos](#): 36 new video-based activities

[List of content changes](#) from old to new edition

Course Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27

In-Class Learning
 Ask students questions during class to assess their understanding in real time.
[Learning Catalytics](#)

Dynamic Study Modules
 Dynamic Study Modules are always available for student self-study, and are now also available as assignments.
[Copy Modules into Course to Assign](#)

Course Materials
 Post and manage documents and other files for students in your course.
[Manage Documents](#)
[Manage/Record Lecture Video](#)

Learn More

- [Getting Started](#)
- [How-To Video Tours](#)
- [Correlation Chart](#)
- [FAQs](#)
- [Best Practices](#)
- [Ask an Expert Mastering User](#)

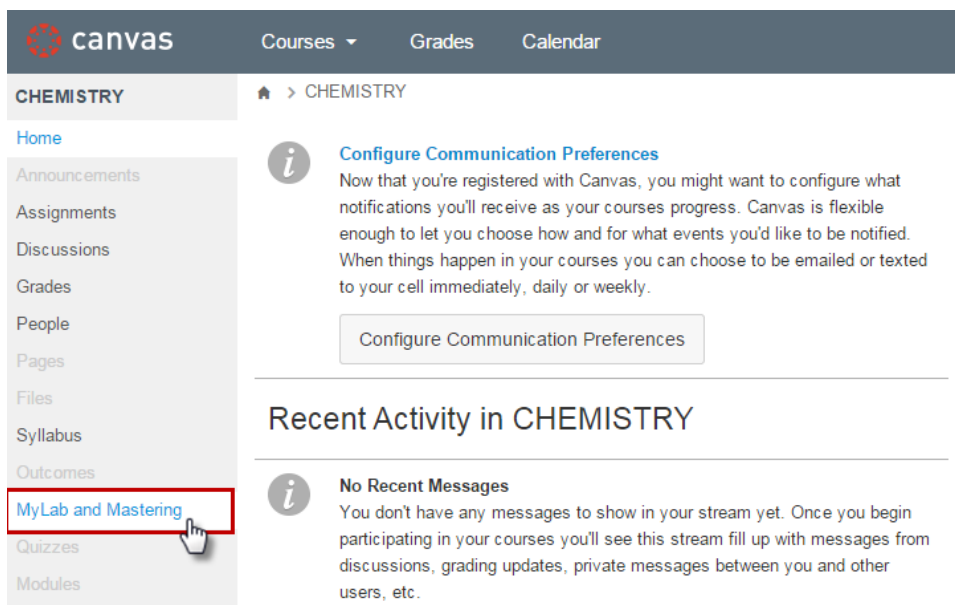
11. If you need to register as a section instructor for other courses with the *same* textbook, you only need to click into Modified Mastering from within each of the other Canvas courses to get your access to those courses set up.

If you need to register as a section instructor for other courses with a *different* textbook, you will be asked again for a section instructor access code. The system recognizes your login because your accounts are already linked, but you are presented with the access code screen to enter the code again because it is a different textbook. After you enter the code, you also have access as a section instructor for the other textbook.

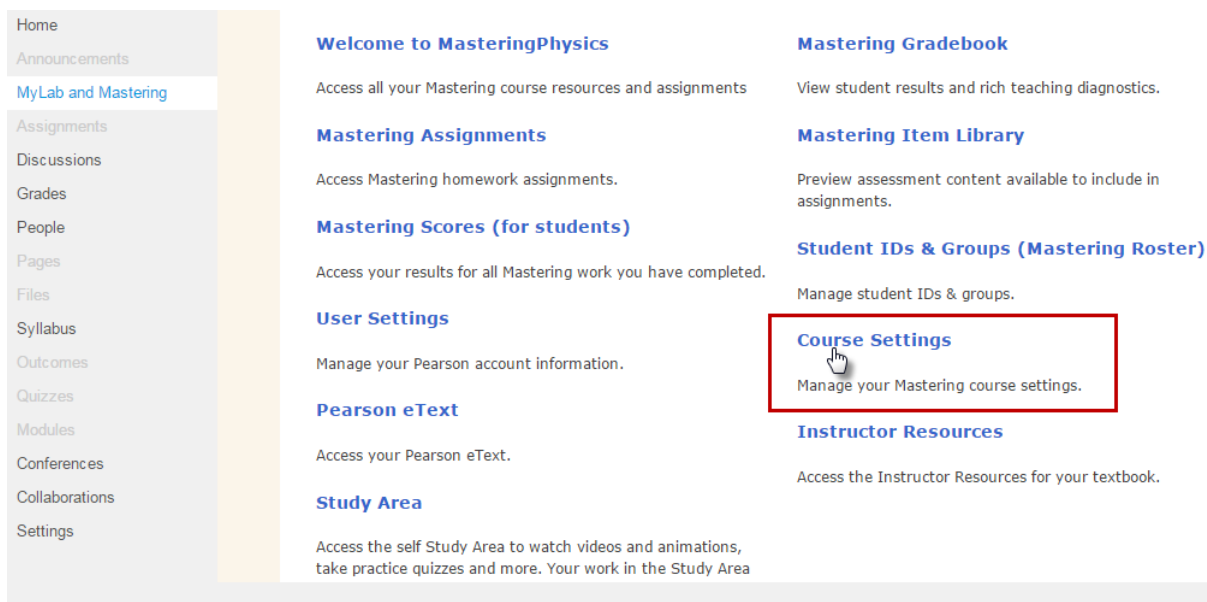
How Does the Course Creator Edit Section Instructor Privileges?

Step-by-Step Directions:

1. Click **MyLab & Mastering**.



2. Click **Course Settings**.



3. Scroll down to the Section Instructors area and click **+ Manage Section Instructors**.

MasteringChemistry[®] with KNEWTON Adaptive Learning

Course Settings for Brown 13E

Time Zone Settings

Country:

Time Zone:

Student ID Settings

Prompt Students for IDs?

☐ Yes, prompt my students for their IDs, and let me customize the prompt.
☒ No, I do not want students to enter in their IDs.
[Learn more](#)

Section Instructors

+ Manage Section Instructors

UserOne, Section (Login name: sectionuser1)

Learning Outcomes

4. Click to add or clear check marks for the privileges you want to select or remove for each section instructor.

Manage Section Instructors Help | Close

Section Instructors for Course: Brown 13E

Set Section Instructor Privileges:

NAME AND EMAIL ADDRESS	COURSE SETTINGS	ROSTER	GROUPS	ANNOUNCEMENTS	SECTION INSTRUCTORS	ASSIGNMENTS	GRADEBOOK	ESSAYS	LEARNING CATALYTICS	COURSE MATERIALS	REMOVE
Section UserOne sara.cuellette@pearson.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

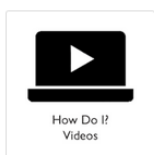
5. See the above section for details about the course capabilities for each privilege type.
6. Click **Save Privileges**.

Module 3: Personalize Your Canvas Course with Modified Mastering Component Links

After you complete the initial course setup, you can add links to your MyLab & Mastering course components from within Canvas. A component is a part of the MyLab course, for example, the page where students can access the MyLab course home, all of their homework assignments, the study plan, or results.

Adding component links through Canvas Modules can help your students find your MyLab content more easily.

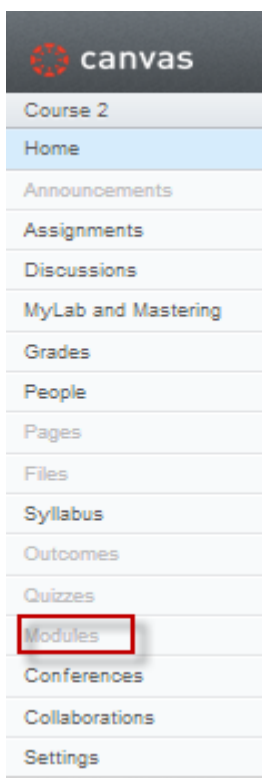
Would You Like to Add Component Links?



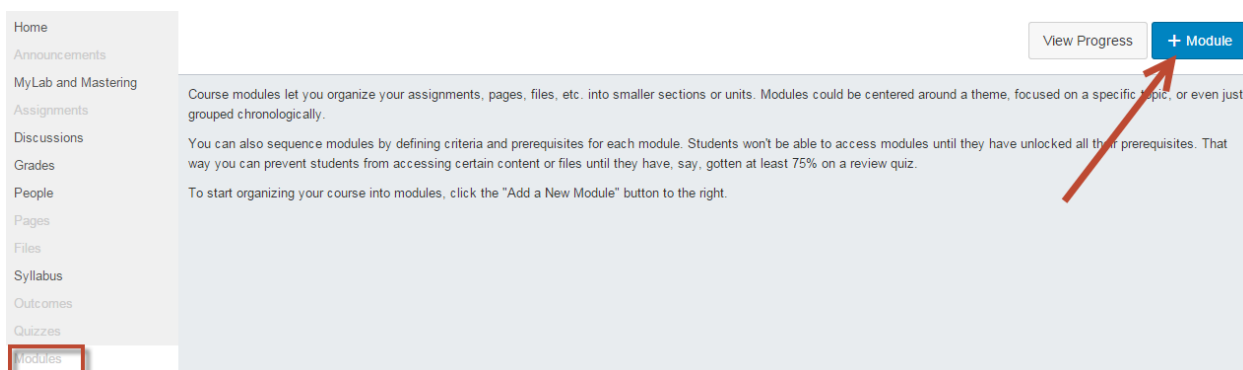
[Add Component Links to Canvas Course](#)

Step-by-Step Directions:

1. Enter your Canvas course.
2. Click **Modules** in your Canvas navigation.

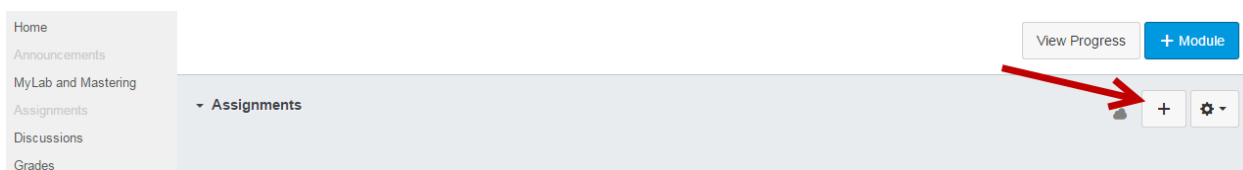


3. On the Modules page, click **Create Module**.

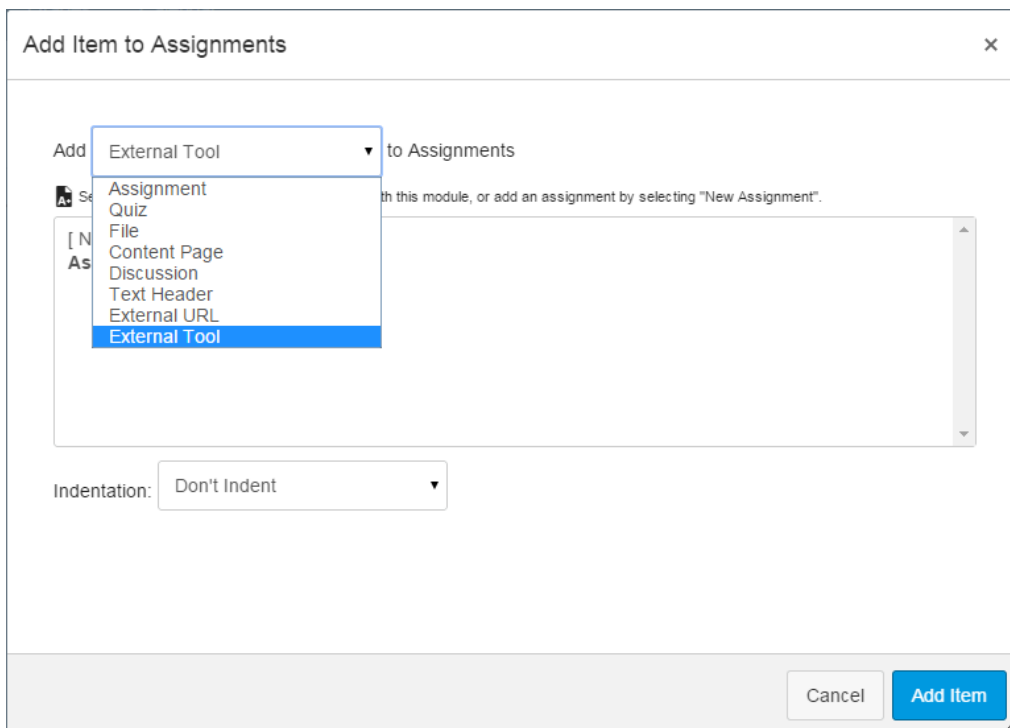


4. An **Add Module** box will appear. Name your module, but do not select the check boxes. Click **Add Module**.

5. A title bar has now been created for the module. Click on the + icon.

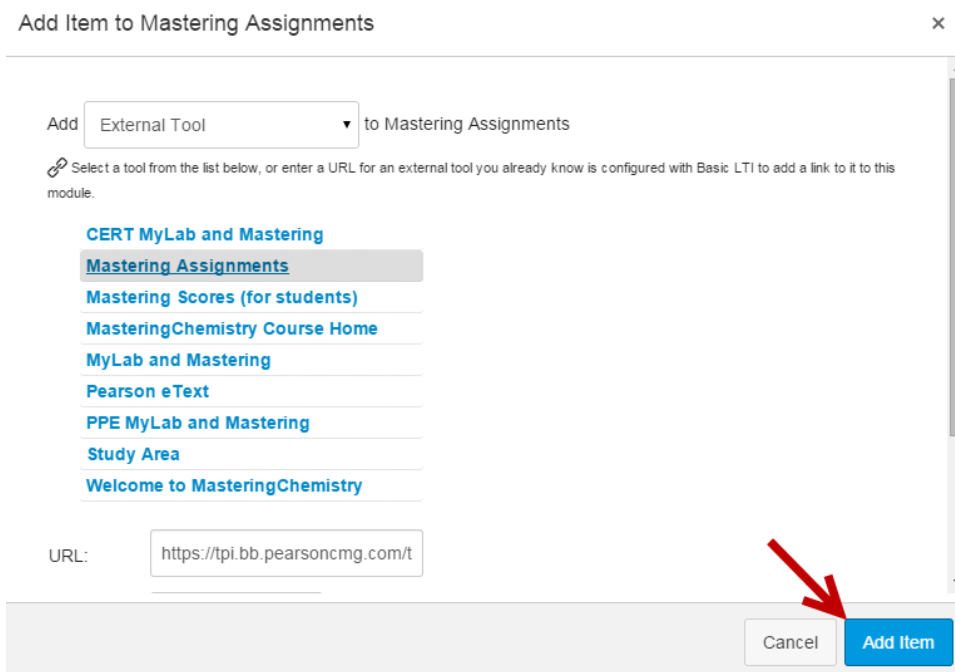


6. The “Add Item to (name of module)” box will appear; in this case “**Add Item to Assignments**”. From the drop down box, choose **External Tool**.




The screenshot shows a dialog box titled "Add Item to Assignments". Inside, there is a dropdown menu with the text "Add External Tool to Assignments". The dropdown is open, showing a list of options: Assignment, Quiz, File, Content Page, Discussion, Text Header, External URL, and External Tool (which is highlighted in blue). Below the dropdown, there is a text input field for "Indentation" with the value "Don't Indent". At the bottom right, there are two buttons: "Cancel" and "Add Item".

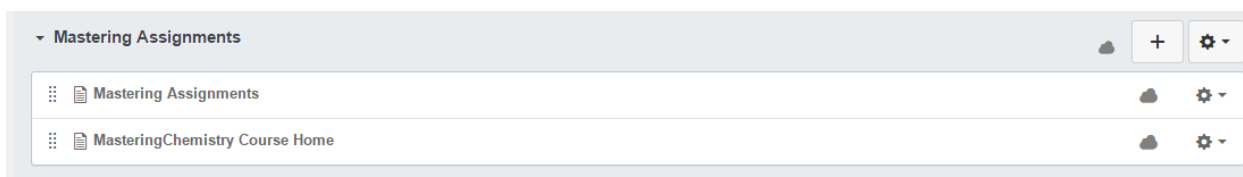
7. Select the component that you want to appear in the module (for example, Mastering Assignments, Study Area, or Course Home). The **URL** is automatically entered for you; do not change it. Keep or change the **Page Name** as needed. Then click **Add Item**.



The screenshot shows a dialog box titled "Add Item to Mastering Assignments". Inside, there is a dropdown menu with the text "Add External Tool to Mastering Assignments". The dropdown is open, showing a list of components: CERT MyLab and Mastering, Mastering Assignments (highlighted in blue), Mastering Scores (for students), MasteringChemistry Course Home, MyLab and Mastering, Pearson eText, PPE MyLab and Mastering, Study Area, and Welcome to MasteringChemistry. Below the dropdown, there is a text input field for "URL" with the value "https://tpi.bb.pearsoncmg.com/t". At the bottom right, there are two buttons: "Cancel" and "Add Item". A red arrow points to the "Add Item" button.

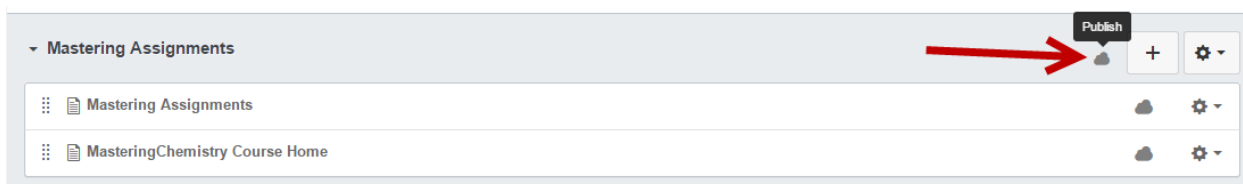
8. **(Optional)** You can add additional component links to an existing module.

- Click the add icon  in the module's title bar.
- Select the component that you want to add to the module.
- Click the **Add Item** button.



9. Repeat these steps as needed to add more modules.

10. When finished, make sure to **Publish** your modules so that students can see them in the course. Draft State allows content in Modules to exist in an unpublished (draft) state. Unpublished modules are invisible to students. Click the cloud icon to publish.

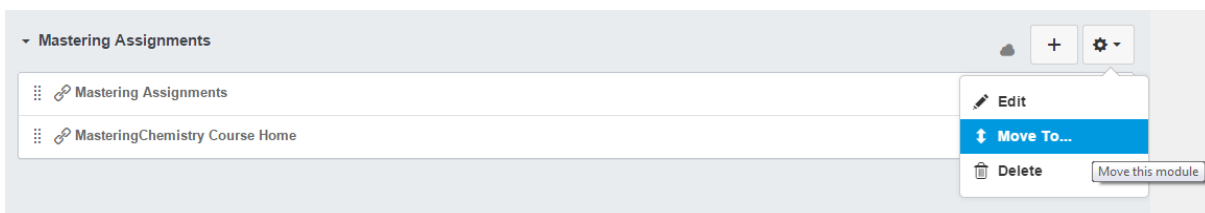


Would You Like to Arrange, Edit or Remove Modules or Components?

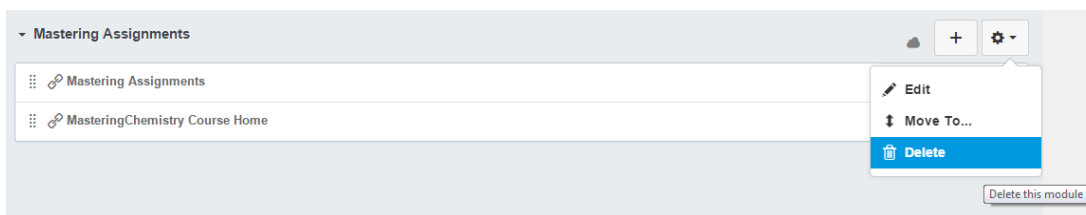
You can manage the look of your modules and component links once you've added them to the Modules page.

Step-by-Step Directions:

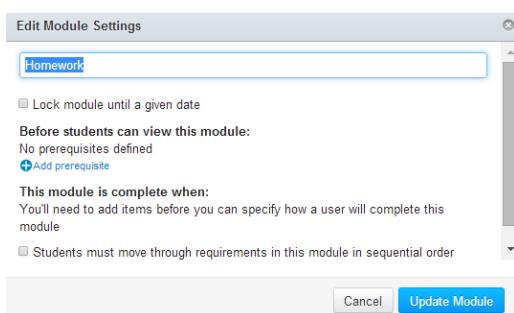
- To change the order of modules, click the gear icon next to a module and select **Move To**. You will be able place the module in relation to other modules on the page. Moving a module moves any component links with it.



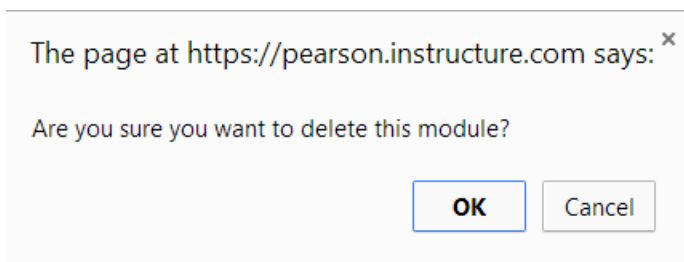
- To **Edit** or **Delete** a module, click the gear icon and choose to **Edit** or **Delete**. Keep in mind that deleting a module will also delete any component links you had added to it.



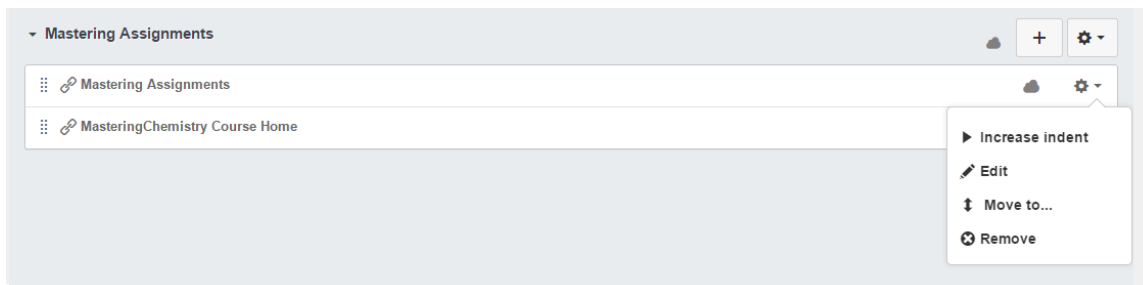
If you choose to edit the module, the **Edit Module Settings** Box will appear, allowing you to change the name of the module. Once you have made your changes, click **Update Module**.



If you choose to delete the module, a warning box will appear asking if you are sure you want to delete this module. Click **OK** to proceed.



- To **Increase Indent**, **Edit**, **Move** or **Remove** any component links from a module, click the gear icon next to the component link, and select from the list. You can also reorder component links by hovering over the left edge of a component link and dragging it to the desired spot.



Module 4: Transfer and Manage Grades

There are two ways to transfer grades from a Modified Mastering gradebook into the Canvas Learn Gradebook:

1. [Synchronize grades](#): This is a one-way process that automatically brings raw grades in points from your Modified Mastering course's gradebook into Canvas.
2. [Export/import grades](#): You can export the Pearson gradebook information to a .csv file and import that file into the Canvas Gradebook.

Tip: Select either grade sync **or** export/import to avoid duplicate columns in the Canvas Gradebook.

Would You Like Grade Sync to Send Modified Mastering Grades to Canvas?

Grade sync automatically brings raw grades in points from your Modified Mastering course's gradebook into Canvas. When you sync grades, a column is created automatically in your Canvas Gradebook for the assignment. You do not need to create columns in Canvas for any assignments you select to sync grades.

Checklist for Success: Prepare for Grade Sync

Before setting up grade sync, please review the important checklist below.

- ☐ Your school's Canvas Administrator must install the **MyLab & Mastering for Canvas Building app**. The app must be installed before moving forward with grade sync.
- ☐ The Modified Mastering course paired with the Canvas course must have at least one gradable assignment that has been assigned to your students.

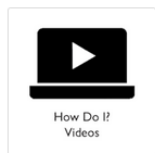
Note: Unassigned assignments in Modified Mastering do not sync. The assignment must have an availability and due date to sync and create a grade column in the Canvas Gradebook. The assigned assignments may or may not be available to your students based on your availability settings for each assignment.

- ☐ You control which items sync and when.
- ☐ Grade sync only brings over raw grades from your Modified Mastering gradebook. Percentages do not sync. If you weight assignments in Modified Mastering, only the raw scores cover over. Weighted scores do not transfer.
- ☐ Grade sync does not bring any categories or category weights you set up in the Modified Mastering into the Canvas Gradebook. If you desire to have additional categories or weights applied to grades, set that up in the Canvas Gradebook.

- ☐ Mastering assignment *exemptions are not transferred* to the Canvas Gradebook. To exempt a student from a Mastering assignment, use Canvas's exemption feature.
- ☐ Select **either** grade sync **or** export/import to avoid duplicate columns in the Canvas Gradebook.

Sync Grades

Video Tutorial:



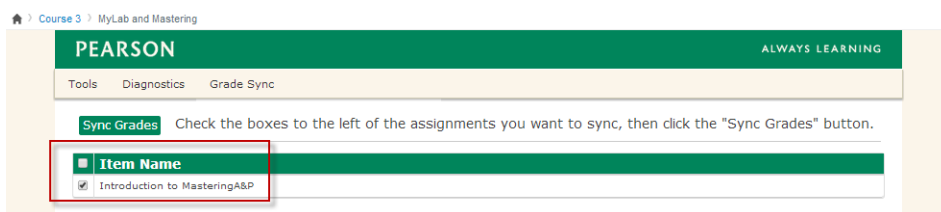
[MyLab & Mastering for Canvas Synchronize Grades](#)

Step-by-Step Directions:

1. Log into your Canvas course and click **MyLab & Mastering** on the Canvas Navigation.
2. Click **Grade Sync** tab on the Pearson page.

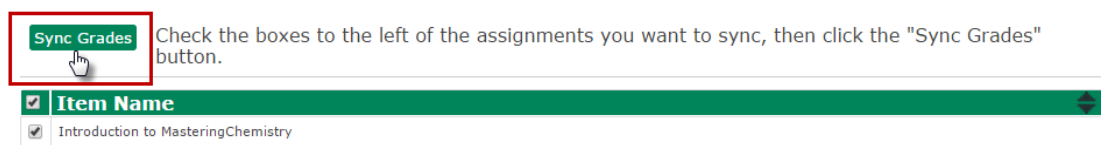


3. Select the check boxes to the left of the items you want to sync. To sync all items, select the **Item Name** check box.

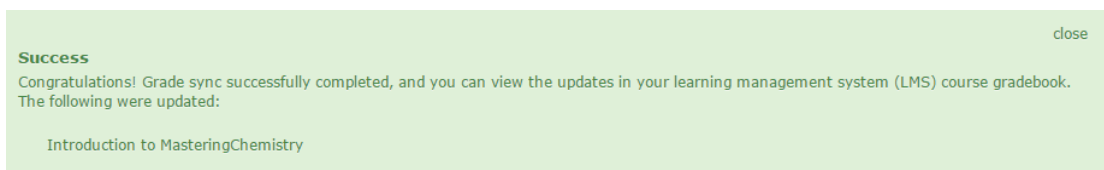


Note: It can take up to 15 minutes from the time your assignment is created for it to be available on the list of items on the Grade Sync tab.

4. Click **Sync Grades**.



- When your items and grades have successfully synced, Canvas displays a success message. Go to the Canvas gradebook to see the synced items and grades.



Notes:

Once you have completed grade sync, your Pearson assignments and grades are added to your Assignments in the Canvas Gradebook. A column for each assignment is automatically created.

Known Issues:

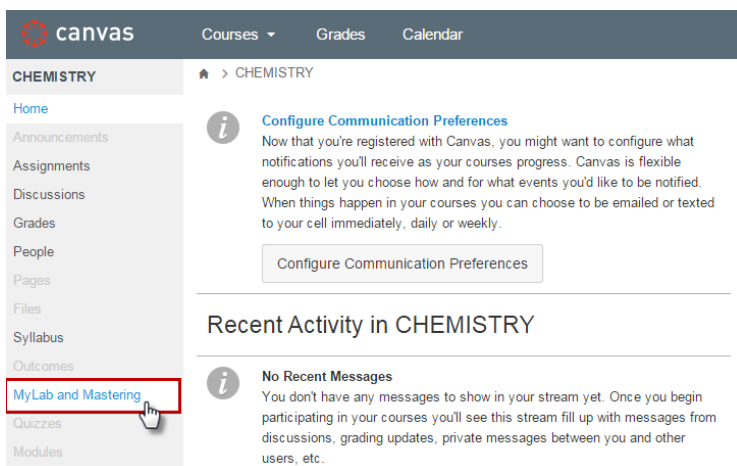
- After the initial grade sync the assignment due dates will not change if changed on the Pearson side.
- Differences in time zones between the Pearson server and Canvas server cannot be synchronized.

Update (refresh) Grades

If you need to update or refresh assignments and grades in Canvas, you will use the same procedure that you used to initially sync them.

Note: If you want to change an assignment's name, points possible, or grades, make the change in the MyLab or Modified Mastering gradebook. Then sync grades with the Canvas gradebook.

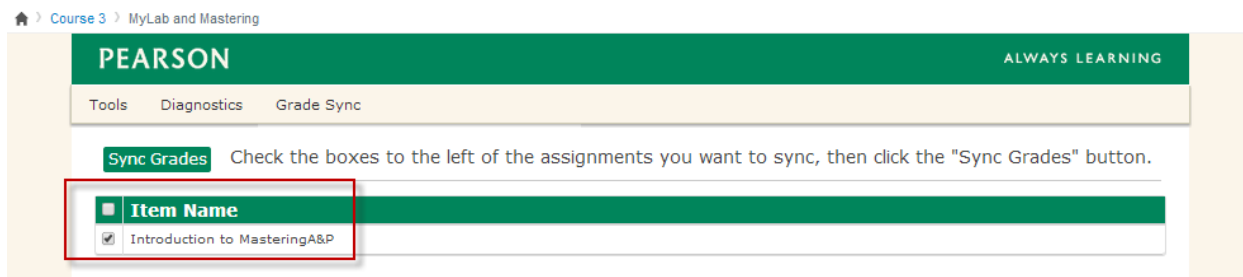
- Enter your Canvas Course and click MyLab and Mastering in the Canvas Navigation.



8. On the Pearson Page, click the **Grade Sync** tab at the top of the screen.

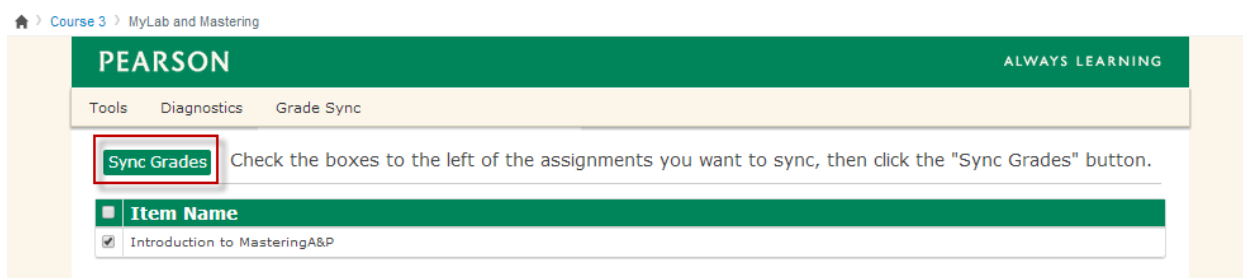


9. Check the box next to the items you want to sync. If you want to select all items, click the check box next to Item Name.



Note: It can take up to 15 minutes from the time your assignment is created for it to be available on the list of items on the Grade Sync tab.

10. Click the **Sync Grades** button to sync the grades. Once Canvas has finished syncing the grades you receive a success message. Go to the Canvas gradebook to see the synced items and grades.



Would You Like to Transfer Grades Using Export/Import?

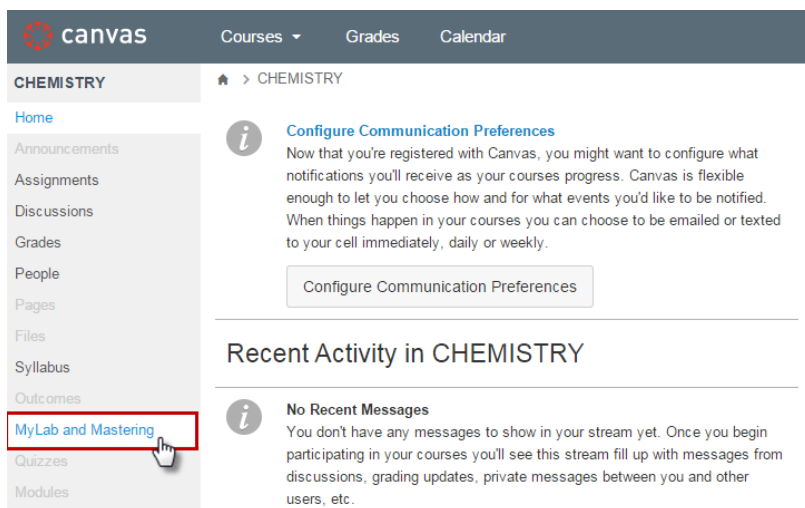
If you don't want to auto sync grades, you can transfer your Modified Mastering grades by exporting them via a .csv file from Modified Mastering. Then, you import the .csv file into Canvas. To avoid duplicate grade columns in your Canvas Gradebook, you should use either auto grade sync *or* export/import to transfer your grades.

The following steps lead you through the process of exporting grades from Modified Mastering and then importing them into Canvas.

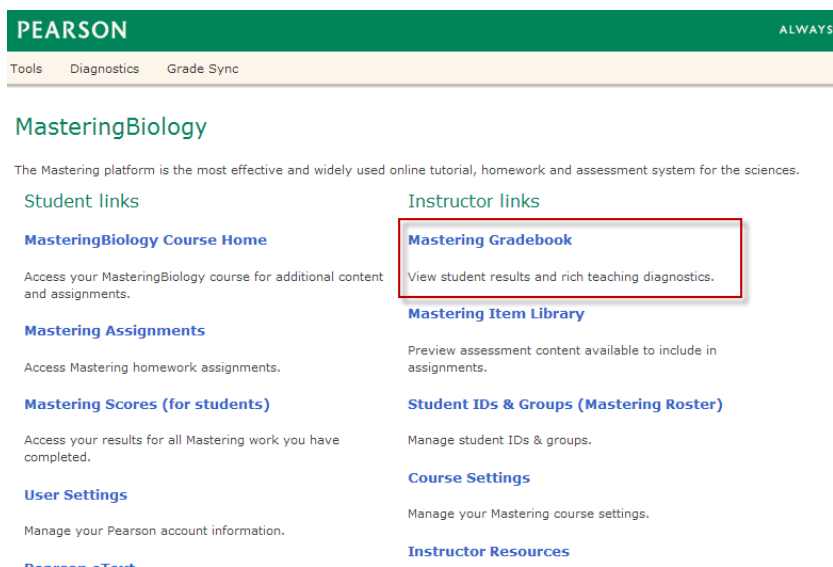
Export Grades

Step-by-Step Directions:

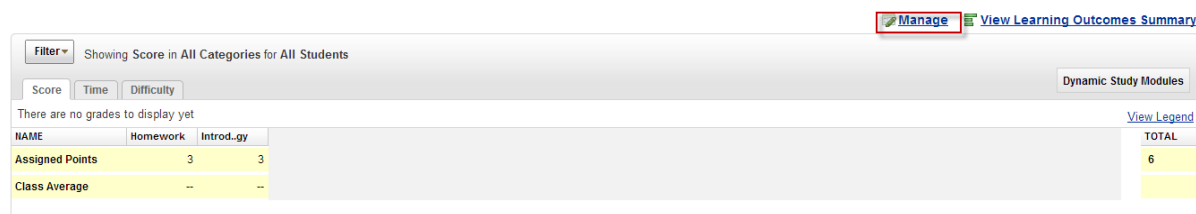
11. Log into Canvas and click **MyLab and Mastering**.



12. On the Pearson's MyLab & Mastering page, click **Mastering Gradebook**.



13. Once you are in the Modified Mastering Gradebook, click **Manage**.



14. Click **Export Gradebook Data** tab. Under **Export Scores**, choose **Formatted for Canvas-MyLab/Mastering**. Click **Export**.

Manage Gradebook Help | Close

Gradebook Preferences **Categories and Weighting** **Offline Activities** **Export Gradebook Data**

Export Gradebook Data

Tips: Gradebook data is exported to a comma-separated value (.csv) file. An export format specific to your course management system may be available in the Export Format drop-down list. Before you export data, make sure the **Student ID** column has the correct ID information for import into your course management system. ([Learn more about setting Student IDs.](#)) For instructions on importing grades into your course management system, refer to its online Help.

Export Scores Select a Format for Your Export: **Formatted for Canvas-MyLab/Mastering** Export

Export Times (Export as .csv file) Export

Export Difficulty (Export as .csv file) Export

Standard Gradebook Format
Formatted for Blackboard 9.x
Formatted for Blackboard 8.x
Formatted for Blackboard 7.x/6.x
Formatted for Blackboard Vista 3/4/8, CE 6 (WebCT)
Formatted for Angel 7.x
Formatted for Blackboard MyLab/Mastering
Formatted for Canvas-MyLab/Mastering
Formatted for Desire2Learn MyLab/Mastering

15. The grades will download to a .csv file. Keep the .csv extension if you rename the file.

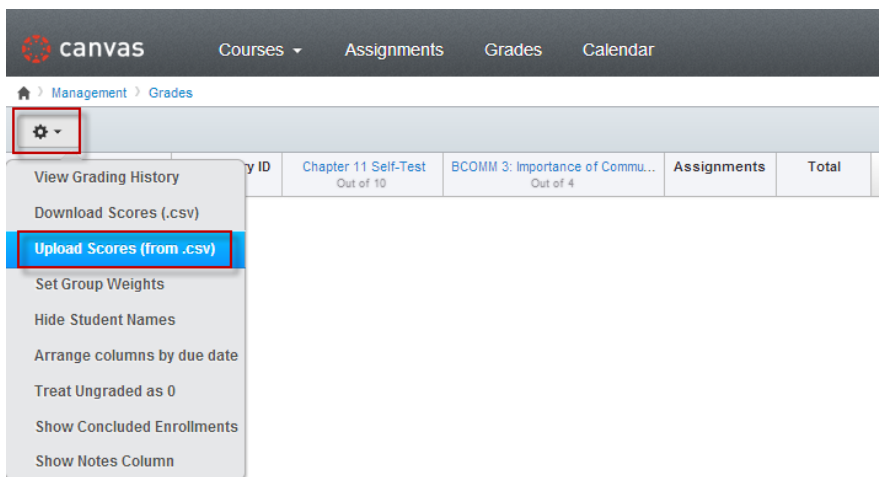
Import Grades

Step-by-Step Directions:

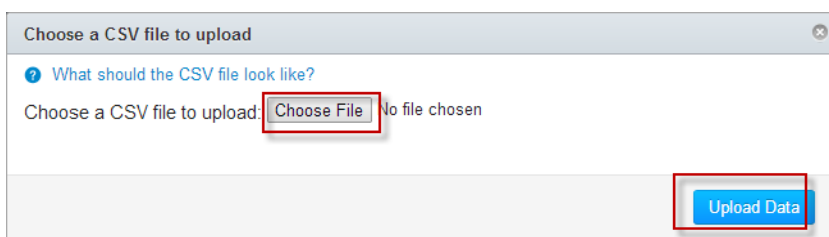
1. Log into Canvas and click **Grades**.



- The Grades screen opens. Click the gear symbol and select **Upload Scores (from.csv)**.



- A **Choose a CSV file** to upload box appears. Click **Choose File** to find the file to upload and then click **Upload Data**.



- Once you upload the data, you need to match any unmatched students as well as fill in the possible points for every new assignment you import. You need to do this for every upload. First, either ignore or match any mismatched students.

There was some stuff I couldn't figure out with the data that you uploaded:

You uploaded rows for the following students, I couldn't decide which student in your class they are. Please tell me which student they are.

Student in question	This person is really
Bean, Sam	Not in my class, Ignore this
Burstell, Sara	sara ouellette

You uploaded some assignments that don't appear to be in your gradebook before now. Please tell me if it is a new assignment, or if it represents an existing assignment.

Assignment in question	This Assignment is
test[2374070]6	-- Choose --
Chapter 1 Reading Quiz[2374068]13	-- Choose --
Week 1[2374026]20	-- Choose --
Chapter 1 Reading Quiz Adaptive Follow-Up[2374069]10	-- Choose --
Week 1 Adaptive Follow-Up[2374027]10	-- Choose --

Continue →

5. Next, you need to enter the last number displayed next to the assignment title as the total points possible for every new assignment.

In the example below, the last number after the bracketed numbers for *test* is 6, so in this case you would enter 6 in the **Points Possible** field. For Chapter 1 Reading Quiz, the number after the bracketed numbers is 13, so you would enter 13 in the **Points Possible** field.

There was some stuff I couldn't figure out with the data that you uploaded:

You uploaded rows for the following students, I couldn't decide which student in your class they are. Please tell me which student they are.

Student in question	This person is really
Bean, Sam	Not in my class, Ignore this i ▾
Burstell, Sara	sara ouellette ▾

You uploaded some assignments that don't appear to be in your gradebook before now. Please tell me if it is a new assignment, or if it represents an existing assignment.

Assignment in question	This Assignment is
test 2374070 6	A new assignment ▾ Points Possible 6
Chapter 1 Reading Quiz 2374069 13	A new assignment ▾ Points Possible 13
Week 1 2374026 20	A new assignment ▾ Points Possible 20
Chapter 1 Reading Quiz Adaptive Follow-Up 2374069 10	A new assignment ▾ Points Possible 10
Week 1 Adaptive Follow-Up 2374027 10	A new assignment ▾ Points Possible 10

Continue →

6. Click **Continue**. The assignments and scores are added to the Gradebook. If you previously uploaded grades for an assignment, the new grades are automatically uploaded to the same assignment/column. If the upload includes a new assignment (one not previously uploaded), the Gradebook creates a new column for it. Click **Save Changes** to save the imported data.

Would You Like to Customize the Canvas Gradebook?

When importing or syncing grades from your MyLab or Modified Mastering course to Canvas, you may find that Canvas gradebook features are either unavailable in the Pearson gradebook or ignored in the import or sync process. However, you can still implement these features in the Canvas gradebook. Common examples of these features are:

- Display grades as percentages
- Change an item name

- Create categories in the gradebook
- Create total grade columns
- Create weighted total score columns
- Dropping the lowest score(s)

The [Canvas Instructor Guide](#) and Canvas Community have more instructions on using these features, or ask your Canvas Administrator for assistance.

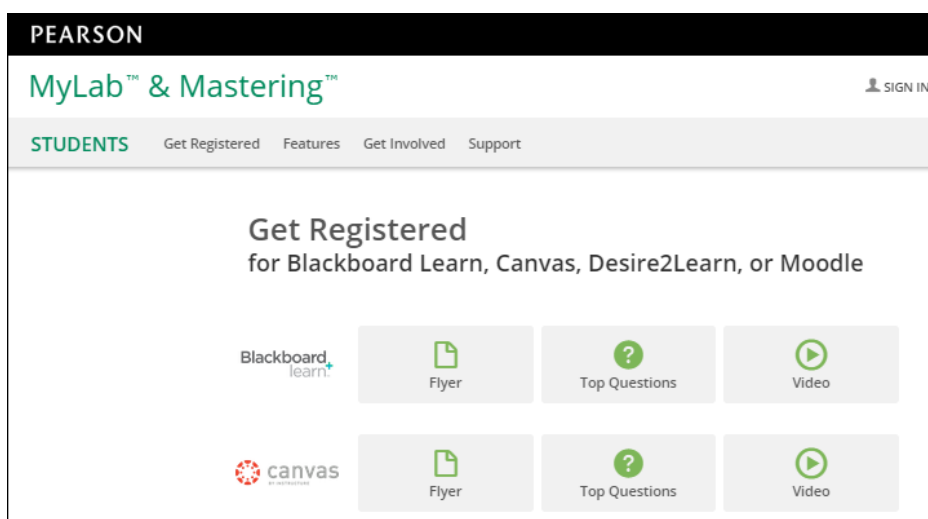
In particular, here is an article in the Canvas Instructor Guide on [how to change assignment group weight in the gradebook](#).

Module 5: Student Access

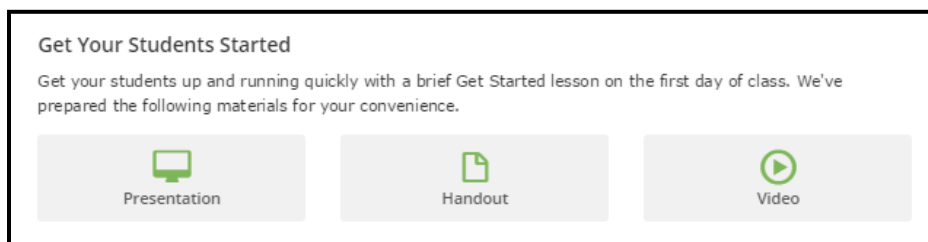
Now that you have set up your course, you are ready for students to start enrolling into your course. Your students will also link their Canvas and Pearson Student accounts.

Checklist for Success: Student Registration and Access

- ☐ Students do not need a course ID during registration. If they ask for one, they are not registering correctly. Make sure they first log in to Canvas and then access the Pearson course, as described in the following procedure.
- ☐ Inform students via email, Canvas, and your syllabus that **MODIFIED** Mastering student access codes are required to access the materials. It is important to make sure access code purchasing information is available for your students prior to the class start date. Access codes are version, textbook, author, and edition specific. *Note: Modified Mastering and Mastering access codes are not interchangeable.*
- ☐ Please have your students click here [to access a registration flyer](#), [registration video](#), and [top student support questions](#).



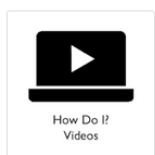
- ☐ As an instructor, click here [to access a presentation, handout, and video](#) to assist with the first day of class.



- ❑ If you plan to sync grades from the Modified Mastering gradebook into the Canvas Gradebook, make sure that all students complete the registration process that links their Canvas and Pearson accounts.
- ❑ Encourage students to check System Requirements so they can be responsible for checking their computers. Consider displaying the [Browser Check](#) and [System Requirements](#) page in class.

How Do Students Register for the Modified Mastering Course?

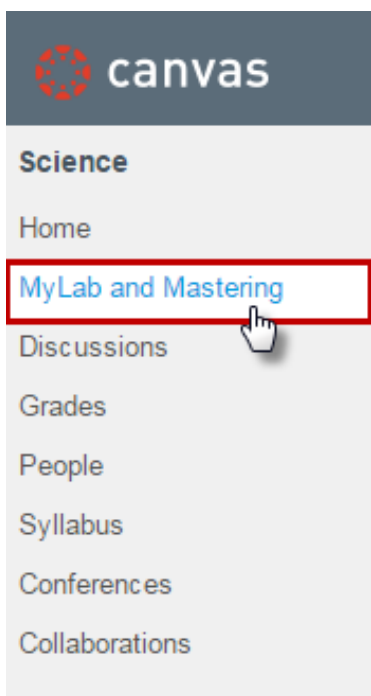
Video Tutorial:



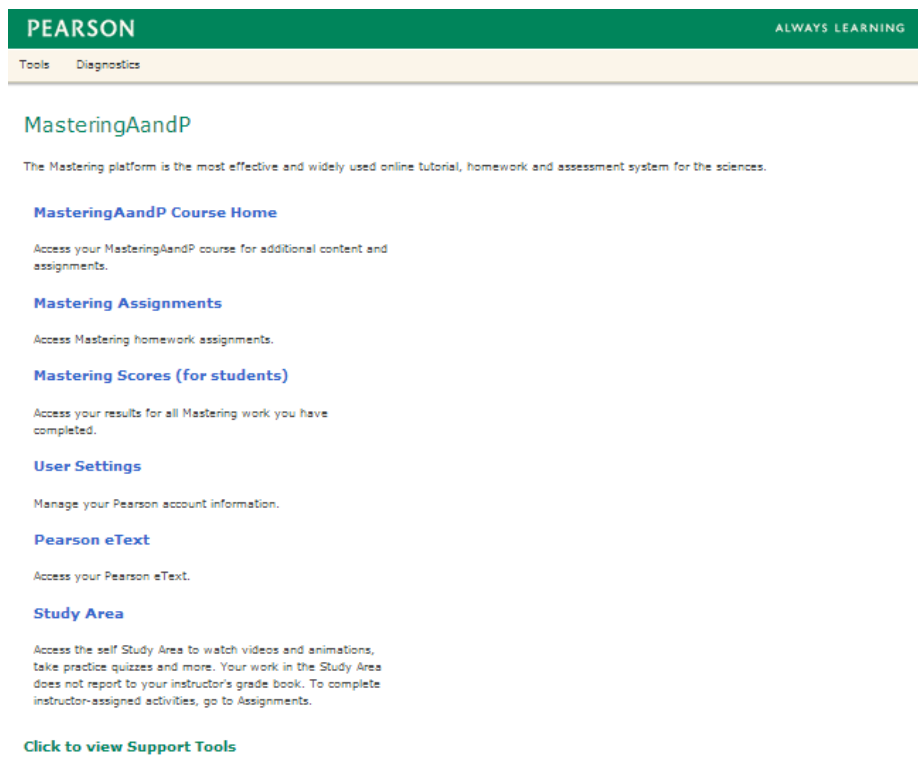
[Student Registration Video](#)

Step-by-Step Instructions:

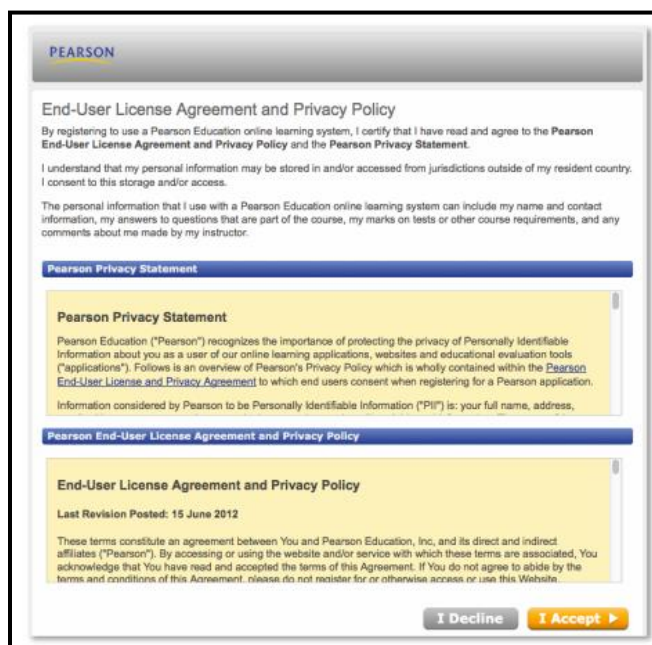
1. Students log in to their Canvas account.
2. Click **MyLab & Mastering** on the Canvas Navigation.



3. On the Pearson page, click any Modified Mastering link. It doesn't matter which link is clicked.



4. The first time students access their Modified Mastering course through Canvas, they are prompted to agree to our license agreement and privacy policy.



5. On the next screen, students are asked to either sign in with a Pearson student account, or create a new Pearson student account.

Important! Students should use the **Forgot your username or password** tool before they create a new account. Creating multiple Pearson accounts can result in future account access issues.

6. After signing in or creating a new student account, the student payment options appear. Students can:
- 1) Purchase access with a credit card.
 - 2) Redeem a MODIFIED Mastering access code that they already purchased.
 - 3) Request 14 day temporary access so they can pay later.

Important Note: Modified Mastering student access codes include the word **MODIFIED** in all caps on the front of the student access code (see sample images below). If a student access code does not have **MODIFIED** on the front, then they have purchased the wrong type of access code. Modified Mastering student access codes are textbook, author, edition, and version specific. Please check with your sales rep and the bookstore to make sure the correct Modified Mastering access codes are available for your students.



After this one-time process, students click a link in the Canvas course to launch their Modified Mastering course materials.

After linking their accounts, students are never prompted to sign in to Modified Mastering again from within Canvas. They also have single sign-on with Canvas.

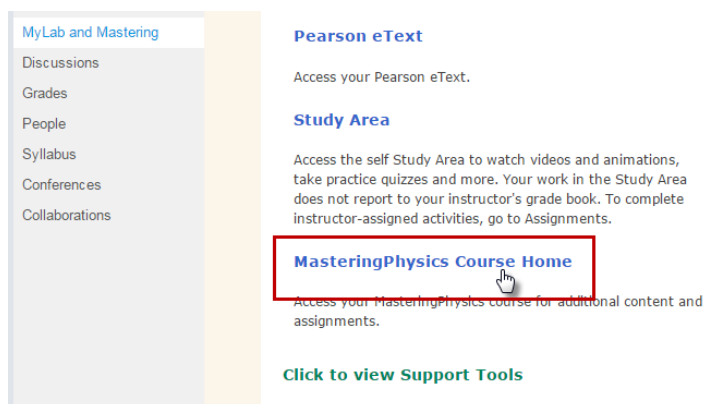
How Do Students Move from Temporary Access to Permanent Access?

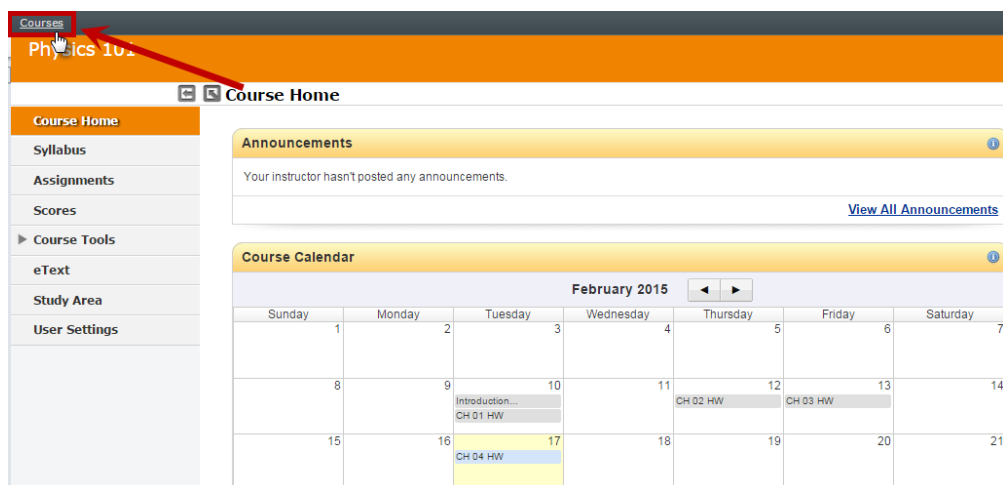
Students can purchase access or redeem their access code when their temp access expires. They will be prompted to do this after their temp access expires.

Alternatively, they can purchase access or redeem an access code prior to the temporary access expiration date.

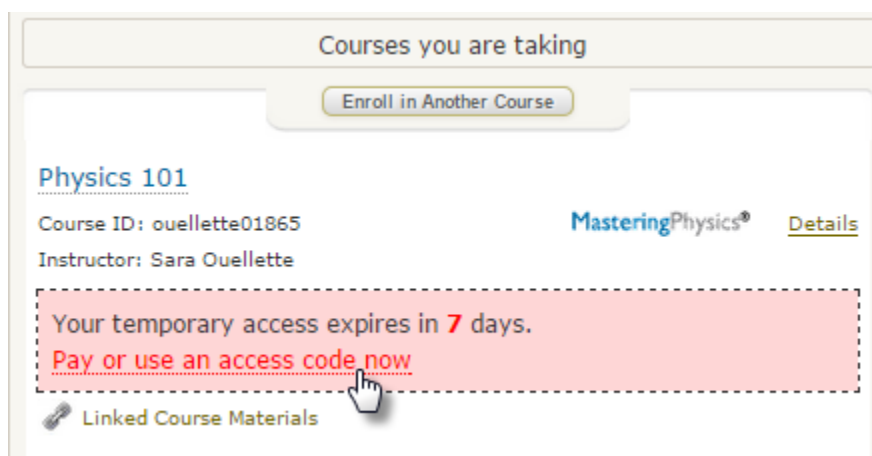
Directions to purchase access or redeem access prior to the expiration date:

1. Click **MyLab and Mastering**.
2. Click **Mastering Course Home** from the Pearson page.



3. Click **Courses**.

The screenshot shows the 'Physics 101' course page. The top navigation bar has a 'Courses' tab highlighted with a red arrow. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar contains links for 'Course Home', 'Syllabus', 'Assignments', 'Scores', 'Course Tools', 'eText', 'Study Area', and 'User Settings'. The main content area has a 'Course Home' header, followed by an 'Announcements' section stating 'Your instructor hasn't posted any announcements.' with a 'View All Announcements' link. Below that is a 'Course Calendar' for February 2015, showing a grid of dates with assignments like 'Introduction... CH 01 HW' and 'CH 02 HW'.

4. Click **Pay or use an access code now.**

The screenshot shows the 'Courses you are taking' page. At the top, there is a button 'Enroll in Another Course'. Below it, the course 'Physics 101' is listed with 'Course ID: ouellette01865' and 'Instructor: Sara Ouellette'. The 'MasteringPhysics' logo and a 'Details' link are also present. A red dashed box highlights a message: 'Your temporary access expires in 7 days. Pay or use an access code now.' with a hand cursor pointing to the link. Below this, there is a 'Linked Course Materials' section.

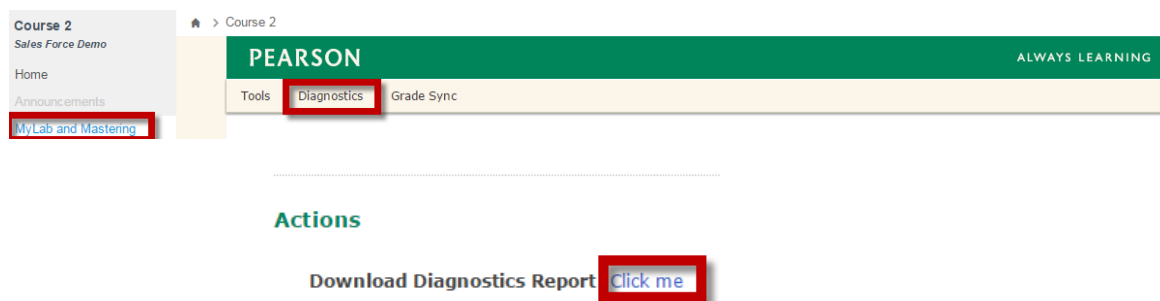
Module 6: Troubleshooting

This module was developed to provide you with best practices to troubleshoot common errors and frequently asked questions identified by consulting with the Pearson Technical Support team.

What Are the Troubleshooting Best Practices?


- Search our [Help](#) topics for additional and more detailed information regarding your Canvas/MyLab integration.
- Do not reset the course association as a way to troubleshoot an issue; contact [24/7 Technical Support](#).
- Download your Canvas Diagnostics Report to share if/when you contact Pearson [24/7 Technical Support](#).

MyLab and Mastering>Diagnostics>Actions



What Are the Common Troubleshooting Issues and Resolutions?

Cannot Register Successfully with a Section Instructor Access Code



Error in Registration

Something went wrong. Please contact [24/7 Technical Support](#) and tell them the steps you took before seeing this message.

Why this happens:

- Your Canvas account is linked to a Pearson Student Account

Resolution:

- If you have previously linked a Pearson Student account to your Canvas section instructor account, you need to contact [Pearson 24/7 Technical Support](#) to have your accounts unlinked before you can register with a Section Instructor access code. Since your Canvas and Pearson Student accounts are already linked, the system recognizes you as a student. You won't be able to register as a section instructor until your accounts are unlinked.

Cannot Find Assignments to Sync

We could not find any Pearson MyLab & Mastering assignments to sync with your course. Please check to make sure you have set up your Pearson MyLab & Mastering course settings to [sync grades](#). close

Your MyLab & Mastering course may not support syncing grades.

Please contact Pearson's 24/7 [Help Desk](#) if you continue to receive this error.

Why this happens:

- It can take up to 15 minutes for items to sync from Pearson to the grade repository
- Modified Mastering assignments aren't properly set to sync

Resolution:

- [Refresh the Grades page](#)
- [Set Modified Mastering grades to sync](#)

Grades Cannot be Synced Because That Column Already Exists**Why this happens:**

- Two or more assignments in your Modified Mastering course have the same title, and Canvas cannot sync them

Resolution:

- Go into your Modified Mastering course and change the title(s) of the impacted assignments. Then return to the Canvas course and update the grades.

Grades Are Not Syncing for the Class or Individual Assignment

Why this happens:

- It can take up to 15 minutes for items to sync from Pearson to the grade repository
- Modified Mastering assignments aren't properly set to sync

Resolution:

- [Refresh the Grades page](#)
- [Set Modified Mastering grades to sync](#)
- Consult with Canvas administrator

Grades Are Not Syncing for an Individual (or some) Student(s)

Why this happens:

- It can take up to 15 minutes for items to sync from Pearson to the grade repository
- The student external Canvas ID was not passed from Canvas to Pearson (due to either incorrect student registration or an edited Canvas ID)

Resolution:

- Have students follow Section II in the Knowledge Base article posted in 24/7 support (Search: 11872)
- Contact Pearson Customer Technical Support for resolution

Grades Are Syncing, But There Are Duplicate Columns

Why this happens:

- Canvas courses copied from a previous semester can contain assignments from the previously synced course so that when sync occurs in the copied course, duplicate columns are created
- If you have reset a course association, assignments from the originally synced course AND the newly synced course could be available to sync

Resolution:

- Contact [Pearson Customer Technical Support](#) to delete extra columns from previous courses

Internal Error: Unable to Sync Item

Unable to sync item: Take the Chapter 14 Exam
An internal error has occurred, please report error id: 10307cb0-27ec-4525-af07-2a4028aa12e4

Why this happens:

- This error typically occurs when there is a communication error between Pearson and the LMS. The string of numbers allows the development team to search the logs for the failed communication

Resolution:

- Wait a few minutes and try syncing items again
- Attempt to sync the individual item
- Contact [Pearson Customer Technical Support](#) and provide the report error ID and screenshots

Links Disappeared**Why this happens:**

- Modified Mastering course creation failure: It can take up to 24 hours for a Pearson course to create. But, as soon as you complete the process, the course links appear in Canvas. If the course creation fails, the links on the MyLab & Mastering page will disappear again.

Resolution:

- The MyLab and Mastering page will revert back to the unmapped view, allowing the instructor to click on **Select a MyLab & Mastering product to use with this course** again.

Course1 Error

An Error Has Occurred

We are sorry, this part of your course is not yet ready to use.
Please try again later. If you are prompted for a user name and password on your next attempt to access this content, please use the same Pearson user name and password as you used in this attempt.

Customer Support Code: course1

Why this happens:

- The MyLab or Modified Mastering course hasn't created yet. It can take up to 24 hours for a Pearson course to create. But, as soon as you complete the process, the course links appear in Canvas. If you click on those links before the Pearson part of the course has finished creating, the Course1 error message will appear.

Resolution:

- Wait to receive the confirmation email that their Pearson course has successfully created before crossing over to the Pearson content from your Canvas course.

Course2 Error

An Error Has Occurred

We are sorry, this part of your course has not yet started.
Please try again later.

Customer Support Code: course2

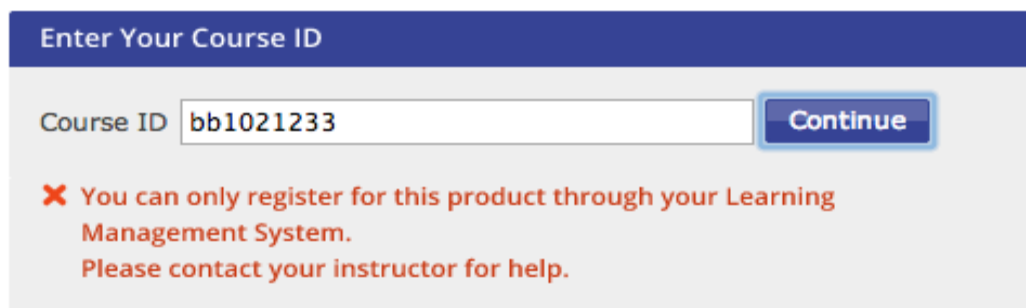
Why this happens:

- Today's date falls outside of the course dates selected for the MyLab or Modified Mastering course.

Resolution:

- Use the Course Home link in the Canvas course to navigate to your Pearson account Courses list and adjust the course dates by selecting Details>Edit Course

Student Error Message During Registration



Enter Your Course ID

Course ID

✖ You can only register for this product through your Learning Management System.
Please contact your instructor for help.

This message indicates that the student is attempting to enroll incorrectly via Pearson websites using a course ID to a Canvas integrated course. Students MUST register and enroll via the Canvas course.

Student Error Message about Linking Accounts



✖ We cannot link to the Pearson account you entered.

Your learning management system account is **already linked to a different Pearson account**. You must use that linked Pearson account to sign in.

If you forgot your linked Pearson username or password, [look it up](#).

For more information, see [24/7 Support](#).

This message indicates that the student has previously created an account with Pearson; therefore, the student MUST use the existing username and password to sign in. You cannot connect two or more Pearson accounts to one Canvas account. If the student can't remember the previous Pearson username/password, the student should click the **Forgot your username or password?** link.

Student Pages Appear Blank or Do Not Fully Load

Why this happens:

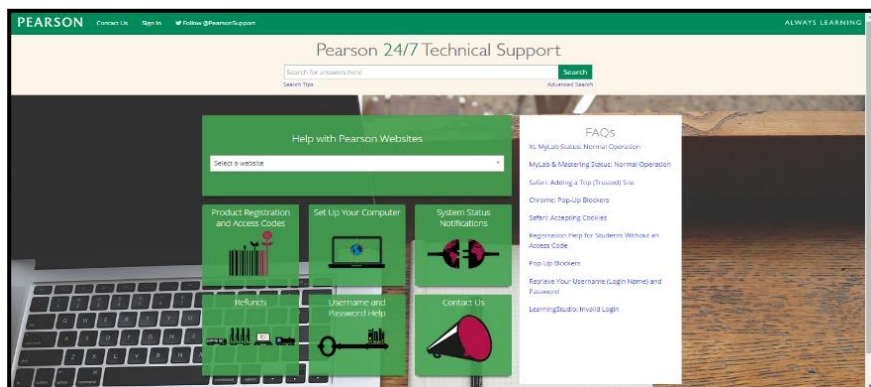
- When using Chrome or Firefox to view a page with mixed content (HTTPS and HTTP), the page or content may be blocked by a security feature

Resolution:

- Refer students to this [Knowledge Base article](#) posted in 24/7 support (Search: 11736) for instructions to display pages

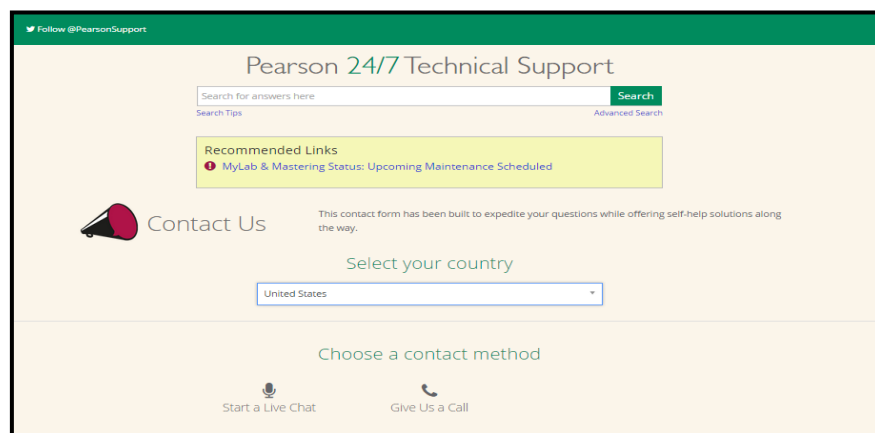
Do You Need to Contact 24/7 Technical Support?

If you need assistance with linking or working in a Pearson MyLab course integrated with Canvas and cannot find the information you need in the [Help](#), contact [24/7 Technical Support](#).



You can use this customer support website to search frequently asked questions or the knowledge base, chat online with a Pearson representative, ask a question of the technical support team (and receive an answer within 24 hours), and enter feedback or complaints.

To contact Pearson Customer Technical Support by either **chat** or **phone**, click **Contact Us** on the home page.



Best Practice:

When contacting support, have your Canvas course Diagnostics information ready to share with our agents.

MyLab and Mastering>Diagnostics>Actions

Actions

Download Diagnostics Report

[Click me](#)