**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
	* You must include a screen shot of the issue or detailed description, and your Pearson Case # from Tech Support.