

## System Requirements for *MyEnglishLab*

To use **MyEnglishLab**, your computer must meet the System Requirements listed below.

### For PC-Compatible Computers:

*Operating System:* Windows® 2000, XP, or Vista *Web Browser:* Internet Explorer® 6.0 or Internet Explorer 7.0

*Plug-ins:* Adobe® Reader 7, Adobe® Flash Player 8, Shockwave 10, Java 1.4.2 or Java 1.5

### For Macintosh Computers:

*Operating System:* Macintosh® OS 10.5.6

*Web Browser:* Safari® 3.2.1

*Plug-ins:* Adobe® Reader 7, Adobe® Flash Player 8, Shockwave 10, Java 1.4.2 or Java 1.5

### For All Computers:

*Hardware:* Headphone or speakers, built-in or external; Microphone, built-in or external

*Internet Connection:* Cable/Broadband, T1, or other high-speed connection

*Memory:* 256 MB RAM or higher

*Monitor Resolution:* 1024 x 768 or higher

### Note:

- If you are **MyEnglishLab** using in your school's computer lab, then the lab manager should ensure that all computers meet the System Requirements.
- **Internet Explorer 8 and Firefox Users:** You cannot log in or view **MyEnglishLab** courses using Internet Explorer 8 or Firefox browsers. If you are using Internet Explorer 8, although **MyEnglishLab** does not support it, you can log in using Internet Explorer 8 in Internet Explorer 7 emulation mode. However, in this mode, you are likely to experience some system difficult

## Other Frequently Asked Questions

1. **My access code is not working. What should I do?**
2. **I forgot my login name or password. How can I get this information sent to me?**
3. **The Course ID my instructor gave me is not working. What should I do?**
4. **The whole page does not fit on my screen. Some of the material is cut off. What should I do?**

### Q1: My access code is not working. What should I do?

- Access codes are six "words" long and will look something like this:  
**LSWMWL-ATOLL-UMBELL-SIDED-TOPAZ-VEVES**
- You do NOT need to enter the dashes as you redeem your access code.
- Each access code can only be redeemed once when you register for **MyEnglishLab** The access code is only needed to register. It is not needed to log in. You will set up a login name and password when you register to be used when you want to log in to the **MyEnglishLab**
- Check to make sure your access code has not been redeemed already.

- If you are sure your access code has not been redeemed and you are still having problems, please contact [Technical Product Support](#).

**Q2: I forgot my login name or password. How can I get this information sent to me?**

- If you registered correctly, your login name or password should have been e-mailed to you. Check your e-mail for a message from [EPSupport@pearsoned.com](mailto:EPSupport@pearsoned.com).
- If you registered correctly, your login name or password should have been e-mailed to you. Please check your e-mail for a message from Pearson.
- If you continue to have problems, please contact [Technical Product Support](#)

**Q3: The Course ID my instructor gave me is not working. What should I do?**

- Most instructors will ask you to join a course in. **MyEnglishLab** This allows them to view your work. To join, you will need a "Course ID," which your instructor will give to you. The Course ID looks something like this: **holmes931023W**
- Check with your instructor to make sure you have the correct Course ID and if he or she has made the course available to students.
- The Course ID is case sensitive so be sure to enter each character exactly as it appears.
- Be sure to enter the number zero "0" or the letter "O" correctly. These are often confused. In general, a zero "0" will be surrounded by other numbers and the letter "O" will be surrounded by other letters.
- Try doing a search for your instructor by their last name. Enter your instructor's last name in the search box and click "search." Be sure to spell your instructor's name correctly.
- If none of the above steps have solved your problem, it is possible you have registered under the wrong product within **MyEnglishLab**, and therefore do not have access to your instructor's course. Confirm with your instructor which **MyEnglishLab** product you should be using.
- If you continue to have problems, please contact [Technical Product Support](#)

**Q4: The whole page does not fit on my screen. Some of the material is cut off. What should I do?**

- Make sure your web browser window is "maximized" and takes up your entire computer screen. There are many ways to do this, but often there will be minimize, maximize, and close icons on the top right of your browser window. *Click on the "maximize" icon.*
- Change the Resolution. While **MyEnglishLab** is designed to work effectively with any screen resolution, 1027 X 768 is considered the most effective. Change your computer's display settings to resolve the problem.