**UCONN Math 2210Q Student MyMathLab Help**



**Need MyLab Help? Please follow these easy steps.**

Typically, 95% of issues are resolved in Step 1. Of the remaining issues, 95% of them are resolved in Step 2. Your local representative will be able to escalate the few remaining issues in Step 3.

1. **Check your computer browser settings, pop ups, and cookies.** 
   * For the best experience, check the system requirements for your product at: <https://www.pearsonmylabandmastering.com/northamerica/mymislab/system-requirements/index.html#browser-settings>
   * Tech Tips:

* Use Chrome or Firefox as your browser
* Allow pop ups
* Enable cookies

1. **If you are still having an issue, Contact Tech Support.**
   * Visit Tech Support online:
     + <https://support.pearson.com/getsupport/s/contactsupport>
     + You will be asked to answer four quick questions before you are taken through to 24/7 Live Chat and/or talk to a representative on the phone.
2. **If Tech Support is unable to resolve the issue.** 
   * Email your Pearson rep Charles Olowokere at [Charles.olowokere@pearson.com](mailto:Charles.olowokere@pearson.com)
   * You must include a screen shot of the issue or detailed description, and your Pearson Case # from Tech Support.