



What to check when having problems with MyMathLab

- 1. Using the AOL provided Browser.** If using AOL, connect to the internet as usual. Then minimize the AOL Browser (the AOL version of Microsoft Internet Explorer will say something like "Microsoft Internet Explorer for AOL" in the blue bar across the top of the screen. Then go to Start > Programs > Microsoft Internet Explorer. This will allow you to stay connected to the internet but you now will be using the version of Internet Explorer that came with your computer and not the version provided by AOL.
- 2. Turn off pop-up blockers** - Look in the lower right corner of your screen, next to the digital clock. Right-click on your pop-up blocker icon. You will be presented with a menu that will allow you to Close, Exit, Stop, or some other option to make the icon go away! You can turn it back on after your use of MyMathLab.
- 3. Clearing of browser internet cache.** A computer "remembers" pages it visits on the web for quicker access to those pages in the future. This memory is also known as the browser's internet cache. Here is how the cache can be emptied.
 - 1) Open your Internet Explorer browser to any page at all
 - 2) Select Tools-->Internet options
 - 3) Click on the Delete Files button.

NOTE: Also put a check mark in the little box that pops up where it says "Delete All Offline Content. If you have not done this in a while, it will take a few minutes before you see the mouse arrow change back from the hour glass
 - 4) Click on the Delete Cookies button
 - 5) Click OK
 - 6) Click on the Settings button
 - 7) Select the first option at the top to Check for newer versions of stored pages
'Every visit to the page'
 - 8) Click OK
 - 9) Under the Security Tab, select the Default Level button
 - 10) Under the Advanced Tab, select the Restore Defaults button
 - 11) Select the OK button to exit the Internet Options configurator
- 4. Installation of the plugins.** The link to the Installation Wizard is the first thing you see upon entering the course and the last button on the left side of the screen. Explicit directions are given to students with their access code cards that come with their texts.

**If these do not correct the problem.....
Students should call (800) 677-6337**