# STUDENT USER GUIDE

MyBizLab

# Introduction / Training and Support

College can be a challenge—so Pearson created MyLab® and Mastering® products with students in mind. Our leading online learning products deliver customizable content, personalized study methods, and responsive learning tools to help you achieve what matters most…that moment of true understanding and learning.

Your **User Guide** is a personal, self-paced resource for learning MyBizLab. You now have 24/7 access to this searchable, interactive guide, to ensure your success in class.

Use this guide to learn how to access the homework and study tools available in your course from start to finish—or click *right to your topic of choice* for just-in-time answers. This searchable, interactive guide includes:

- Step-by-step instructions illustrated with screen grabs
- Embedded training videos covering registration, login and navigation

…And much more!

**Use your guide to make the grade.** This one-stop guide lets you click *right to the area of MyBizLab where you need help;* and the best part is that you can return to it as often as needed. You'll find a wealth of study tools and resources that will help you make the most of MyBizLab—and your course.

**Can't find what you need in the User Guide?** We've got **24/7 technical support** that can help with your question or issue.

All of the resources outlined below can be accessed at **http://www.MyBizLab.com/Student_Support**. You'll find:

**Video Tutorials for Students**
Access the **Student Videos** created to help you get started and use MyBizLab successfully in your course.

**First Day of Class Resources**
Pearson provides you with **First Day of Class Resources** to help you get up and running quickly with MyBizLab.

**24/7 Customer Support**
At our **Student Support Page**, you can access phone support, 24/7 chat and email support, and an extensive, searchable knowledge base with how-to articles. *Also accessible from mobile devices.

# Your Getting Started Checklist

**What do I need to register for MyBizLab?**
Before you register online for MyBizLab, you will need the following:

- **A valid email address**
  Be sure to enter your email address correctly when you register. If you forget your password, this is the email address that will be used to resend your password information.

***Tip**: Don't have an email address?* Contact your school's technology center or set up a free account on a site that offers this service, such as yahoo or gmail.

- **Student access code or credit card / PayPal**
  The *MyBizLab Student Access Code Card* contains one printed student access code. The card comes with the purchase of a new package from your bookstore or may be purchased separately.

  A student access code is a six part code that looks like this example:
  SIMPLE-FRILL-TONIC-WEIRS-CHOIR-FLEES (sample only)

  Or you will need a credit card or PayPal to purchase access online.

- **A Course ID** (provided by your instructor)

**Important: You cannot share your student account with any other student.**
All MyBizLab scores and personal information (including financial, if applicable) are associated with your individual student account.

To register for MyBizLab:

1. Go to **www.MyBizLab.com** and click the Student button in the Register section.
2. Enter the course ID and click Continue.
3. On the **Sign In** page, you can sign in with your existing Pearson Username and Password if applicable. If you don't already have a Pearson account, click the **Create** button to create a new account.

**Note:** If you have used any MyLab or Mastering programs in the past, you should have an existing account. Click on the Forgot your username or password link to have it resent to you.

4. If you choose to create an account, enter the required fields (email, desired username and password, first and last name, and security question and answer).
5. Check the box next to **I accept the license agreement** and click **Create Account** to continue.
6. Choose an access option.

Note: **Each student access code can only be used once!** You redeem your access code when you register for MyBizLab. Once the code has been redeemed, it will no longer be valid.

7. Follow the final prompts to complete your registration.

*If you encounter any issues registering for MyBizLab:* Please contact Technical Support.

**System Requirements**

Checking your system requirements now can save you valuable time later! For example, many assignments require the latest Adobe Flash Player. Some media may require other players.

If you experience a problem accessing or working within your MyMangementLab assignments, check that your computer meets the system requirements and run the home diagnostic tool kit on the computer you are working.

**To check system requirements for your MyBizLab course:**

- Click the **Support** tab on the **MyBizLab homepage**.
- On the left, click **System Requirements**.

**To run the home diagnostic tool kit:**

- Click on the appropriate link for PC or MAC on the bottom right of the MyBizLab homepage.
- Click the link to download the home diagnostic tool kit.
- Follow the prompts to run, set up, and install the home diagnostic tool kit on your computer.
- When installation is complete, open the tool kit and click **Scan Machine.**
- Receive the diagnostic report for your computer within seconds.

# REGISTRATION

## How Do I get Started?

### Register for your course

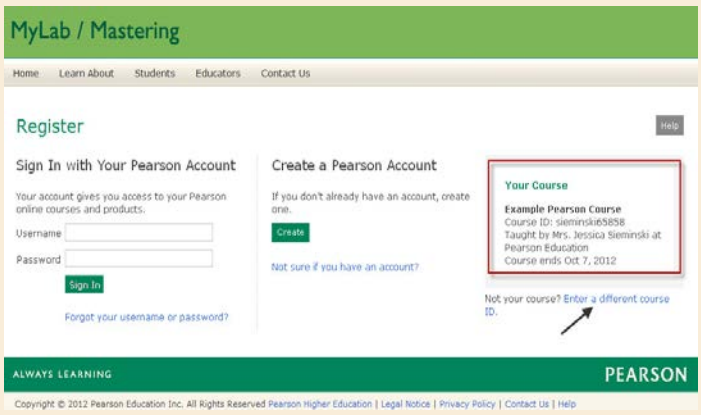
1. From the MyLab / Mastering home page, click **Student** under **Register**.

2. Enter the **Course ID** your instructor gave you, and click **Continue**.

- If you don't have a course ID yet, contact your instructor.

- If the course ID you enter doesn't work, check with your instructor to ensure you have the correct course ID.

3. Sign in or create an account.




- First, check the information on the right side of the page to ensure you're registering for the correct course. If not, click **Enter a different course ID**.

- Next, you will Sign In or Create an account.

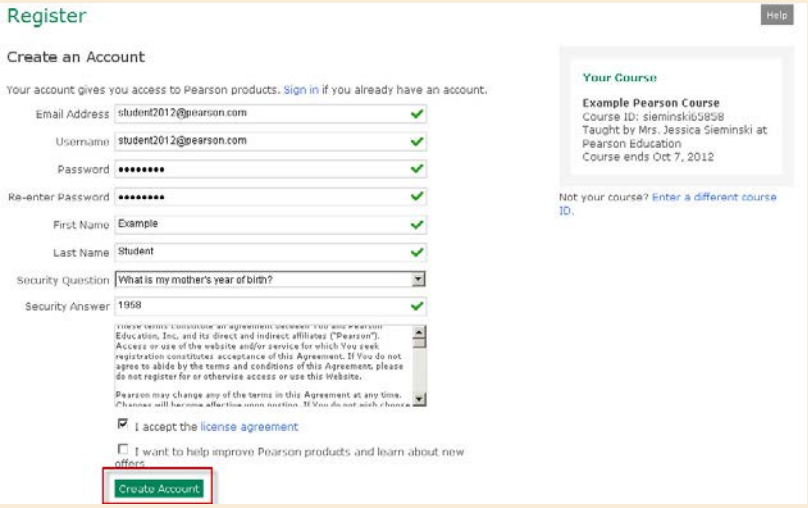
• You already have a Pearson account if you've used one of our online products before. **(See a list of programs)**. Enter your username and password and click **Sign In**.

• If you think you have a Pearson account, but can't remember your sign-in information, click **Forgot your username and password**. An email will be sent, so check your account information before you begin your course registration.

• If you don't have an account, click **Create**. You'll create a username and password and add your contact information. Read and accept the license agreement; you can also choose to help improve Pearson products and learn about new offers. Click **Create an Account**.

• You now have a Pearson account! The username and password you just created can be used for all your Pearson online programs.

4. Pay for access to your instructor's online course.




- If you already bought your access code (either bundled with your textbook or as an access code kit sold individually), click **Access Code.**

- Enter your access code, one word in each box, and click **Finish**.

- To **use a credit card or PayPal** instead of an access code, click the button for the access you want.

**Note:** Some courses provide the option to purchase with or without the eText. The integrated eText is a very powerful, flexible tool and, though, you can buy the eText later, it costs less to buy the course content + eText up front.

- Next, enter billing and payment information, then review and submit your order.

  Also, if using a parent's credit card be sure to use the correct billing address and put your name in the **Your Name** field, not the cardholder's name.

- If you're waiting for financial aid, click **Get temporary access without payment for 17 days**, which is near the bottom of the payment options page.

- Click **Yes** when a message appears asking if you're sure you want temporary access. You'll then receive an email with payment instructions.

**Note:** To stay in your course, use an access code, credit card, or PayPal *before* the temporary access ends. *If you don't pay within 17 days, you lose access to your instructor's online course and may miss deadlines or important notices from your instructor.* Once you pay for full access, you are reconnected to coursework already completed.

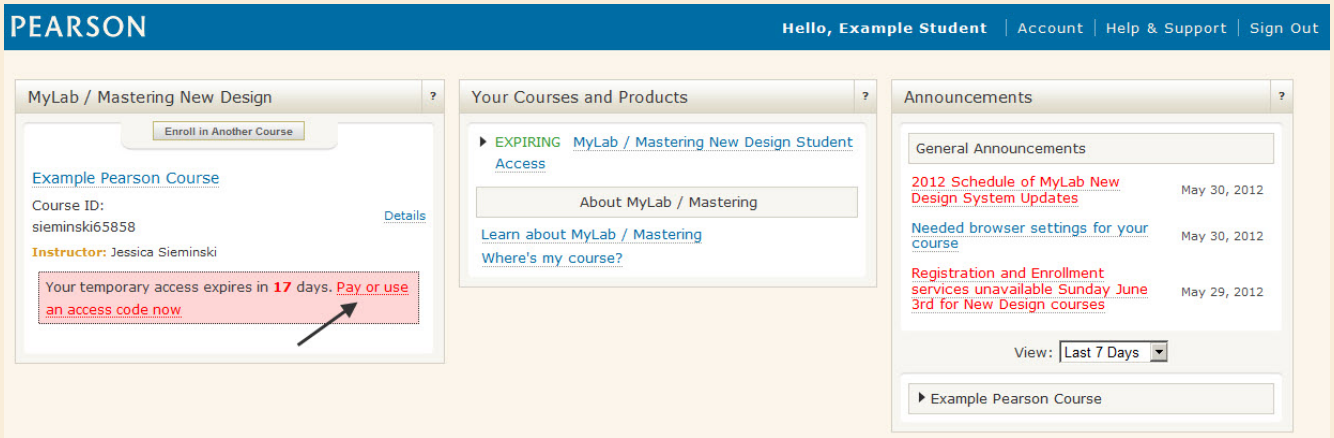
- You will receive a confirmation page with your account and course information. Click **Go to Your Course** to start your work.

# Change your temporary access to full course access

**Paying for Full Access (Download Instructions)**

To pay for full course access:

1. From the **MyLab / Mastering home page,** click **Sign in**.




2. Click the "Pay or use an access code" link under the course for which you want to pay.

**Note:** If your temporary access has already expired, click the **Pay or use an access code** link in the expired subscription window. You will need to enter your course ID, so be sure to have that available.

3. Choose your payment method:

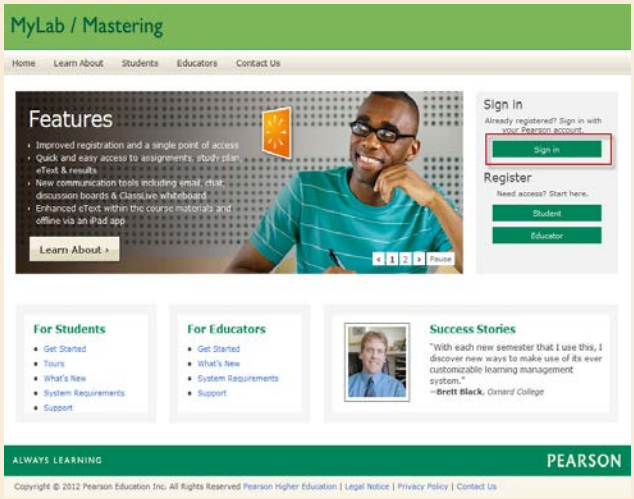
- If you already purchased an access code, you will click **Access Code**, enter the access code in the boxes, and click **Finish**.

- If you plan to use a credit card or PayPal, you will click the button for the access you want. Next, add billing and payment information, then review and submit your order.

- You will receive a confirmation page; click **Go to Your Course** to continue your work.

# Sign in

Once you've registered for your instructor's online course, you can sign in anytime:




1. From the MyLab / Mastering home page, click **Sign in**.

2. Enter your Pearson account username and password, and click **Sign in**.

3. Your course is listed in the **MyLab / Mastering New Design** section of the page. Clicking the course title will take you to the course content. You can also view announcements and link to other Pearson courses and products you are using.

4. From the course home page, you will use the course menu to navigate.

# Enroll in another course section

**Download Instructions**

You might need to enroll in another MyLab course section if you are:

- Switching to another section to better manage your schedule
- Using multiple sections for the same course in the same semester
- Retaking a course
- Using the same textbook for a course designed to be taught over two or more semesters

From the **MyLab / Mastering home page:**

1. Click **Sign In**. Enter your Pearson username and password, and click **Sign In**.
2. Select **Enroll in Another Course** above your course listings.

3. Enter the Course ID for the additional course section and select **Continue**.
4. On the Confirmation page, select **Go to Your Course**. Congratulations!

**The additional course section now appears under your course listings. Only active courses will appear.*

# NAVIGATION

## Where Do I Go From Here?

After you log in, you will come to your MyLab/Mastering Courses page. This page is the central location for all of your MyLab/Mastering courses and Pearson resources. You will access your MyLab New Design and other MyLab courses here.

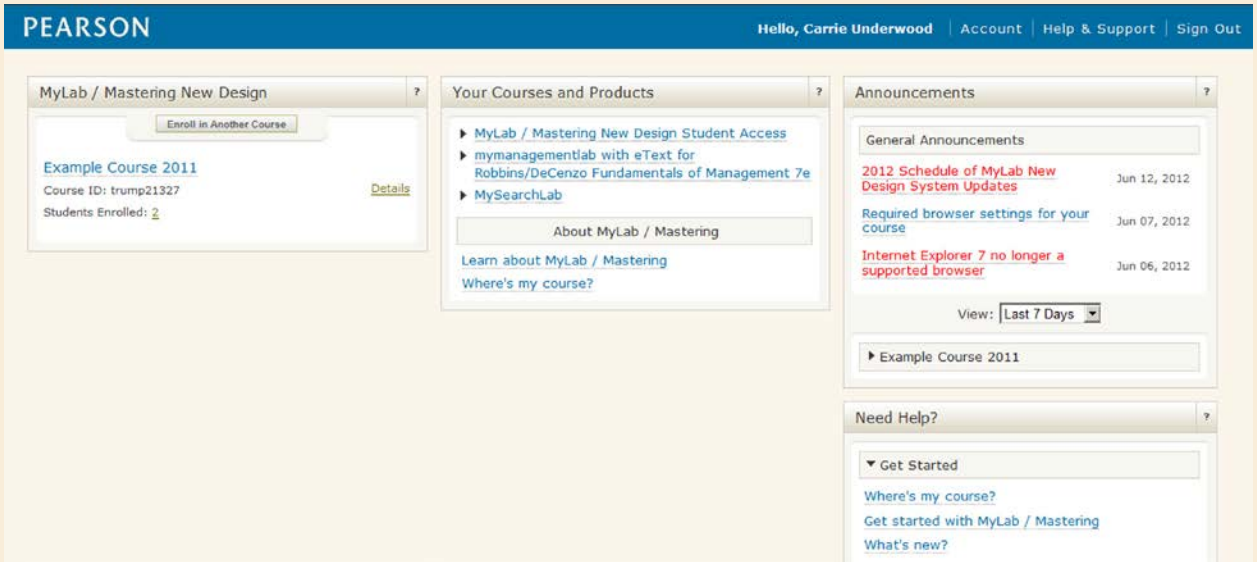
There are four areas on this page:

1. **MyLab / Mastering New Design** - Lists all the MyLab/Mastering New Design courses you are taking and provides access to your New Design courses.
2. **Your Courses & Products** - To access any of your traditional MyLab courses click on the **MyLab Courses** link in this area.
3. **Announcements** - Displays general announcements from Pearson Education and provides timely information about each of your courses.
4. **Need Help?** - Provides links to resources to help you Get Started, Access Support and Access Pearson Resources.

The top right corner of the MyLab/Mastering Courses page provides links to:

- **Account** - Enables you to manage your Pearson account by editing your personal information.
- **Help & Support** - Opens a page with links to online Instructor or Student Help and MyLab/Mastering New Design support resources.
- **Sign Out** - Ends your session.

Click on the Course Name under the MyLab/Mastering New Design area to enter your course.



**Navigating the Course Menu**

The **Course Menu** appears on the left side of your course display area and is organized so that the tasks you perform regularly are readily accessible. Use the arrow icons to expand to full screen or collapse for easier viewing.

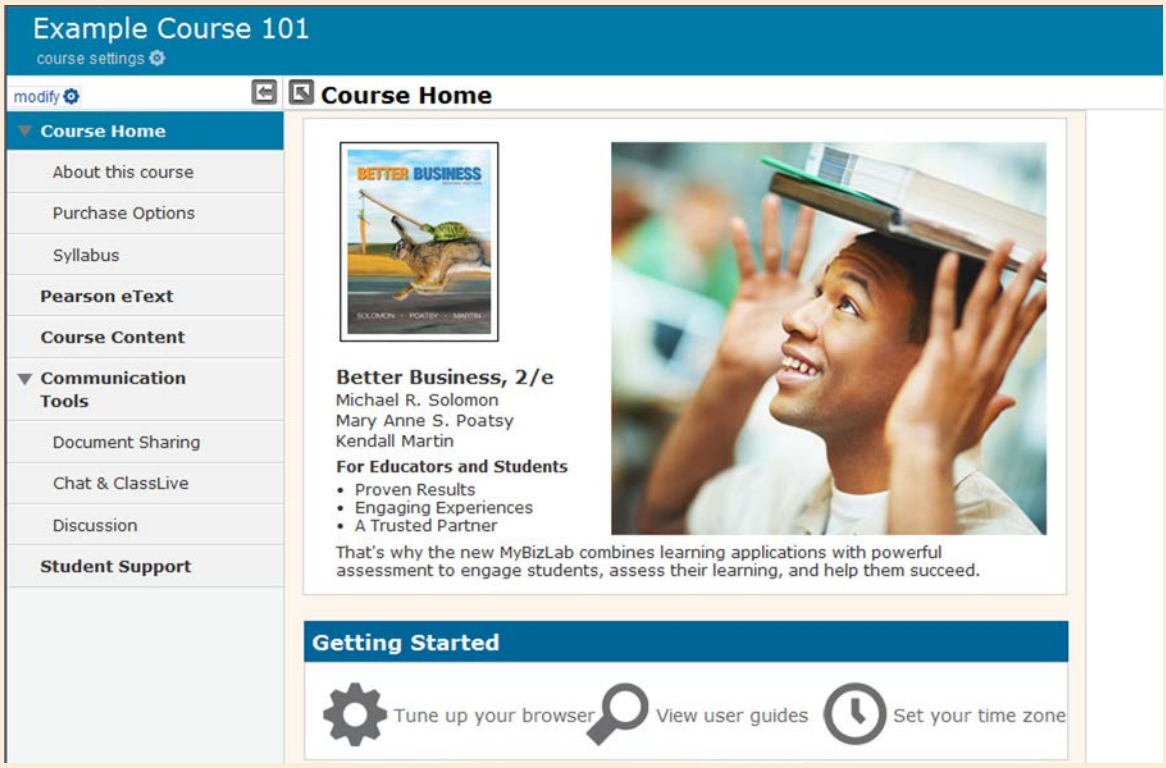
**To use the course menu:**

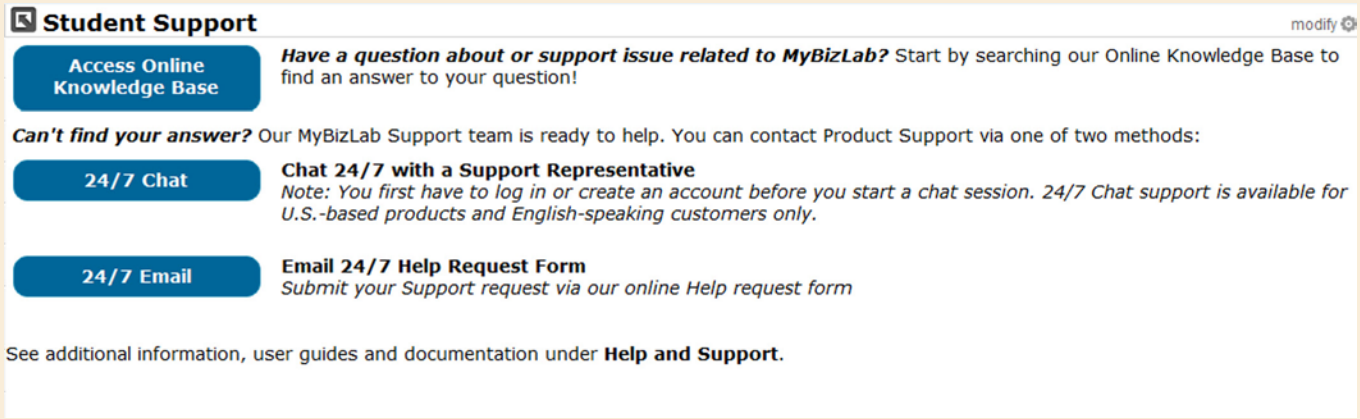
1. Click any item in the course menu to view its content in the content pane.

2. Click the arrow next to a menu item to display the entries below it.

The buttons in the **Course Menu** include:

- **Course Home** - Opens the Course Home page, where you can view an image of your textbook, get assistance with setting up your browser, access training materials and set your time zone.
    - **About this Course** – Gives a brief description of what your MyBizLab course has to offer.
    - **Purchase Options**- Provides the purchase links needed to obtain a print upgrade of the text or eText upgrade (if applicable).
    - **Syllabus**- Allows you to view your instructor's syllabus (only applicable if your instructor uploaded and shared a syllabus)
- **Pearson eText-** Complete eText allows you to search, highlight, and take notes.
- **Course Content** – This tab provides you with easy access to the material available in your course. See **Course Content** for more information.
    - **Today's View** - provides quick, convenient access to important course-specific information.
    - **Course Content** - includes all course assignments, resources and your Pearson eText (if purchased).
    - **Access Grades** – where you can view your grades.
    - **Email Your Instructor** - where you can correspond with your instructor by email.
- **Communication Tools** – Your instructor has the ability to turn these tools on or off in your course. See **Communication Tools** for more information.
    - **Document Sharing-** Browse, upload, and download documents to share with your instructor or entire class.
    - **Chat –** Communicate instantly with class members who are online or your instructor
    - **ClassLive** – Join a live discussion led by your instructor
    - **Discussion-** Read and respond to discussion questions and responses from your classmates.
- **Student Support** – This page gives you easy access to our technical support resources.


Example Course 101
course settings
modify
Course Home
Course Home
About this course
Purchase Options
Syllabus
Pearson eText
Course Content
Communication Tools
Document Sharing
Chat & ClassLive
Discussion
Student Support
Better Business, 2/e
Michael R. Solomon
Mary Anne S. Poatsy
Kendall Martin
For Educators and Students
• Proven Results
• Engaging Experiences
• A Trusted Partner
That's why the new MyBizLab combines learning applications with powerful assessment to engage students, assess their learning, and help them succeed.
Getting Started
Tune up your browser
View user guides
Set your time zone


Student Support
modify
Access Online Knowledge Base
Have a question about or support issue related to MyBizLab? Start by searching our Online Knowledge Base to find an answer to your question!
Can't find your answer? Our MyBizLab Support team is ready to help. You can contact Product Support via one of two methods:
24/7 Chat
Chat 24/7 with a Support Representative
Note: You first have to log in or create an account before you start a chat session. 24/7 Chat support is available for U.S.-based products and English-speaking customers only.
24/7 Email
Email 24/7 Help Request Form
Submit your Support request via our online Help request form
See additional information, user guides and documentation under Help and Support.

## Communication Tools

The following communication tools are available:

- Document Sharing
- Chat
- ClassLive
- Discussion

## Document Sharing

You can share documents by uploading them via Document Sharing. You will be able to download documents shared by your instructor or other students and/or upload and share your own documents. You will be able to choose whether you want to share with the instructor only or the entire class.

To upload a document:

1. Under **Categories**, select the category to contain the uploaded document.
2. Click **Upload Document.**
3. Under **Share file with**, select **Instructor Only** to hide the uploaded document from your students or select **Entire Class** to share the document with your students.
4. Click **Choose File**, select the file to be uploaded, and click **Open.**
5. If the selected file is a zip file and you want it unzipped as part of the upload process, select **Unzip .ZIP file**.
6. Enter a description and click **Add Entry.**

To download a document:

1. Select the category containing the documents, then select the documents you want to download.
2. Click **Download Documents**.

**Note:** If you do not see a link to Document Sharing in the communication tools for your course, the tool has been made unavailable for your course.

## Document Sharing

### Add Document Sharing Entry

Once you select **Upload Document**, please refrain from closing the browser or navigating away from this page. The screen will refresh once the file has uploaded. File uploads must complete within 90 minutes before the action will timeout - file size limits vary based on connection speed.

Share file with:

- (•) Instructor Only
- ( ) Entire Class

Find new file: * Choose File No file chosen

☐ Unzip .ZIP file

Owner: * Professor Jones

* Indicates a required field

Upload Document | Cancel

## Document Sharing

### Document Sharing Categories

Add Category

| Categories | Edit | Delete |
|---|---|---|
| › DEMO MyBCommLab Fall 2012 [Feb 17]: DEMO MyBCommLab Fall 2012 [Feb 17] | | |
| Instructor Files | | |

**Note:** Only Custom Categories can be renamed and deleted.

### DEMO MyBCommLab Fall 2012 [Feb 17]: DEMO MyBCommLab Fall 2012 [Feb 17]

Upload Document | Download Documents

| File Name/Description | Owner | Date/Time* | Size | Share | Downloads | Edit | Delete |
|---|---|---|---|---|---|---|---|
| week 2.docx<br>Week 2 | Jessica Sieminski | 6/12/2012 11:37:54 AM | 10K | Entire Class | 0 | | |

* Times are displayed in (GMT-05:00) Eastern Time (US & Canada)

**Chat**

Join an Elluminate® Live chat to participate in a chatroom discussion with your class. You can type messages to your classmates and instructor, and they can type messages to you and to any other students who join the chatroom.

To join a chat room:

1. Under Course Tools, click **Chat & ClassLive.**
2. Click the chatroom name in the Chatrooms list. You have now joined the chatroom.

To view a chatroom log:

1. Click the Chat Logs icon in the Chat Logs column.
2. Click a **Session Date** to view a log; then click **back** to return to the Chat Logs list

**ClassLive**

ClassLive is an Instructor-led interactive chat tool that allows you to communicate with your classmates and instructor in real time. For example, you can place or draw objects on the whiteboard, share a software application from your computer, send and receive graphed or plotted equations, and work through complex mathematical, accounting, and chemistry problems together, one step at a time.

To join a ClassLive session:

Under Course Tools, click **Chat & ClassLive.**

1. Click **ClassLive.**
2. Click **Join Session.**
3. You will then be asked to run the Elluminate Live! software. Once the software has been launched, read and accept the license agreement and then select your connection speed.

The Participants panel provides you with an overview of what is happening within the session.

Inside the Chat window, you will be able to share messages with other participants.

- Select the Help menu in the Elluminate Live! window for further assistance.
- To end the session, select File > Exit, or close the Elluminate Live! window.

**Note:** If you do not see a link to Chat or ClassLive in the communication tools for your course, the tool has been made unavailable for your course.

## Chat & ClassLive

Chat | ClassLive

**Chatrooms**

Add Chatroom

| Room name/description | Chat Logs | Edit | Delete |
|---|---|---|---|
| Main<br>This is the main discussion room for this course | | | |

## Chat & ClassLive

Chat | ClassLive

**ClassLive**

Lead Session | Join Session

Click a link to the left to lead or join a ClassLive session.
Note: Only one instructor can lead a session.

**Session Archives**

| Session Date | Title | Start Time * | Duration | Session Leader | Delete |
|---|---|---|---|---|---|

* Times are displayed in (GMT-05:00) Eastern Time (US & Canada)

## Discussions

Your instructor can set up discussions and discussion topics so that you can share ideas with other students in your course. You can add responses to these topics and to other students' responses. Most courses have a **Discussions** or **Discussion Board** menu item that you click to work with discussions.

If your Course Home includes an Activity list, discussion topics and posts display there.

**Note:** If you do not see a link to Discussions in the communication tools for your course, the tool has been made unavailable for your course.

To respond to a discussion topic:

1. Click on the topic title you wish to respond to see the full question
2. Click Respond
3. Enter the Subject of your response and type response in text box
4. Click Add/Remove to include an attachment (optional)
5. Click Post Response

To respond to an instructor's or classmate's post:

1. Click on the topic title to see a list of all responses
2. Click the expand arrow next to the post you want to respond
3. Click Respond
4. Enter the Subject of your response and type response in text box
5. Click Add/Remove to include an attachment (optional)
6. Click Post Response

**Course Content**

To enter the Today's View window, Click on Course Content and then click **Access Course Materials.**

To navigate to your course using the Today's View Page click any of the tabs on the top Navigation Bar:

- **Today's View:** helps you organize and manage your course information all in one place.
- **Course Content:** allows you to access the content in your course.
- **Grades:** allows you to view your grades and assignment submissions.
- **Communicate:** allows you to send messages to your instructor and view received email.

In the upper-right corner of your course, you will see the following links:

- **Help:** Opens online Help.
- **Support:** Provides a link to Pearson Education Customer Technical Support.
- **Close Window:** Exits your current window and returns you to your Course Home page.

**Today's View**

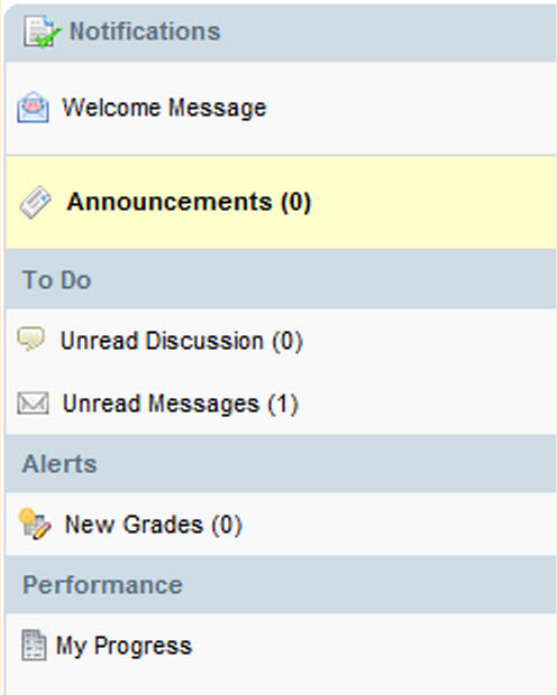
**Today's View** provides quick, convenient access to important course-specific information.

Today's View includes the following sections:

- **Notifications**
- **Calendar**

**Notifications:**
The Notifications area includes **Announcements, To Do Items,** and **Alerts** that help you keep up to date with your course.

1. **Announcements:** Course related information posted by your instructor.
2. **To Do:** Notifications that require your attention and includes the following items:
   - **Unread Discussions:** This section displays the messages posted for a Discussion Topic.
   - **Unread Messages:** This notification displays unread email messages.
3. **Alerts:** Notifications that require your attention. Alerts display the following item:
   - **New Grades:** This section displays newly posted grades for auto-graded activities. To view more details for each activity, click on New Grades link.
     - The activity names along with the number of new grades posted for the activity is displayed.
     - Click an activity name to open the activity in the **Grades** window.



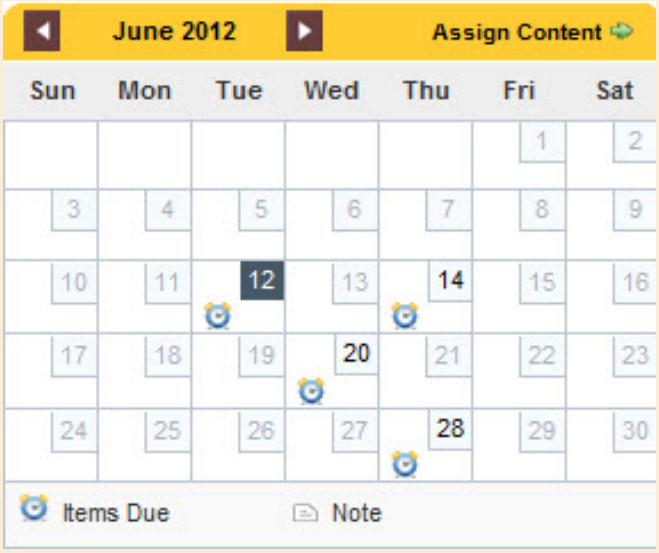
**Calendar:**

The Calendar allows you to view your scheduled tasks. By default, the current month is displayed with the current day highlighted in the calendar. You can navigate forward and backward in the calendar by clicking the button, or the button.

The calendar displays the following legends:

- **Items Due:** When a due date is set for an activity, that date will be marked with icon. (This means that you have to submit the assignment(s) on or before the date specified.)
- **Completed:** When you submit an activity to the instructor the blue clock will change to a green checkmark icon.
- **Items Past Due:** If an activity is not submitted on or before the due date, that date will be marked with icon.
- **Note:** Any note or information added for a date will be marked with icon.
- **Submitted:** When you submit an activity that requires manual grading by the instructor, it will be indicated with icon.

You can get to your Course Content by clicking on the Course Content tab or by clicking the Course Content link in the calendar.



# ASSIGNMENTS

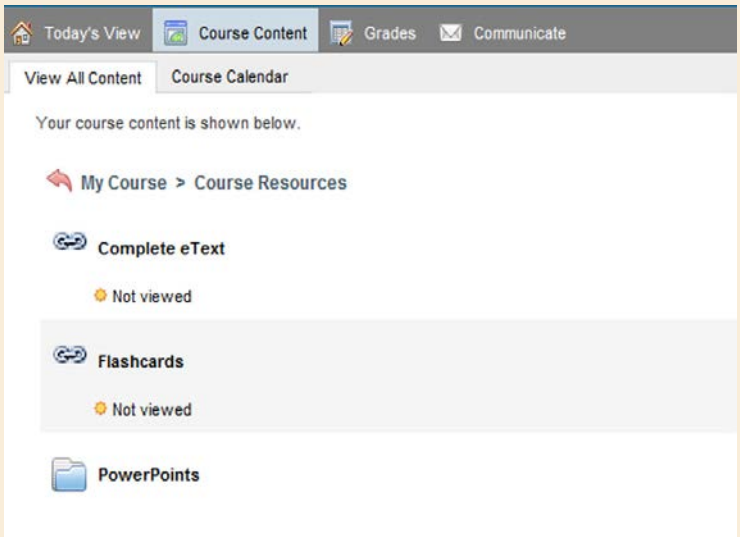
## Assignments

Your Course Content tab houses all of the study tools and assignments your instructor has assigned or made available to you including tests, quizzes, and homework. There are several different types of exercises, activities, and assessments that your instructor might utilize in your course. Some of these are outlined for you below (note that not all may be applicable to your course):

- eText
- Interactive Lecture
- Interactive Flashcards
- Study Plan
- Video Exercise
- Mini Simulation
- Critical Thinking Exercise
- End of Chapter Exercises
- Chapter Based Tests and Quizzes
- Grammar Resources

**eText**
If you purchased access with eText, you will have access to the complete eText with search, highlight, and note taking capabilities. This gives you quick and easy access to your book anywhere you have an internet connection!

Have an iPad? Your Pearson eText is also available on the iPad. **Click here** for more information and link to the iPad App.




**Interactive Lecture**
Do you prefer a more visual and interactive approach? Interactive Lectures walk you through the chapter concepts, and provide questions and answers to check understanding. These offer a great complement to your instructor's in-class lectures and great refresher before an exam!

**Interactive Flashcards**
Interactive Flashcards allow you to practice terms and definitions. You can use the self-quizzing feature to test yourself by term or by definition or choose the speed drill option. Use these to prepare for an assessment and test your knowledge!

**Note:** You can also export flashcards to your mobile phone if desired. Just click on the link and follow the prompts found on the flashcards page.

## Study Plan

The **Study Plan** in MyBizLab is a great resource for you! You can test yourself on key concepts and skills, track your progress and use personalized Study Material to master the topics you need help with. The Study Plan contains a **Pre-Test, Study Material,** and a **Post-Test** for each chapter of your textbook. See **Using the Study Plan** for more information on how to utilize this resource to be more successful in your course.

### Video Exercise

See concepts in action with video exercises. These activities provide a video link accompanied by multiple choice, essay, or discussion questions. Watch a short clip and then apply what you have learned.

### Mini Simulation

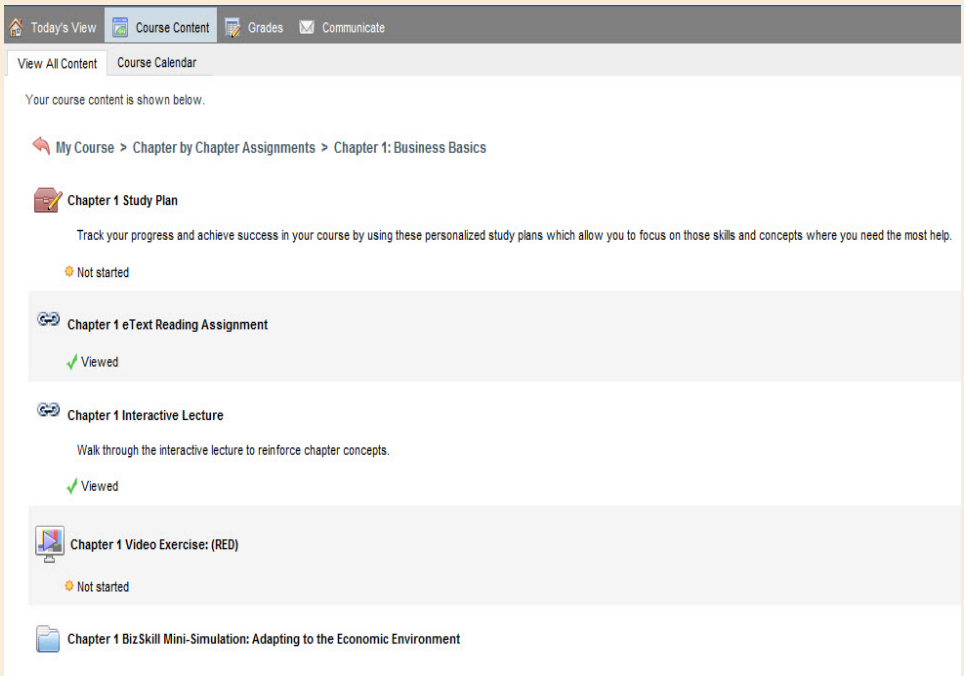
Step into the role of decision maker to answer questions in real-world scenarios. Unique mini-simulations use adaptive technology to allow you to see the impact of the business decisions you make. You will have the opportunity to make choices and learn from your mistakes.

### Critical Thinking Exercise

These exercises will assess your knowledge beyond chapter terms and objectives and ensure you can apply what you have learned.

### End of Chapter Exercises

The end of chapter exercises found in your book can also be found in MyBizLab. Most of these activities require your instructor to assign a grade.




### Tests, Quizzes & Exams

Your instructor might assign assessments such as tests, quizzes or exams in MyBizLab. These assessments can contain different types of questions including True/False, Multiple Choice, Matching, Short Answer, and/or Essay.

## Grammar Resources

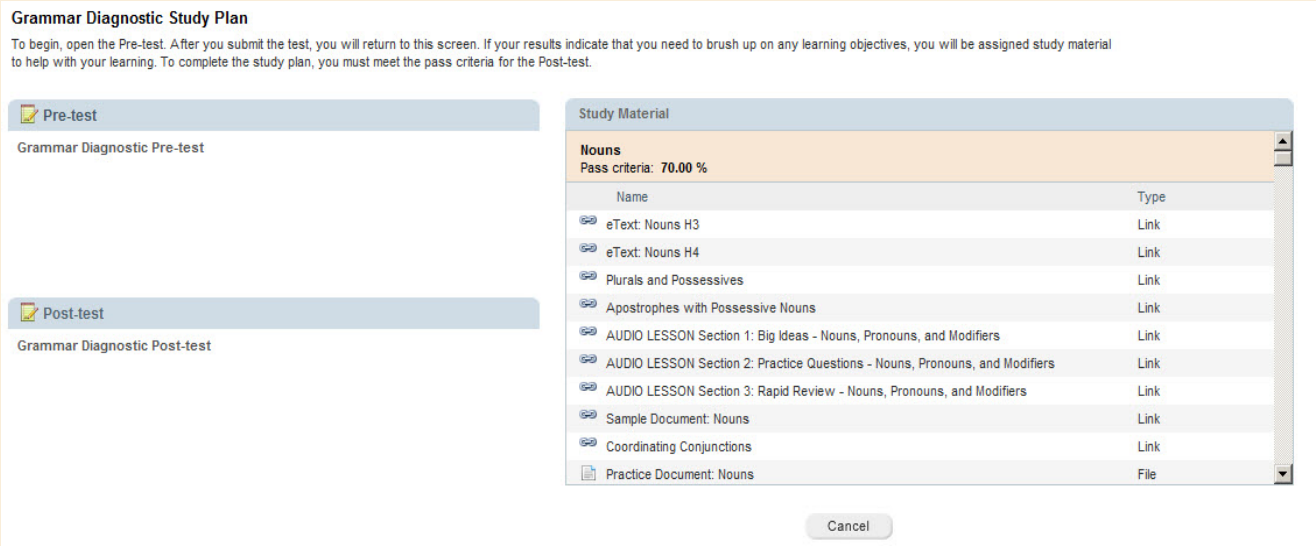
Do you need to brush up on your grammar skills? Gain additional grammar practice with the Grammar Diagnostic Study Plan and grammar study materials.

## Grammar Diagnostic Study Plan

Following the same framework as the chapter study plans, the Grammar Diagnostic assesses your knowledge of basic grammar concepts. Study materials include audio lessons, eText reading assignments, document makeovers, and practice quizzes.

## Grammar Study Materials

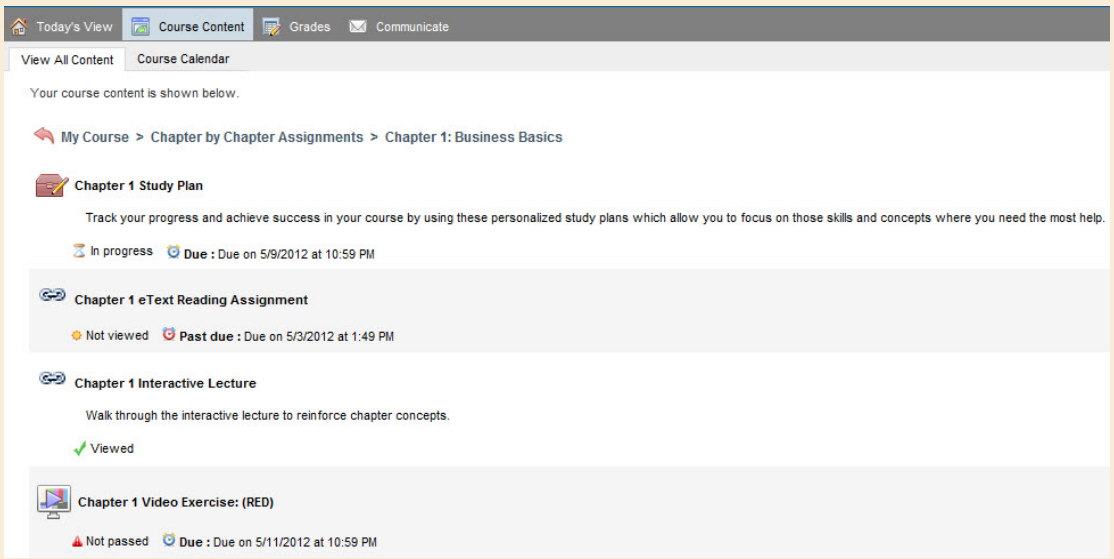
The additional grammar study materials include written and multimedia instructions and exercises organized by type. You can read lessons, watch and listen to audio lessons, and complete assignments focused on specific parts of speech or other specific grammar topics.

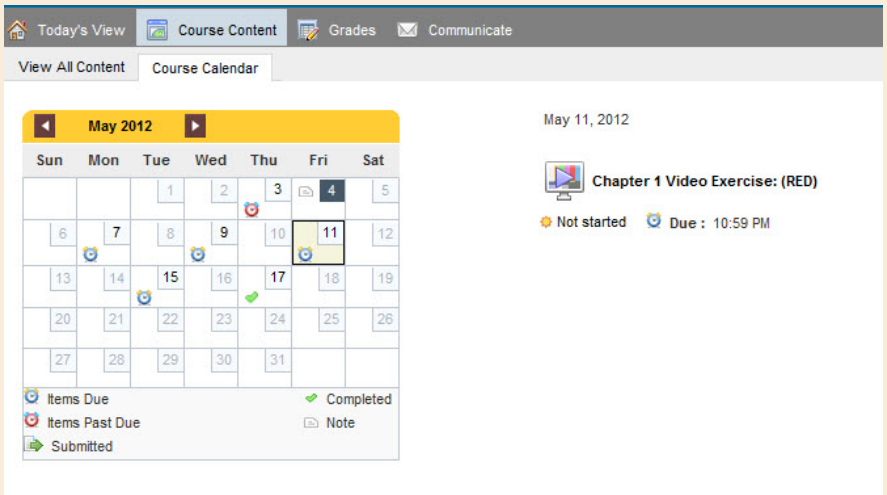


## Understanding Your Course Content

Course Content consists of the following sub sections, which you can access from the Course Content menu or from the secondary navigation bar:

- **View all Content:** Provides a view of the course structure and displays the course content items.
- **Course Calendar** (if enabled by your instructor)**:** Displays the course calendar and associated due dates. Use this to easily access course items that have assigned due dates.



**View All Content**

On the **View All Content** tab, you can see all your course items and their status.

In the Course Content view, you will see icons to illustrate your status:

- **Assigned:** Indicates that the activity has been assigned to you, but does not have a specific due date.
- **Scheduled:** Indicates that activity's availability has been defined with a Start and End date. The available dates are displayed.
- **Due:** Indicates that a due date has been set for the activity and the due date is assigned to the calendar. You have to submit the activity on or before the due date.
- **Submitted:** Indicates you have completed the activity and submitted it for grading. This icon appears for activities that have been submitted, but require your instructor to manually grade a question(s).
- **Submitted Late / Past Due:** Indicates you have submitted the activity past the due date. Your instructor will have to accept your submission in order for you to receive a grade for the activity.
- **Passed & Completed:** Indicates your grade in the Gradebook has met the pass threshold set by your instructor and that you completed and submitted the activity.
- Not passed **Not Passed:** Indicates your grade in the Gradebook is below the pass threshold set for the activity by your instructor.
- Not started **Not Started:** Indicates either:
  - You have not yet opened the activity.
  - You opened and closed the activity without submitting it, and the activity does not allow you to **"Save for Later."**
- Optional Indicates that the activity is recommended.
- In progress **In Progress:** Indicates either:
  - You have started a **Study Plan,** but have not yet passed the Post-Test.
  - This status indicates there is recommended study material that you have not completed.
  - If **"Save for Later"** is enabled on your Study Plan, this icon will appear if you open and close the activity without submitting it.

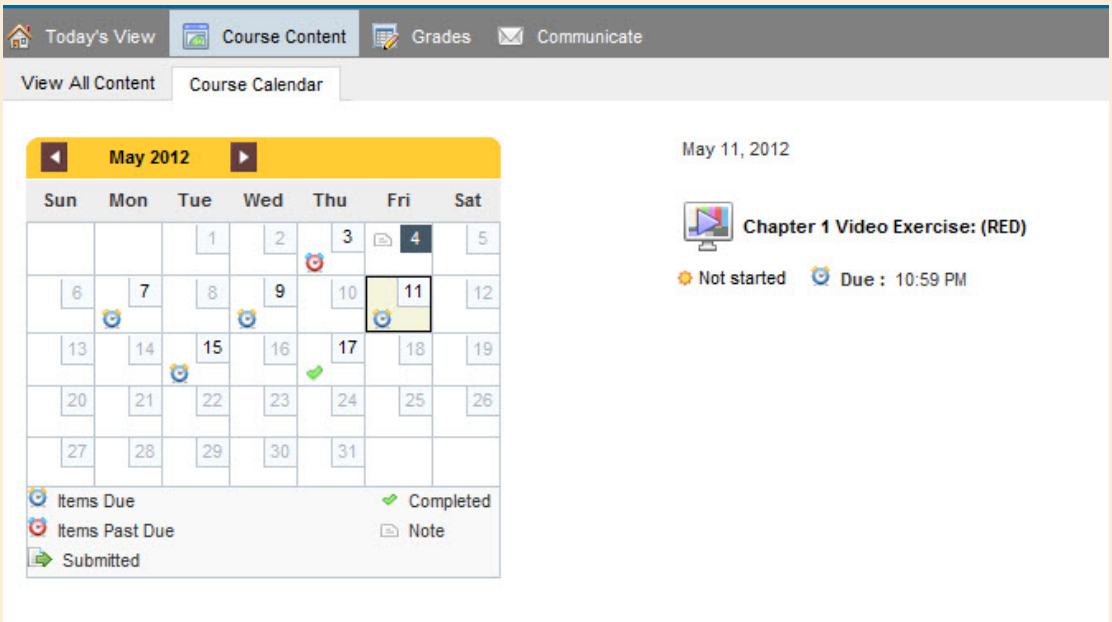
## Course Calendar

The Course Calendar allows you to easily locate scheduled course items that have been assigned with a due date by the instructor. The due dates for the activities to be submitted are highlighted for you on the calendar. By default, current month and current day are displayed in the calendar. You can navigate forward and backward in the calendar by clicking the button, or the button.

**Note:** The Course Calendar is displayed only if the Instructor has enabled this feature for the course.

The following details can be viewed in the calendar:

- **Current date:** The current date will be highlighted.
- **Completed:** The date on which you completed and submitted the activity to the instructor. This will display the icon.
- **Items Due:** When a due date is set for an activity, the date is marked with the icon. This means that you have to submit the activities on or before the date specified for a particular activity.
- **Items Past Due:** If an activity is not submitted on or before the due date, the date is marked with the icon.
- **Note:** Any note or information added for a date is marked with the icon.
- **Submitted:** The date on which you submitted a completed activity, but requires manual grading by the instructor, is marked with the icon.



## Using the Study Plan

The **Study Plan** in MyBizLab is a great resource for you! You can test yourself on key concepts and skills, track your progress and use personalized Study Material to master the topics you need help with. The Study Plan contains a **Pre-Test, Study Material,** and a **Post-Test** for each chapter of your textbook.

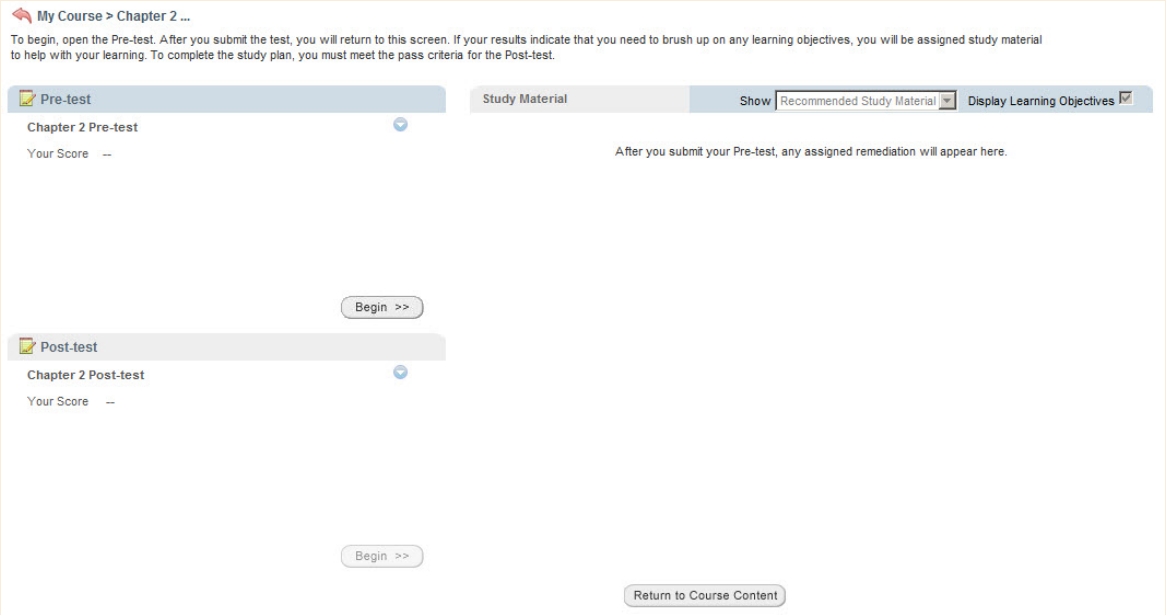
You start by taking a chapter Pre-Test. The results generate a customized self-study plan with complete remediation activities. The Study Plan tags incorrect questions from the Pre-Test to the appropriate chapter learning objective, enabling you to concentrate only on the topics that you've missed. Activities to help you study may include: flash cards, eText reading assignments, and video cases.

After you complete the Study Material, you take a post test to validate that you have mastered the learning objectives of the chapter.

*To complete the chapter Study Plan:*

1. Click the **Course Content** tab in your course.
2. Find the **Study Plan,** and then click on it. The **Study Plan** screen will open.
3. Click **Begin** to take the **Pre-Test.**
4. Take the test and submit it for grading. Your score will be displayed.

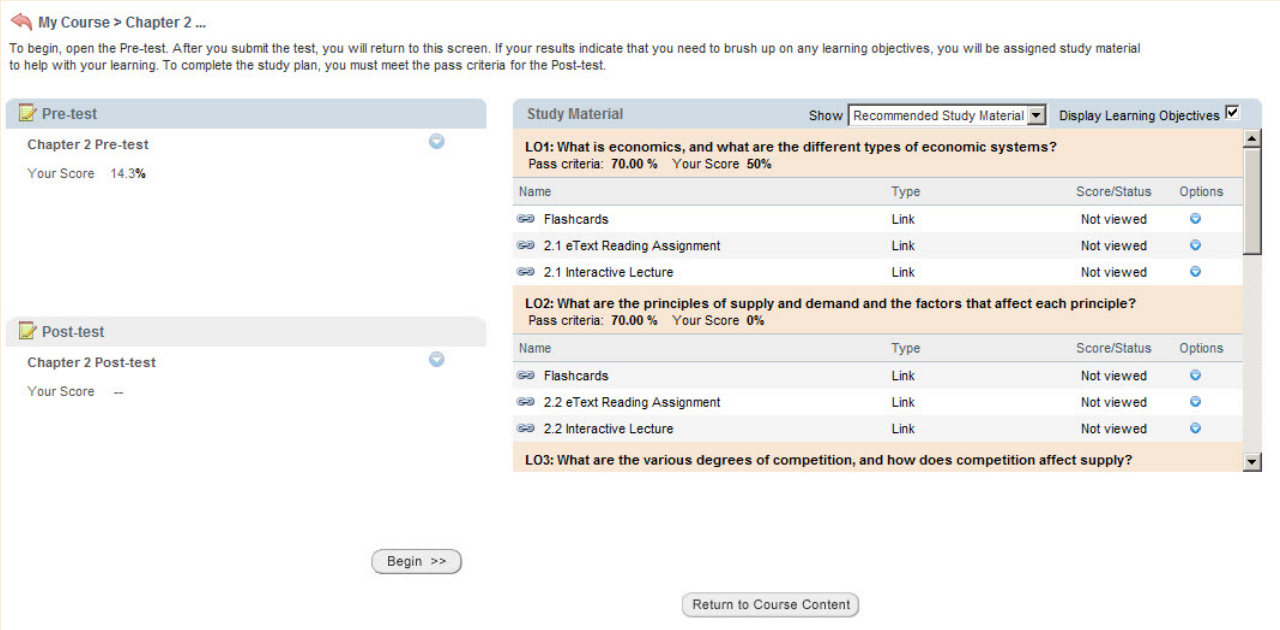
**Note:** If you have met the pass criteria, the following message is displayed: *'You have successfully met the pass criteria for this Learning Objective'.*



5. Review the **Study Material** that is generated based on the results of the Pre-Test.
   - Select the **Display Learning Objective** check box to view the study material categorized by learning objective. Clear the check box to display the study material irrespective of the learning objective.
6. After reviewing the study material, click **Begin** to take the **Post-Test.**

**Note:** For the status of the Study Plan to show as Completed in your Course Content view, you must meet the pass criteria for the Pre-Test or the pass criteria for the Study Material and the Post-Test. Activities submitted on or before the due date will post to the gradebook regardless of the Course Content status.

7. Take the test and submit it for grading. Your score will be displayed.
8. Click **Return to Course Content.**



## Opening and Submitting Assignments

You can open an activity or assignment directly from the Course Calendar or by clicking on the item within the View All Content tab.

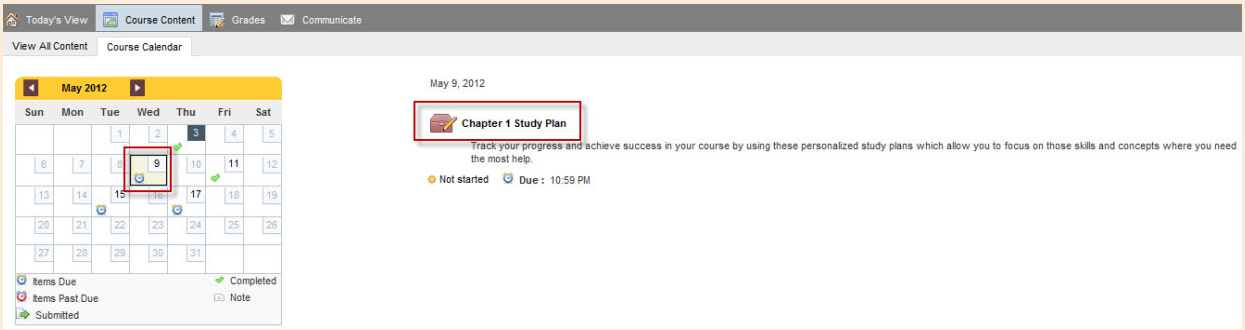
**Tip:** Before you begin, make sure you are connected to a secure internet source and have allowed yourself enough time to complete your attempt.

To open an assignment from the calendar in the Today's View

1. Click on Today's View
2. Click on any date with an item due or note icon
3. This will open up the Course Calendar showing all items associated with this date
4. Click on the assignment name to launch the activity

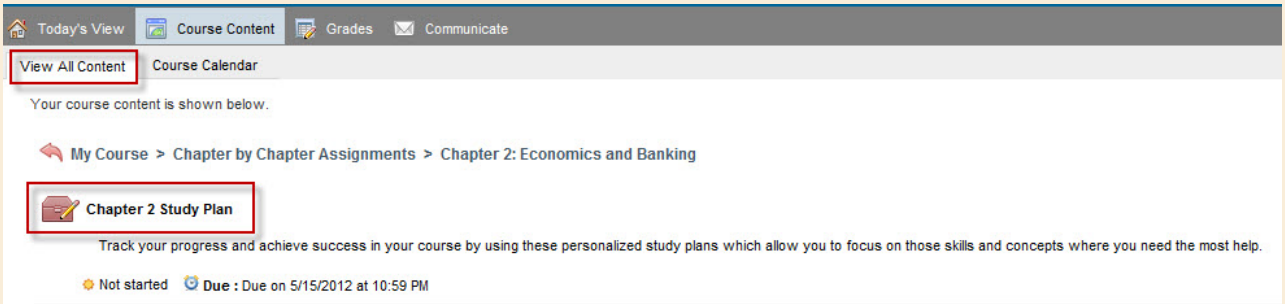
To open an assignment from the course calendar

1. Click on Course Content and Choose Course Calendar
2. Click on any date with an item due or note icon to see all items associated with that date
3. Click on the assignment name to launch the activity



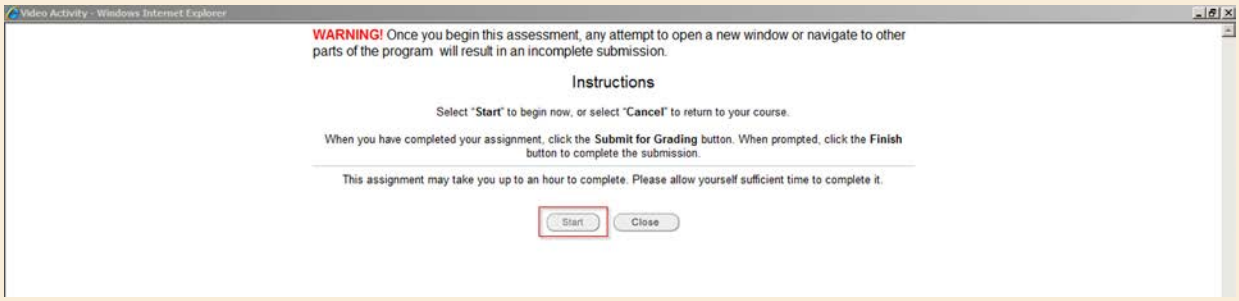

To open an assignment from the View all Content tab

1. Click on Course Content and Choose View All Content
2. Locate the activity you want to open (Note: It might be located within a folder)
3. Click on the assignment name to launch the activity



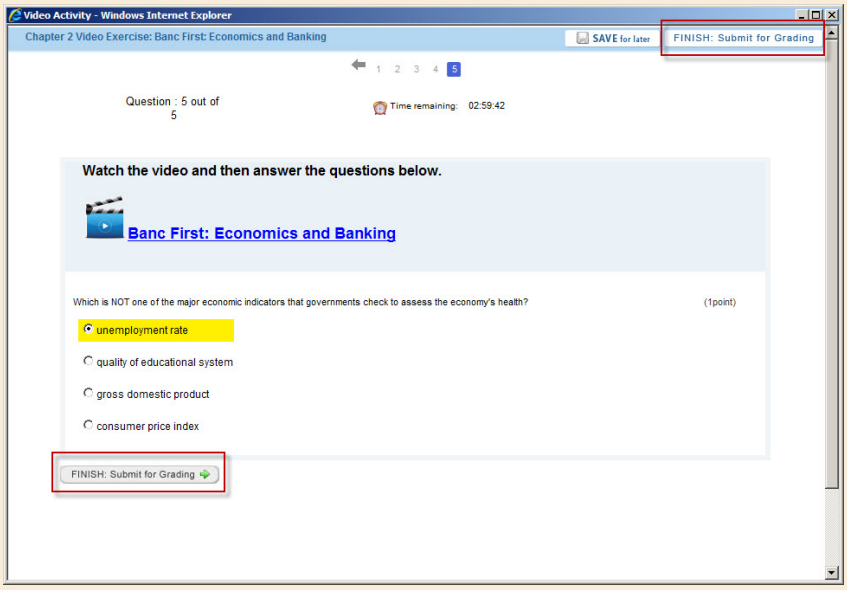
To complete and submit:

- When your assignment window opens, be sure to read all instructions before clicking **Start**
- Click **Start** to begin the assignment (if there is a time limit, this will also start your clock)




- Complete the assignment
- When you are done, click **Finish: Submit for Grading**
- Click **Finish** on the confirmation pop up or cancel to return to the activity
- True/False, Multiple Choice, and Matching questions will be graded automatically and you will see your score immediately after submitting
- You can click on the View Summary link in the upper right hand corner to see a breakdown of your score
- Click Return to Course to close the assignment window

**Note:** Depending on the settings your instructor chose for the assignment, you might see an option to **Save for Later** as well.



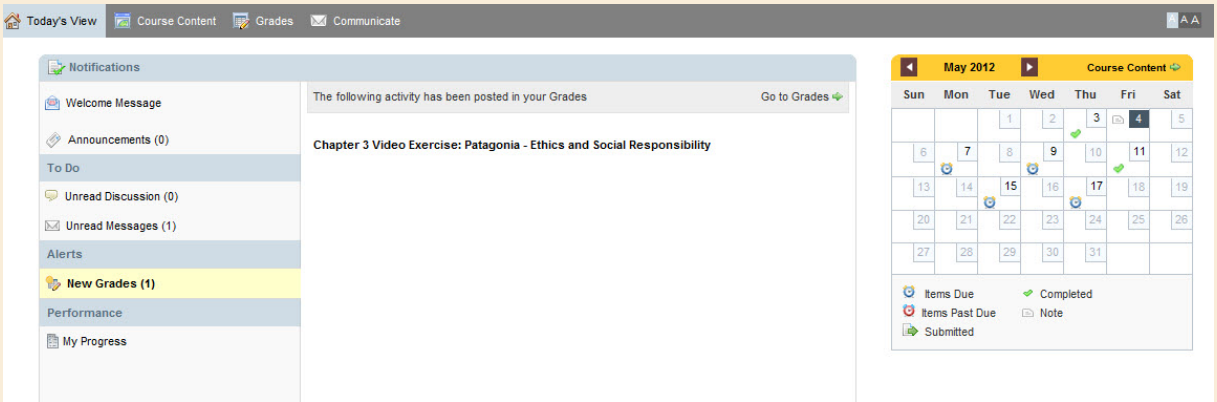

**Keys for Success: Do not use the "X" to close out of an assignment**
It is imperative that you click the Finish: Submit for Grading to successfully submit an assignment. Click the "X" to close the window will result in an unsuccessful submission and you might not be able to retrieve your responses.

# GRADES

## Accessing Your Grades

All the grades you receive from tests, quizzes, and homework will be available under the Grades tab.

You can find your grades by clicking the grades tab directly or by clicking on the New Grades alert from your Today's View.

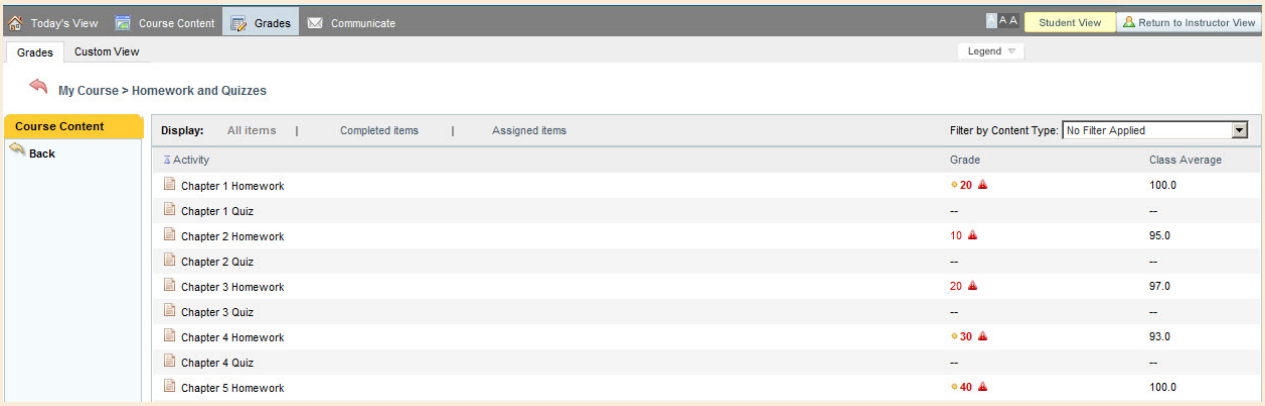



The Grades tab has two main areas:
• On the left side you will see the Course Content Navigator.
• On the right side is the Grades Area with the list of graded activities.

## Course Content Navigator

The Course Content Navigator displays the folders and assignments available in your course.

To view the contents of a folder, click the folder name to open it. By selecting a folder, you will change the Grades view to show the assignments in that folder.



## Grades Area

The Grades area includes a number of navigation and filtering options, including Display options, a Filter by Content Type list, and the list of activities.

The Display options appear on the navigation bar of the Grades area. These options can show:

- **All items—**When you select **All items**, the Gradebook displays all activities.
- **Completed items—**The Gradebook shows only those activities for which you have made at least one submission.

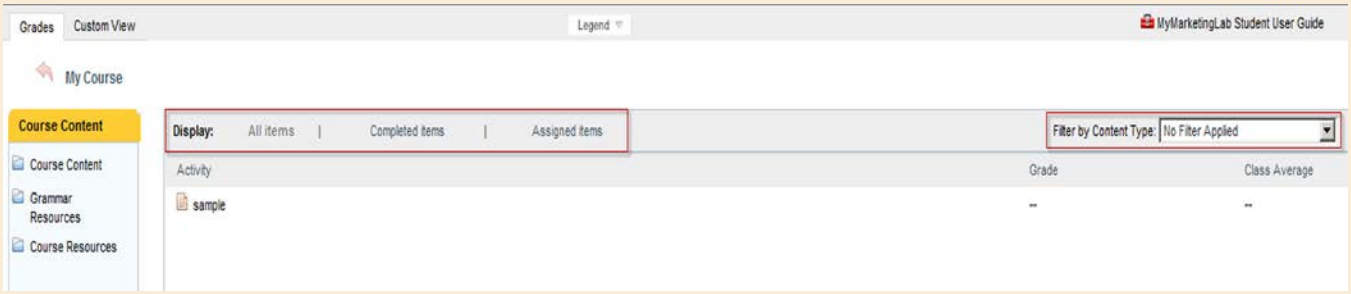
**Note:** All items are selected by default.

- **Assigned items—**This shows you all items that have been assigned by your instructor.

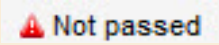
You can switch between views by clicking the link for each item on the navigation bar. The current option appears grayed out and cannot be clicked.

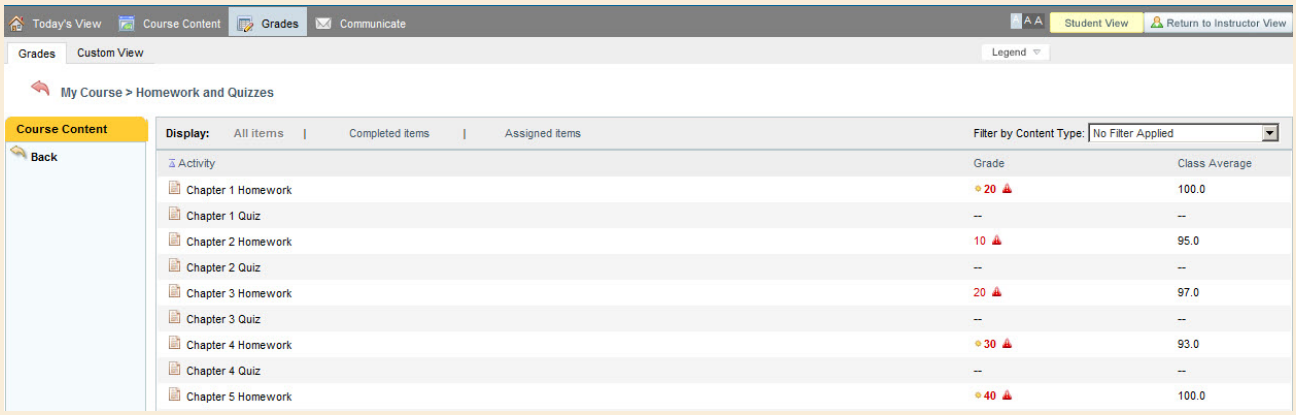
The **Filter by Content Type** list allows you to filter the Gradebook to show grades for only a particular activity type.

- To change the filter type, click the arrow next to **Filter by Content Type** and click on the filter you want.
- For further information about filtering the Gradebook, click **Help** within MyBizLab.

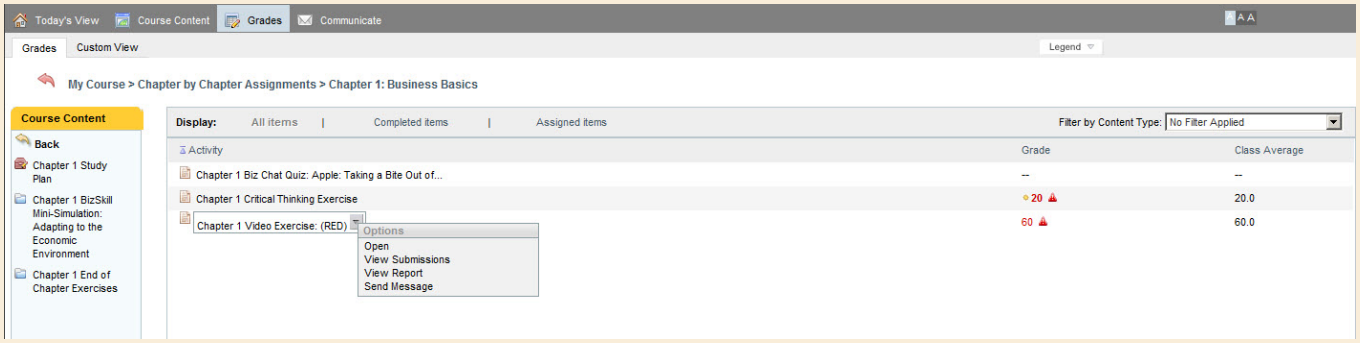


Below the top navigation bar in the Grades Area, there are two column headers:

1. **Activity:** This column displays the name of the activity. This column is sortable.
2. **Grade:** This column displays the grade obtained for the activity and is sortable. If the graded activity has comments added by the instructor, you can click the feedback icon that appears next to the grade or the Not Passed  icon.
3. **Class Average**: This column displays the average score obtained on this assignment from all students in the class.




**Options:** Each activity also has an Options menu specific to the type of activity. Hover your mouse over the name of the activity until you see the arrow; then click on the arrow to display the Options menu. See **Review a Graded Submission** for more information.




**Grade to Date:** This includes the average grade to date of all assigned items that have been submitted for grading. This column is updated every two hours to accurately reflect submitted activities.

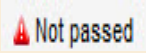
- Items that have not been submitted and are not yet due will not be counted.
- Items that were submitted past the due date will be counted as a zero unless your instructor accepts the grade.
- Items that are assigned without a due date will be considered as due on the last day of the course, and all the above apply.

**Note:** The Grade to Date row will be displayed ***only*** if your instructor has enabled the column for the course.

### What do the Icons Mean?

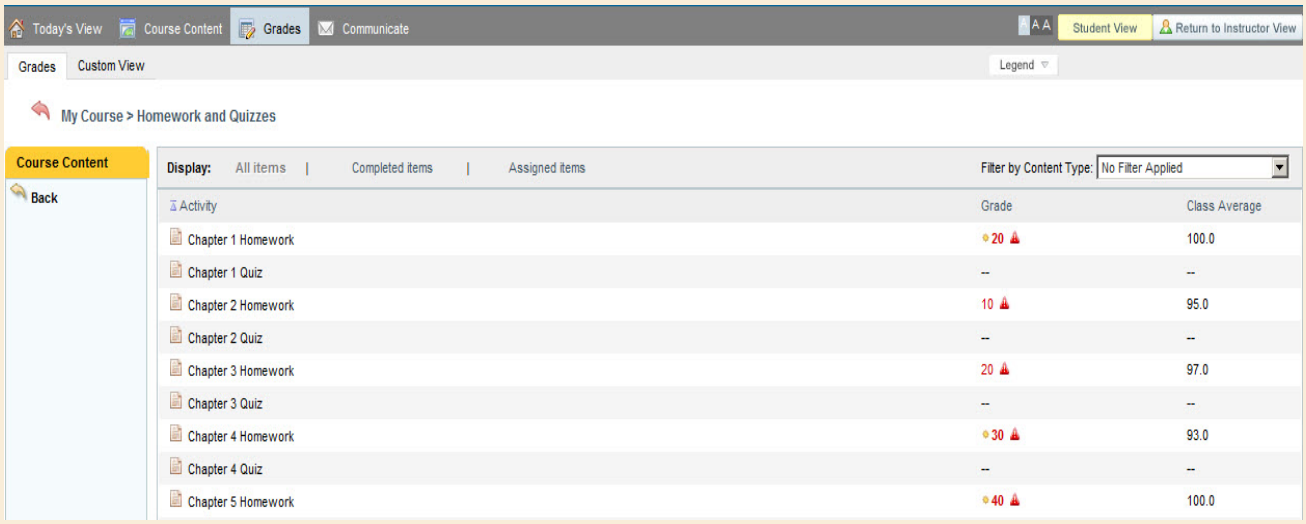
The **Grade** column displays the score for activities. Scores are sometimes represented with the following icons:

- This icon is seen if you have late submissions (submissions after due date) and the scores are grayed out. This icon will disappear if your instructor accepts the submission.

- 

This icon is seen only if you have failed to meet your instructor's pass threshold.

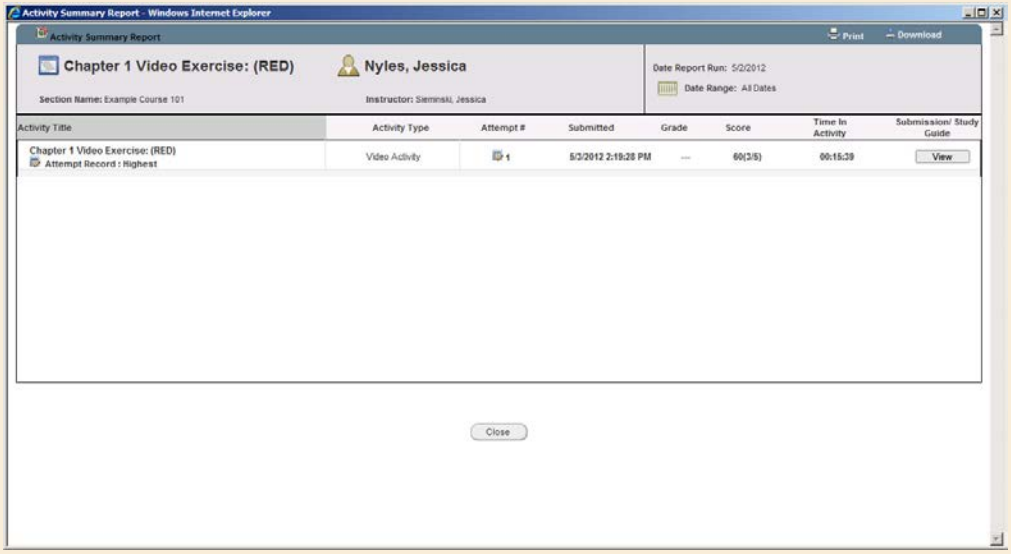
- This icon indicates a new grade. This icon is seen only when you view the page for the first time after the grade is posted.



## Review a Graded Submission

You can view activity summary reports or view your original submission after you submit an activity and have a grade assigned in the gradebook.

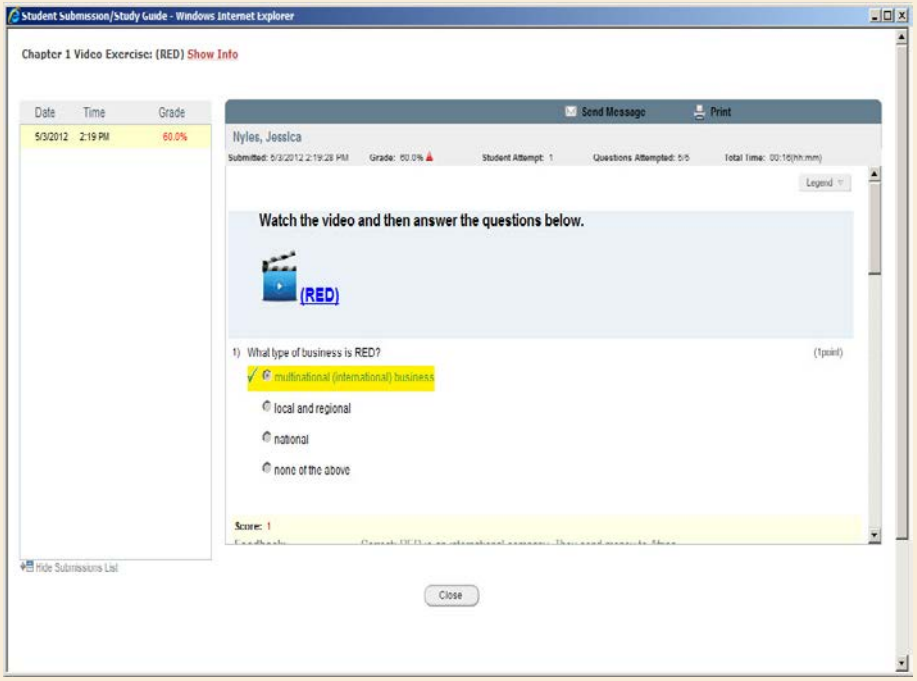
The **Activity Report** gives you a quick snapshot of your results including date and time submitted, score, time spent in the activity and a link to view the submission.




The **View Submission** link opens a window displaying your submission for that assignment. You can review the questions and the answers you chose and you will also the time and date of the submission, attempt number, how many questions were attempted, and the total time spent in the activity. Depending on the feedback options chosen by your instructor, you might also have the ability to review the correct answers with feedback.

To open an activity report or view your submission:

- Click on the **Grades** tab
- Locate your assignment by drilling into folders in the **Course Content Navigator** on the left hand side
- Click on the options dropdown (hover on assignment name and left click)
- Choose **View Submissions** or **View Report**



**Custom View**

You will also see a tab for Custom View in your Grades tab. If your instructor has chosen to use the custom view, you will see specific assignments chosen by your instructor here. These same assignments can be found in your Grades tab view as well. Some instructors opt for the custom view so that all applicable grades can be viewed in one screen with no drilling in and out of folders in the Course Content Navigator. If you are not advised by your instructor to use the custom view, you will not need this feature.

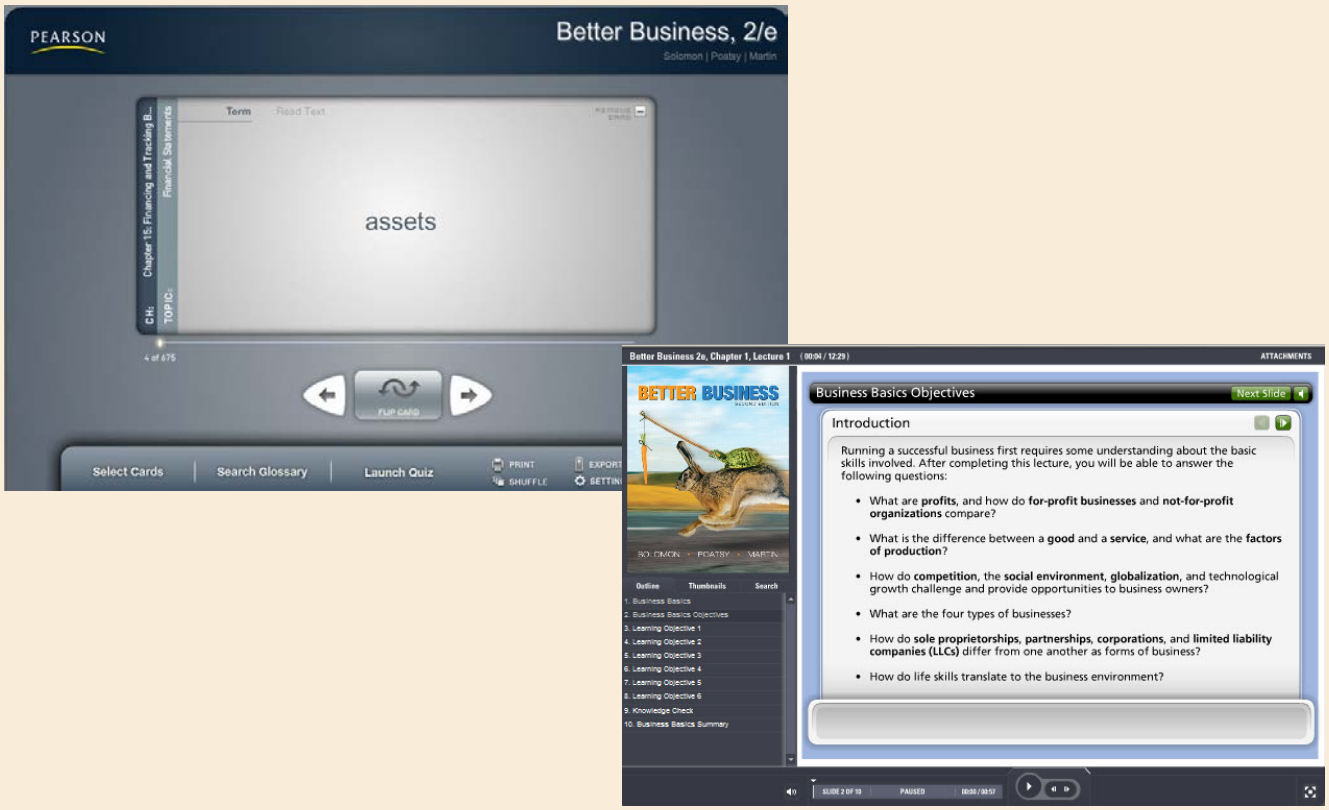
**Not Happy with Your Grades?**

**Use the study tools within MyBizLab to help you prepare for your next test!**

MyBizLab offers self-study tools to provide you with the resources you need to be successful. In the Course Content tab you will see a folder titled Student Resources. In this folder, you will find the complete eText, link to flashcards, and Student Powerpoints. Within the Chapter folders, you will also find the Study Plan and Interactive Lectures to help you prepare.

Using these resources together is a powerful combination and will help you toward your goal of achieving the grade YOU want.

**Note:** If you do not see the Student Resources folder, ask your instructor if he or she can enable it for you so that you can use the extra resources.



# FAQs

**Frequently Asked Questions Answered!**
As you use MyBizLab this semester, you might have some questions along the way. To help you get answers quickly, we have compiled a list of frequently asked questions that you might have as you progress through the term and provided answers for you. Questions and answers are categorized by topic- First Day of Class (Registration and Enrollment), Course Content, and Technical Support.

## First Day of Class (Registration and Enrollment)

**Are there instructions for registration?**
Yes, we provide First Day of Class (FDOC) materials for you found on the Support tab of the Mylab homepage. These resources include:

- Step-by-Step Registration Instructions PDF
- Step-by-Step Registration Instructions PPT
- Student Registration Video Tutorial

**What is the Course ID?**
Your instructor will provide you with the Course ID. This is the first thing you will be asked for in the registration process, and so you will need this before you can register and enroll. All courses have a unique course ID and are case sensitive. If you do not have the course ID, please ask your instructor.

**After I finished registering, I got a message that noted my registration was being processed. Did I do something wrong?**
No, during high traffic times, processing registration can take longer. If you received this message at the end of registration, wait a few minutes, then try signing into your account to make sure the course is listed. If it does not appear after 24 hours, please contact **technical support**.

**How can I be sure that my computer is compatible with the MyLab course?**
You can check the **System Requirements** listed on the Support tab of the MyLab Home page. You can also download and run the home diagnostic tool kit (**PC** & **Mac**) found on the MyLab Home page in the lower right hand corner. Lastly, there is a Browser check within the course on the Course Home page that you can also use to check requirements.

**Where can I find more information to learn how to use my MyLab course?**
There is a student user guide that walks you through registration, course navigation, and getting help as well as a video tutorial for "**Navigating Your MyLab Course**" found on the Support tab of the MyLab homepage.

**I paid for MyLab access for this same book and edition last term, but dropped the course. Do I have to repurchase access?**
You can enroll in additional course sections without additional payment, for the life of the edition, as long as you already have a fully paid subscription for that particular book/author/edition. **Click here** for more information.

**I am waiting for my financial aid check before I can purchase MyLab access, but I don't want to miss any deadlines. What can I do?**
During registration, you can opt for Temporary Access on the Payment Information screen. This will give you access to your course for 17 days without payment. **Click here** for more information.

**How can I convert my temporary access to fully paid access?**
There are 2 ways to convert your temporary access to fully paid. You will receive three alerts via email indicating the time left before the access expires. You can click the link within the email and redeem an access code or pay with credit card or PayPal or you can access the payment screen directly from your account home page by clicking the "Pay or use an access code now" link under the course title. **Click here** for more information.

## Course Content

**I am not happy with my grade, how can I use MyBizLab to help me better prepare for tests?**
There are several self-study tools available in your MyLab course that you can use on your own. You can work with the Study Plan (Post-tests have unlimited attempts), eText (if applicable), Interactive Lectures and Flashcards. **Click here** to review how using the Study Plan can help you prepare.

**How do I get the eText on my iPad?**
You can download the Pearson eText for iPad app and access the eText on iPad either online or via download. The app provides many of the same features as the browser based eText such as search capabilities, highlights, notes, and bookmarks. There is a link in the Course Content of the course or **click here** for more information and the link to the App Store.

**Why do I get a message that a subscription is required when I try to access the eText?**
There are 2 types of access to MyBizLab—with eText and without eText. If you purchased the non-eText version, you will get a message that a subscription is required when you click on the eText link. From here, you can choose to upgrade access and pay for the eText.

If you paid for eText access and still receive this prompt, you should contact **Pearson Technical support**.

**Why did I get a message after submitting an activity that my score is pending instructor grading?**
Many assignments in MyBizLab are automatically graded, however, there are some assignments that require your instructor to review and grade manually. After your instructor completes grading your assignment, you will receive your final score.

**I was in the middle of an activity and I lost internet connectivity and can't get back into the assignment. What can I do?**
Before beginning any MyBizLab assignment, you should make sure you are connected to a secure internet connection. If this does happen, you can talk to your instructor, but it is up to the instructor on whether or not they reset it for you.

**Why does my Study Plan still show "in progress" when I finished the post-test and have a grade in the gradebook?**
This is not a technical glitch. In order for the study plan to show complete in your course content view, you have to meet the pass criteria set for all parts of the study plan including the recommended study materials suggested based on your Pre-test results.

However, the only scores that appear in the Gradebook are the Pre- and Post-Tests. If both are submitted before the due date, they will not appear late in the gradebook. The status of "Past Due" and "In Progress" do not affect your score.

## Technical Support

**I can't seem to get registered for your course, what can I do?**
Your issue may be related to the course materials purchased. For immediate assistance, you should contact our 24/7 Customer Support (**http://247pearsoned.custhelp.com**) to obtain help getting registered and logged in.

If it turns out you purchased the incorrect course materials, you should contact Pearson Customer Service for assistance with purchasing options and return policies: **http://247pearsoned.custhelp.com/app/answers/detail/a_id/6413/kw/customer%20service**.

**I can't open one of the assignments, what do I do?**
For immediate assistance, you should contact our 24/7 Customer Support (**http://247pearsoned.custhelp.com**) to obtain help getting access to the material you need.

You should also make sure that the computer you are using meets the **system requirements** and run the home diagnostic tool kit on your machine to make sure it has everything it needs to run efficiently with your MyLab course.

**I am receiving an error message, what should I do?**
For immediate assistance, you should contact our 24/7 Customer Support (**http://247pearsoned.custhelp.com**) to report the exact error message received and the steps you are taking before the error message appears. Technical support agents can help you troubleshoot the issue.