

Troy University myitlab FAQ for Students

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Getting Started

Q: Can I use myitlab with Windows 7?

A: Yes, but until a planned myitlab upgrade in December 2009, you will need to install all required components manually instead of using the myitlab Installation Wizard.

1. Go to <http://www.adobe.com> and download both the Adobe Reader and Adobe Flash Player.



2. Go to <http://myitlab.pearsoncmg.com> and download and install the ActiveX setup.exe file.

myitlab should now function, although starting hands-on training and exams may take more time than on a system where the installation wizard was completed through Step 4.

You will still have to allow popup windows to open and allow the required add-on to run in Internet Explorer 8.

Q: Can I use myitlab with Microsoft Internet Explorer 8?

A: Yes, since the July 2009 update, Internet Explorer is officially supported.

Q: How do I get started with myitlab?

A: Your instructor will provide you with the necessary instructions on how to get started.

Q: I am retaking the IS 2241 course. I used myitlab the first time. Do I need a new access code?

Students Obtaining an Access Code (through textbook bundle)

A: myitlab logins are valid for 12 months from the date of activation. You can use the same username and password as long as the second course will complete within 12 months from the start of the first course.

Students Receiving a Username/Password via E-mail from Pearson (Troy Campus)

A: Because you do not purchase an activation code, you will receive an updated username and password. The fee for myitlab is paid through your course fee that was collected at the time of registration.

Q: Can I run myitlab on the MacOS?

A: No, myitlab only runs on Windows operating systems. See the [System Requirements](#) at <http://www.myitlab.com>.

Q: Can I run myitlab on an Apple computer?

A: If you have a supported Windows operating system running on your Apple computer, you will be able to use myitlab. You may be running Windows on your Apple using [BootCamp](#) or [Parallels](#).

Logging In for the First Time

Q: Where can I find my username and password?

A: This depends on the location you are enrolled.

Any Alabama Campus (Dothan, Montgomery, Phenix City and Troy)

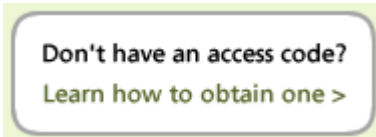
Your username and password are created automatically for you. You will receive an e-mail message in your TROY e-mail account from product.support@pearsoned.com with your login information sometime after the start of the semester or term. Your instructor will also notify you about what date to expect the message.

Other Troy University Locations

As part of your textbook bundle, you will purchase an access code. The access code can be used one time to create an account. The account can then be used for 12 months in as many courses as you need.

Your instructor will provide you with detailed information on how to use the access code.

If you purchase a used textbook, you will need to purchase a new access code. You may do so directly from <http://www.myitlab.com> or check with your local bookstore.



See this link at the myitlab home page:

Q: After logging in, there is a message that says I need a course ID. I don't have one.

A: Your instructor will provide you with the course ID at the appropriate time.

Q: I forgot my username or password.

Q: I did not receive a message with my username and password.

A: Just follow the steps at the myitlab login page. Click the “Forgot your Login Name or Password?” link and enter either the e-mail address you used when registering or the username you used. Most instructors will require you to use your TROY e-mail address as the e-mail address and the username when registering.

If your account was created for you (see above), then the best approach is to enter your full TROY e-mail address in both the username and e-mail address boxes.

Q: I received the message, but my username and password do not work.

A 1: Be sure to check the entire message. If you have used or are using other Pearson products, the message may contain more than one username and password combination. The combination to use for myitlab is the one that is listed above the entry for myitlab, as shown below:

```
-----  
LOGIN NAME AND PASSWORD  
-----  
  
ACCOUNT ID: 14335295  
LOGIN NAME: saeltermans@troy.edu  
PASSWORD: ██████████  
  
The login is valid for the following sites:  
  
myPearson  
http://portal.myperson.com/portal  
Access Authority: general_user  
  
Pearson Education's Research Navigator  
http://www.researchnavigator.com  
Access Authority: Student  
  
Pearson Premium Media  
content links reside in your website or course  
  
myitlab  
http://myitlab.pearsoned.com  
Access Authority: Student
```

A 2: When copying and pasting the username and/or password from the e-mail message, be sure not to copy any trailing spaces. Many e-mail readers and web browsers will automatically select a trailing space.

Trailing space selected: 14335295

No trailing space selected: 14335295

Tasks

Q: I completed the task the way it was supposed to be done, but myitlab keeps saying “Incorrect Action”!

A: Except for very rare occasions, myitlab is probably correct. Please follow these guidelines when completing tasks:

- Use your textbook. Using myitlab only provides you with just a few lines of instructions per task. You will find that your textbook contains much more detailed instructions, which probably contain the answer to your problem.
- Do not assume that myitlab is wrong. That is an attitude that will only get you frustrated. Assume that you made a mistake, re-read all instructions in myitlab and in your textbook carefully, and try again.
- Understand that what you may consider to be an equivalent operation may in fact not be. For example, inserting a page break or a next page section break in Word are two very different actions.
- Reset the question using the **Reset** button in the simulation.
- Be careful for typos and other such errors. Text that needs to be typed will have an orange color. Check to see if an additional space or period is required.
- Be careful when selecting text. Do not select additional spaces before or after the words you need to select (unless instructed to do so).
- Stick to the methods covered in the textbook.

If you still feel that myitlab is incorrectly accepting your input, please contact your instructor for assistance.

Training

Q: When I go to see the Hint, myitlab appears to get stuck.

A: When in Hint mode, myitlab will only allow you to complete the task exactly as described by the hint text. You cannot click anywhere else until you have completed all the steps by clicking in the red rectangles.

If that does not allow you to progress, click the Show Me button (which is the only other button that is active while in Hint mode). This will complete the steps for you.

Q: Can I do the same training exercise more than once?

A: Yes, and **you should**. The only way to know if you are prepared for the part of the exam that will use myitlab is to be able to do all training exercises without referring to your textbook, Show Me or Hint. As long as you are unable to complete all tasks without some form of assistance, you need to continue training.

Q: If I do the same training exercise more than once, which grade will be used?

A: The highest grade of all your attempts submitted before the due date. Your instructor's policy may differ from this general rule.

Technical Problems

Q: Some of the buttons aren't showing.

A: It is likely that you have display settings that are not compatible with myitlab. Your first troubleshooting step should be to run the Home Diagnostics Tool Kit from <http://www.myitlab.com>. That tool will diagnose a lot of the common configuration problems and provide guidance on how to fix them.

Also, and this is something the diagnostics will not detect, you may be using a custom theme in Windows. In other words, if your Windows environment looks different than the default (such as fonts, button sizes, etc.), this may be causing myitlab not to be able to display screen elements in the proper place. Revert your display settings to their defaults.

Q: I am having trouble using myitlab on my computer.

A: Contact Pearson Technical Support. All support information is available from <http://www.myitlab.com>. There are several support options.

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