Blackboard
Integration Guide
for MyITLab®

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# TABLE OF CONTENTS

**Getting Started** ................................................................. 4

What do you need to know before you get started? ........................................... 4
Some Important MyITLab Terminology ............................................................ 4
Getting Started Checklist for Success ............................................................. 5

**Module 1: Creating Courses** .......................................................... 6

Determine Your Training Path to Integrate MyITLab Coordinator & Member Section Courses: What Scenario Includes Your User Type? ....................................................... 6

Scenario 1: Do you create the MyITLab Coordinator course and the member sections that other section instructors will enroll to teach? ........................................ 7

1a: Program Administrator for MyITLab and Blackboard .................................... 7
HANDOUT: Section Instructor working with Program Administrator for MyITLab and Blackboard ......................................................................................................................... 9

1b: Program Administrator for MyITLab ONLY .................................................. 9
HANDOUT: Section Instructor working with Program Administrator for MyITLab ONLY ................................................................................................................................. 11

Scenario 2: Do you create the MyITLab Coordinator course, but then allow instructors to copy your course and own it from there? .............................................. 11

2a: Course Designer for MyITLab and Blackboard ............................................. 12
HANDOUT: Section Instructor working with Course Designer for MyITLab and Blackboard ................................................................................................................................. 14

2b: Course Designer for MyITLab ONLY ............................................................. 14
HANDOUT: Section Instructor working with Course Designer for MyITLab Only ................................................................. 15

Scenario 3: Do you create the Blackboard course, MyITLab Coordinator course and member sections for only sections YOU are teaching without being part of a larger department initiative with a Program Administrator or Course Designer? ........................................... 16

Individual Instructor ............................................................................................ 16

Scenario 4: Are you a returning user needing to copy your integrated Blackboard Master course from a previous term to use in a subsequent term? ......................... 18

**Module 2: Personalizing Your Blackboard Course with MyITLab Component Links** ......................................................................................................................... 19

Would you like to add component links? ......................................................... 19
Do you want to rearrange component links or move them to another area? .... 23
Module 3: Gradebook Set-Up and Grade Sync........................................ 24
Gradebook Set-Up .................................................................................... 24
Sync Individual Pearson Assignments Set Up ....................................... 25
Managing Grade Sync ............................................................................ 29
Export/Import Grades Set Up ................................................................. 42

Module 4: Student & Teaching Assistant (TA) Access ....................... 48
Checklist: Help Students Get Started Successfully............................... 48
How students register for a MyLab & Mastering course ....................... 48
How students upgrade from Temporary Access to fully paid access....... 52
How Teaching Assistants (TAs) register for a MyLab & Mastering course .... 58
HANDOUT: Teaching Assistants (TAs) assigned to Blackboard integrated MyLab courses................................................................. 58

Module 5: Troubleshooting ................................................................. 62
Frequently Asked Questions................................................................... 62
Cannot find items................................................................................. 62
Grades aren’t syncing for the class....................................................... 62
Grades are syncing, but there are duplicate columns......................... 62
There are columns in Blackboard Grade Center that do not appear in the MyLab ................................................................. 63
Student gets an error message about linking ....................................... 63
Internal server error ............................................................................. 63
Failed to refresh error ........................................................................ 64
Course1 error ...................................................................................... 64
Links disappeared............................................................................... 64
Do you need to contact 24/7 Technical Support?................................. 65
Getting Started

What do you need to know before you get started?

In order to integrate MyITLab coordinator and member courses with Blackboard, it is imperative that the steps described within this guide are followed in the specified order and will likely involve a close working relationship with your campus Blackboard Administrator.

During the Blackboard integration process, you are always creating a new MyITLab course or a new copy of an existing MyITLab course. You cannot link a Blackboard course to an existing MyITLab course ID.

Once you have paired Blackboard courses to MyITLab member courses, students will NOT need a course ID to register and enroll in your sections. Students will register and enroll directly from the Blackboard courses and not from www.myitlab.com or www.pearsonmylabandmastering.com.

Some Important MyITLab Terminology

Please review some important terminology before you look over which integration path you will use.

**MyITLab Coordinator Course:**

This course contains a standard layout, content, and assessments that can be copied by other faculty. Students cannot enroll into a Coordinator Course.

**MyITLab Member Section:**

This course is usually copied from the coordinator course. The coordinator course is set up before you create member sections. All content set up within the coordinator course will be copied to the member sections. The member section is the course students enroll and complete the various assessments.

**Course Pairing:**

This is a process that connects your Blackboard course with a member section of a MyITLab course. The course paring process is done within your Blackboard course.
Getting Started Checklist for Success

☐ Confirm your campus Blackboard Administrator has installed the MyLab & Mastering for Blackboard Learn Building Block. The Building Block must be installed before moving forward with setting up your course. Version 3.2 of the Pearson MyLab & Mastering building block is the latest version. Pearson’s building block is only supported in Blackboard Learn version 9.1, service pack 12 or higher.

☐ A username and password for Blackboard. If you do not have one yet, please contact your school’s Blackboard Administrator.

☐ A username and password for your Pearson Instructor account. If you do not have a Pearson account, please contact your Pearson Sales Representative. You will only need these credentials to link your accounts for the first time. After your accounts are linked, the system will recognize your login automatically.

☐ Confirm the MyITLab materials that you want to link are in the Pearson catalog. Your Pearson Sales Representative can help you, if needed.

☐ DO NOT provide students with a MyITLab course ID. It is not needed to register and enroll in integrated courses.

☐ Hand out a registration document on the first day of class for your students. You can find first day of class resources on the Support page for Blackboard LMS Integration under Get Your Students Started. There is also a registration video and presentation available on this page.

Once you have checked everything off your list, you are ready to get started!
# Module 1: Creating Courses

## Determine Your Training Path to Integrate MyITLab Coordinator & Member Section Courses: What Scenario Includes Your User Type?

We have created unique user scenarios with specific training paths that will help you integrate MyITLab Coordinator and member courses with Blackboard Learn.

<table>
<thead>
<tr>
<th>If You....</th>
<th>...and...</th>
<th>...then choose</th>
<th>Benefits</th>
</tr>
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<tbody>
<tr>
<td>Create the MyITLab Coordinator course and the member sections that other section instructors will enroll to teach</td>
<td>You create a Blackboard Master course and are enrolled in the Blackboard courses copied for other sections instructors and complete the course pairing</td>
<td><strong>Scenario 1a</strong></td>
<td>This option gives you (the program administrator) maximum access and control to <strong>both</strong> the Blackboard courses and the MyITLab courses to fully monitor how the course is delivered throughout the term.</td>
</tr>
<tr>
<td>You do not create a Blackboard Master course, but are still enrolled in the Blackboard courses created for other sections instructors and complete the course pairing</td>
<td><strong>Scenario 1b</strong></td>
<td>This option gives you (the program administrator) maximum control over the content that is presented on the MyITLab side, but the section instructor has maximum control of the content presented to students in the Blackboard side.</td>
<td></td>
</tr>
<tr>
<td>Create the MyITLab Coordinator course, but then allow instructors to copy your course and own it from there</td>
<td>You create a Blackboard Master course, but are not enrolled in the Blackboard courses copied for other sections instructors and the section instructors complete the course pairing</td>
<td><strong>Scenario 2a</strong></td>
<td>This option gives the section instructor a good starting template in both MyITLab and Blackboard, but maximum control of the course within MyITLab and Blackboard after copies are complete. You (the course designer) will not have access to the copied courses, but do have reporting capability, such as student activity or exam frequency analysis, from MyITLab.</td>
</tr>
<tr>
<td>You do not create a Blackboard Master course and are not enrolled in the Blackboard courses created for other sections instructors and the section instructors complete the course pairing</td>
<td><strong>Scenario 2b</strong></td>
<td>This option gives the section instructor a good starting template in MyITLab, but no guidance in Blackboard. The section instructor has maximum control of the course within MyITLab and Blackboard after copies are complete. You (the course designer) will not have access to the copied courses, but do have reporting capability, such as student activity or exam frequency analysis, from MyITLab.</td>
<td></td>
</tr>
<tr>
<td>Create and design the Blackboard course, MyITLab Coordinator course, and member sections for only sections YOU are teaching</td>
<td>You are not part of a larger department initiative with a Program Administrator or Course Designer and complete the course pairing</td>
<td><strong>Scenario 3</strong></td>
<td>This option is only for instructors that do not work with a Program Administrator or Course Designer as part of a department/program initiative. It allows for the instructor to design and manage their own course group.</td>
</tr>
</tbody>
</table>
Scenario 1: Do you create the MyITLab Coordinator course and the member sections that other section instructors will enroll to teach?

This scenario outlines the integration options for Program Administrators and provides you with a handout of step-by-step instructions for your Section Instructors.

1a: Program Administrator for MyITLab and Blackboard: Designs and is enrolled in all Blackboard courses, the MyITLab Coordinator course, and MyITLab member sections

1b: Program Administrator for MyITLab ONLY: Designs and manages the MyITLab Coordinator course and all MyITLab member sections, but does not design the Blackboard side

1a: Program Administrator for MyITLab and Blackboard

“Professor White is a Program Administrator for a large IT program. She designs and is enrolled in all Blackboard courses, the MyITLab Coordinator course, and all MyITLab member sections that Section Instructors will teach. She needs full access to both Blackboard and MyITLab to fully monitor how the course is delivered throughout the term.”

Workflow:

1) Your Campus Blackboard Administrator enrolls you as the instructor in a Blackboard course shell that will become the Blackboard Master course.

2) You log in and link your Blackboard and Pearson account if this is your first time integrating.

3) You pair the Blackboard Master course with a new MyITLab Coordinator Course or a copy of an existing MyITLab course as a Coordinator Course for Instructor Use Only.

4) You set up & customize the MyITLab Coordinator course that will be copied by Section Instructors.

5) You customize the Blackboard Master course your Campus Blackboard Administrator will copy to create your Section Instructors’ Blackboard course shells (see Module 2 & Module 3).

6) Your Campus Blackboard Administrator copies the “paired” Blackboard Master course to create the needed number of sections and enrolls both you and the appropriate Section Instructor as instructors in each respective course, including the sections (if any) you are teaching. (Note: Changes made to the Blackboard Master course after copies are created will not affect the Blackboard portion of copied courses as they are independent of the Blackboard master course after this process.)

7) You log in to each Blackboard course section and pair with a copy of the MyITLab Coordinator course.
8) You provide your Section Instructors a Section Instructor access code and the handout (linked below) with step-by-step instructions to register in their sections as a Section Instructor.

9) Section Instructors log in to Blackboard course sections and register as a Section Instructor.

**Step 1: Link Your Accounts**

*Tip: Please be sure you have your Pearson account credentials before starting this procedure. Speak with your Pearson Sales Representative if you do not have a Pearson Instructor account. Once your accounts are linked and your courses are paired, you will be able to enter your MyITLab courses through Blackboard without needing to log in to Pearson.*

This step is a one-time process to link your Blackboard Learn account to your Pearson MyLab account, which allows for single sign-on. If you have already completed this step previously, skip to step 2.

For instructions, please watch the video tutorial below–OR- complete these Step-By-Step Instructions.

**VIDEO TUTORIAL: MyLab & Mastering for Blackboard Integration Account Set Up**

**Step 2: Pair the Blackboard Master course to a MyITLab Coordinator course**

You have two options to pair your Blackboard Master course to a MyITLab Coordinator course: Create a NEW Coordinator course or create a copy of an existing MyITLab course.

For instructions to create a new Coordinator course, review these Step-By-Step Instructions.

For instructions to create a copy of an existing MyITLab course, review these Step-By-Step Instructions.

**Step 3: Set up and personalize the MyITLab Coordinator course and Blackboard Master course**

Before you ask your Campus Blackboard Administrator to copy Blackboard course shells for your Section Instructors, you will need to set up and personalize the Blackboard Master course. See Module 2 & Module 3 for information to personalize the course and set up the gradebook portion. Changes made to the Blackboard Master course after copies are created will not update or affect copied courses.

To set up and personalize your MyITLab Coordinator course, you can access it via the Blackboard Master course or by logging in at www.myitlab.com or www.pearsonmylabandmastering.com. You should prepare your MyITLab Coordinator course to be copied for your Section Instructors’ course sections BEFORE you pair
Blackboard course sections. Although there are some shared content and shared settings features for MyITLab course groups, it is a best practice to complete set up and customizations before member sections are created. Reference the MyITLab Implementation Guide for assistance to set up and personalize the coordinator course.

**Step 4: Pair each Blackboard course section for all Section Instructors with a copy of the MyITLab Coordinator course**

After your Blackboard and MyITLab customizations are complete and your Campus Blackboard Administrator copies Blackboard course sections, you will complete the pairing process for each course before your Sections Instructors register.

For instructions to pair member course sections, review these Step-By-Step Instructions.

**Step 5: Provide Section Instructors with resources to register as a Section Instructor**

Your Section Instructors will need to log in to the Blackboard courses copied for them and complete the enrollment into MyITLab as a Section Instructor. Please provide this handout to all Section Instructors for step-by-step instructions along with a Section Instructor access code. Contact your Pearson Sales Representative if you need to request Section Instructor access codes for your educators.

**HANDOUT: Section Instructor working with Program Administrator for MyITLab and Blackboard**

**1b: Program Administrator for MyITLab ONLY**

"Professor Black is a Program Administrator for a large IT program. He creates, designs, and manages the MyITLab Coordinator course and all MyITLab member sections that Section Instructors teach. He does not create a Blackboard Master course to be copied, but is enrolled in and pairs the Blackboard courses the Section Instructors will teach, giving them control over the Blackboard content presented to students."

**Workflow:**

1) You create, set up, and customize the MyITLab Coordinator course that will be copied by Section Instructors.

2) Your Campus Blackboard Administrator creates the needed number of sections and enrolls both you and the appropriate Section Instructor as instructors in each respective course (including any sections, if any, you are teaching).

3) You log in and link your Blackboard and Pearson account if this is your first time integrating.
4) You log in to each Blackboard course section and pair with a copy of the MyITLab Coordinator course.

5) You provide your Section Instructors a Section Instructor access code and the handout (linked below) with step-by-step instructions to register in their sections as a Section Instructor.

6) Section Instructors log in to Blackboard course sections and register as a Section Instructor.

**Step 1: Create, set up, and customize the MyITLab Coordinator course**

Reference the MyITLab Implementation Guide for assistance to create a new Coordinator course or a copy of an existing MyITLab course that will become the new Coordinator course that will be copied by Section Instructors. You will need a Pearson Instructor account in order to access MyITLab to create your course. Speak with your Pearson Sales Representative if you do not have a Pearson Instructor account. Access your account by logging in at www.myitlab.com or www.pearsonmylabandmastering.com.

Once created, you should prepare your MyITLab Coordinator course to be copied for your Section Instructors’ course sections BEFORE you pair Blackboard course sections. Although there are some shared content and shared settings features for MyITLab course groups, it is a best practice to complete set up and customizations before member sections are created. You will also need to indicate the course is “Available for Copy.”

**Step 2: Link Your Accounts**

Once your Campus Blackboard Administrator has completed creating Blackboard course sections and enrolled both you and the Section Instructors as Instructors in the courses, you will log in to Blackboard and enter one of the course sections to link your accounts.

`Tip: Once your accounts are linked and your courses are paired, you will be able to enter your MyITLab courses through Blackboard without needing to log in to Pearson.`

This step is a one-time process to link your Blackboard Learn account to your Pearson MyLab account, which allows for single sign-on. If you have already completed this step previously, skip to step 3.

For instructions, please watch the video tutorial below—OR—complete these Step-By-Step Instructions.

**VIDEO TUTORIAL: MyLab & Mastering for Blackboard Integration Account Set Up**
Step 3: Pair each Blackboard course sections for all Section Instructors with a copy of the MyITLab Coordinator course

You will complete the pairing process for each course before your Sections Instructors register.

For instructions to pair member course sections, review these Step-By-Step Instructions.

Step 4: Provide Section Instructors with resources to register as a Section Instructor

Your Section Instructors will need to log in to the Blackboard courses created for them and complete the enrollment into MyITLab as a Section Instructor. Please provide this handout to all Section Instructors for step-by-step instructions along with a Section Instructor access code. Contact your Pearson Sales Representative if you need to request Section Instructor access codes for your educators.

HANDOUT: Section Instructor working with Program Administrator for MyITLab ONLY

Scenario 2: Do you create the MyITLab Coordinator course, but then allow instructors to copy your course and own it from there?

This scenario outlines the integration options for Course Designers and provides you with a handout of step-by-step instructions for your Section Instructors. Both options provide you with reporting capabilities across sections in your course group, even though you are not directly managing and monitoring sections taught by others.

2a: Course Designer for MyITLab and Blackboard: Designs a Blackboard course and MyITLab Coordinator course to be copied as a good starting template for Section Instructors in both MyITLab and Blackboard

2b: Course Designer for MyITLab ONLY: Designs the MyITLab Coordinator course to be copied as a good starting template for Section Instructors, but does not design the Blackboard side
2a: Course Designer for MyITLab and Blackboard

"Professor Brown is a Course Designer for a large IT program. He designs a Blackboard Master course and MyITLab Coordinator course that are copied to provide Section Instructors a standard template that can be modified for both MyITLab and Blackboard. He is not enrolled in the Section Instructor courses and therefore does not have access to the actual copied courses. However, he still maintains reporting capabilities for all sections in the course group. Each Section Instructor will complete the course pairing for respective courses."

Workflow:

1) Your Campus Blackboard Administrator enrolls you as the instructor in a Blackboard course shell that will become the Blackboard Master course.

2) You log in and link your Blackboard and Pearson account if this is your first time integrating.

3) You pair the Blackboard Master course with a new MyITLab Coordinator Course or a copy of an existing MyITLab course as a Coordinator Course for Instructor Use Only.

4) You set up & customize the MyITLab Coordinator course that will be copied by Section Instructors.

5) You customize the Blackboard Master course your Campus Blackboard Administrator will copy to create your Section Instructors’ Blackboard course shells (see Module 2 & Module 3).

6) Your Campus Blackboard Administrator copies the “paired” Blackboard Master course to create the needed number of sections and enrolls the appropriate Section Instructor as the instructor in each respective course, including the sections (if any) you are teaching. (Note: Changes made to the Blackboard Master course after copies are created will not affect the Blackboard portion of copied courses as they are independent of the Blackboard master course after this process.)

7) You provide your Section Instructors the Coordinator Course ID and the handout (linked below) with step-by-step instructions to pair their respective Blackboard sections.

8) Section Instructors log in to Blackboard courses and pair with a copy of the Coordinator course template.
Step 1: Link Your Accounts

**Tip:** Please be sure you have your Pearson account credentials before starting this procedure. Speak with your Pearson Sales Representative if you do not have a Pearson Instructor account. Once your accounts are linked and your courses are paired, you will be able to enter your MyITLab courses through Blackboard without needing to log in to Pearson.

This step is a **one-time process** to link your Blackboard Learn account to your Pearson MyLab account, which allows for single sign-on. If you have already completed this step previously, skip to step 2.

For instructions, please watch the video tutorial below—OR- complete these **Step-By-Step Instructions**.

**VIDEO TUTORIAL:** MyLab & Mastering for Blackboard Integration Account Set Up

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Step 2: Pair the Blackboard Master course to a MyITLab Coordinator course

You have two options to pair your Blackboard Master course to a MyITLab Coordinator course: Create a NEW Coordinator course or create a copy of an existing MyITLab course.

For instructions to create a new Coordinator course, review these **Step-By-Step Instructions**.

For instructions to create a copy of an existing MyITLab course, review these **Step-By-Step Instructions**.

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Step 3: Set up and personalize the MyITLab Coordinator course and Blackboard Master course

Before you ask your Campus Blackboard Administrator to copy Blackboard course shells for your Section Instructors, you will need to set up and personalize the Blackboard Master course. See Module 2 & Module 3 for information to personalize the course and set up the gradebook portion. Changes made to the Blackboard Master course after copies are created will not update or affect copied courses.

To set up and personalize your MyITLab Coordinator course, you can access it via the Blackboard Master course or by logging in at [www.myitlab.com](http://www.myitlab.com) or [www.pearsonmylabandmastering.com](http://www.pearsonmylabandmastering.com). You should prepare your MyITLab Coordinator course to be copied by your Section Instructors BEFORE asking the Section Instructors to pair Blackboard course sections. Although there are some shared content and shared settings features for MyITLab course groups, it is a best practice to complete set up and customizations before member sections are created. Reference the MyITLab Implementation Guide for assistance to set up and personalize the coordinator course.
Step 4: Provide Section Instructors with resources to complete course pairing

Your Section Instructors will need to complete the course pairing for each Blackboard course copied for them from your Blackboard Master course. Please provide this handout to all Section Instructors for step-by-step instructions along with your MyITLab Coordinator Course ID.

**HANDOUT: Section Instructor working with Course Designer for MyITLab and Blackboard**

2b: Course Designer for MyITLab ONLY

“Professor Green is a Course Designer for a large IT program. She designs a MyITLab Coordinator course to be copied to provide Section Instructors a standard template that can be modified, but does not create a Blackboard Master course nor is she enrolled in the Section Instructor courses. Therefore, she does not have access to the actual copied courses, but still maintains reporting capabilities for all sections in the course group. Each Section Instructor will complete the course pairing for respective courses.”

**Workflow:**

1) You create, set up, and customize the MyITLab Coordinator course that will be copied by Section Instructors.

2) Your Campus Blackboard Administrator creates the needed number of sections and enrolls the appropriate Section Instructor as the instructor in each respective course (including any sections, if any, you are teaching).

3) You provide your Section Instructors the Coordinator Course ID and the handout (linked below) with step-by-step instructions to pair their respective Blackboard sections.

4) Section Instructors log in to Blackboard courses and pair with a copy of the Coordinator course template.

Step 1: Create, set up, and customize the MyITLab Coordinator course

Reference the MyITLab Implementation Guide for assistance to create a new Coordinator course or a copy of an existing MyITLab course that will become the new Coordinator course that will be copied by Section Instructors. You will need a Pearson Instructor account in order to access MyITLab to create your course. Speak with your Pearson Sales Representative if you do not have a Pearson Instructor account. Access your account by logging in at www.myitlab.com or www.pearsonmylabandmastering.com.

Once created, you should prepare your MyITLab Coordinator course to be copied by your Section Instructors BEFORE asking the Section Instructors to pair Blackboard course sections. Although there are some shared content and shared settings features for MyITLab course groups, it is a best practice to complete set up and customizations before
member sections are created. You will also need to indicate the course is “Available for Copy.”

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**Step 2: Provide Section Instructors with resources to complete course pairing**

Your Section Instructors will need to complete the course pairing for each Blackboard course created for them by the campus Blackboard Administrator. Please provide this handout to all Section Instructors for step-by-step instructions along with your MyITLab Coordinator Course ID.

**HANDOUT: Section Instructor working with Course Designer for MyITLab Only**

**Note:** If you are teaching any member sections, when pairing your Blackboard course sections, instead of “Copying from another instructor”, you will “Select from your courses” and choose your Coordinator course ID from the drop-down list.
Scenario 3: Do you create the Blackboard course, MyITLab Coordinator course and member sections for only sections YOU are teaching without being part of a larger department initiative with a Program Administrator or Course Designer?

This option is only for instructors that do not work with a Program Administrator or Course Designer as part of a department/program initiative. It allows you to design and manage your own course group. Whether you teach one section or several sections in one term, the process is the same.

Individual Instructor

"Professor Gray is the only instructor at his school teaching Computer Applications. There is no IT Department Program Administrator or Course Designer creating or designing courses for instructors. He is responsible for creating and designing the Blackboard course(s), MyITLab Coordinator course, and member sections he is teaching this term."

Workflow:

1) Your Campus Blackboard Administrator enrolls you as the instructor in a Blackboard course shell that will become the Blackboard Master course.

2) You log in and link your Blackboard and Pearson account if this is your first time integrating.

3) You pair the Blackboard Master course with a new MyITLab Coordinator Course or a copy of an existing MyITLab course as a Coordinator Course for Instructor Use Only.

4) You set up & customize the MyITLab Coordinator course that will be copied to create the sections you are teaching.

5) You customize the Blackboard Master course your Campus Blackboard Administrator will copy to create your Blackboard course shells (see Module 2 & Module 3).

6) Your Campus Blackboard Administrator copies the “paired” Blackboard Master course to create the number of sections you are teaching and enrolls you as the instructor in each. (Note: Changes made to the Blackboard Master course after copies are created will not affect the Blackboard portion of copied courses as they are independent of the Blackboard master course after this process.)

7) You log in to each Blackboard course section and pair with a copy of the MyITLab Coordinator course.
Step 1: Link Your Accounts

**Tip:** Please be sure you have your Pearson account credentials before starting this procedure. Speak with your Pearson Sales Representative if you do not have a Pearson Instructor account. Once your accounts are linked and your courses are paired, you will be able to enter your MyITLab courses through Blackboard without needing to log in to Pearson.

This step is a **one-time process** to link your Blackboard Learn account to your Pearson MyLab account, which allows for single sign-on. If you have already completed this step previously, skip to step 2.

For instructions, please watch the video tutorial below—OR—complete these **Step-By-Step Instructions**.

**VIDEO TUTORIAL:** MyLab & Mastering for Blackboard Integration Account Set Up

Step 2: Pair the Blackboard Master course to a MyITLab Coordinator course

You have two options to pair your Blackboard Master course to a MyITLab Coordinator course: Create a NEW Coordinator course or create a copy of an existing MyITLab course.

For instructions to create a new Coordinator course, review these **Step-By-Step Instructions**.

For instructions to create a copy of an existing MyITLab course, review these **Step-By-Step Instructions**.

Step 3: Set up and personalize the MyITLab Coordinator course and Blackboard Master course

Before you ask your Campus Blackboard Administrator to copy Blackboard course shells for your member sections, you will need to set up and personalize the Blackboard Master course. See [Module 2 & Module 3](#) for information to personalize the course and set up the gradebook portion. Changes made to the Blackboard Master course after copies are created will not update or affect copied courses.

To set up and personalize your MyITLab Coordinator course, you can access it via the Blackboard Master course or by logging in at [www.myitlab.com](http://www.myitlab.com) or [www.pearsonmylabandmastering.com](http://www.pearsonmylabandmastering.com). You should prepare your MyITLab Coordinator course to be copied for your member sections BEFORE you pair Blackboard course sections. Although there are some shared content and shared settings features for MyITLab course groups, it is a best practice to complete set up and customizations before member sections are created. Reference the [MyITLab Implementation Guide](#) for assistance to set up and personalize the coordinator course.
Step 4: Pair each Blackboard course section with a copy of the MyITLab Coordinator course

After your Blackboard and MyITLab customizations are complete and your Campus Blackboard Administrator copies Blackboard course sections, you will complete the pairing process for each course.

For instructions to pair member course sections, review these Step-By-Step Instructions.

Scenario 4: Are you a returning user needing to copy your integrated Blackboard Master course from a previous term to use in a subsequent term?

This scenario outlines the process to copy and “re-pair” a Blackboard Master course previously paired with a MyITLab Coordinator course for use in a future term.

If you previously linked a Blackboard Master course to your MyITLab Coordinator course, and you’re teaching with the same materials again next term, you can save time by copying the same set-up. Through the copying process, all of your Blackboard customizations and Pearson component links will be copied into the new shell.

Workflow:

1) Your Campus Blackboard Administrator makes a copy of your Blackboard Master course that was paired to your MyITLab Coordinator course from the previous term.

2) You pair the NEW Blackboard Master course with a new copy of the MyITLab Coordinator Course as a “Coordinator Course for Instructor Use Only”.

3) You follow the same steps as in the previous term from your user scenario (scenarios 1-3 in previous pages) to complete your course group creation.

For instructions to “re-pair” the newly copied Blackboard Master course, review these Step-By-Step Instructions.
Module 2: Personalizing Your Blackboard Course with MyITLab Component Links

After you complete the initial course setup, you can add component links to your MyLab course from within Blackboard Learn. A component is a part of the course, for example, the page where students can access all their homework assignments, results, or course home.

Would you like to add component links?

1) Enter your Blackboard course.

2) You have two options here.

Option 1: Click on Content in the left hand navigation bar. Continue to 3.

Option 2: You can create your own link. Click on the + at the top of the left hand navigation bar. Click on Content Area. Next, name your Content Area and click Submit. Now continue to 3.
3) Now **Click** on the **Partner Content** tab and click.

**Important!** If you have not yet paired your Blackboard course with your Pearson MyLab course, you are taken to the initial course setup process at this point.

4) Click on the MyITLab, Pearson USA icon.
5) The **Add Pearson's MyLab & Mastering Links** page displays the component links available for your MyLab & Mastering course.

![Add Pearson's MyLab & Mastering Links](image)

**Add Pearson's MyLab & Mastering Links**

The following links to MyLab & Mastering components can be added to your course. You can select checkboxes to add the links to your course. More Help

<table>
<thead>
<tr>
<th>No</th>
<th>Link</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>MyITLab Course Home</td>
<td>Access your MyITLab course for additional content</td>
</tr>
<tr>
<td>2</td>
<td>MyITLab Today's View</td>
<td>Student Access: Today's View provides assignments</td>
</tr>
<tr>
<td>3</td>
<td>MyITLab Course Content</td>
<td>Student Access: Course Content displays tasks</td>
</tr>
<tr>
<td>4</td>
<td>MyITLab Grades</td>
<td>Student Access: The Grades tool allows you to view grades</td>
</tr>
</tbody>
</table>

**Note:** Some courses only offer one link, and it goes to the **Course Home**. In these courses, the link is added automatically when you choose **Pearson’s MyLab & Mastering** from the **Build Content** menu, and the **Add Pearson’s MyLab & Mastering Links page** is not displayed.

The course home component includes all course navigation tools, including the left menu. Other components, such as the Today’s View or Course Content, are displayed as pages and users cannot navigate to other areas of the course.

6) (Optional) Click a component's link to preview it. Then close the preview to return to the **Add Links** page.

![Add Pearson's MyLab & Mastering Links](image)
7) Use the check boxes in the leftmost column to select the components you want to link to from your content area.

8) Click **Submit** at the bottom of the page.
9) The components you added now appear as links in your content area, and students can use them to enter the MyLab course.
Do you want to rearrange component links or move them to another area?

You can drag and drop the links on a Content page to rearrange them and copy or move them to another course area.

1) To change a component link’s position, click to it and drag it into a new position.

2) To copy or move a component, point to it, click its drop-down arrow, and select Copy or Move. See the Blackboard Help for Instructors for more information.
Module 3: Gradebook Set-Up and Grade Sync

Gradebook Set-Up

There are three ways to sync grades from a MyLab gradebook into the Blackboard Learn Grade Center:

- **Syncing Individual Pearson Assignments**: This is a one-way process that automatically brings raw grades in points from your MyLab course's gradebook into the Blackboard Grade Center.

- **Export/import grades**: You can export the Pearson gradebook information to a .csv file and import that file into the Grade Center.

- **Manually enter grades**: You can go into the Grade Center and type student grades into the appropriate columns.

---

**Important!** You need to choose either auto sync or export/import to avoid duplicate columns in the Grade Center.

**Important!** The auto sync only brings over raw grades from your MyLab gradebook. So if you have set up any additional categories or weighting options, it will not automatically transfer. If you desire to have additional categories or weights applied to grades, you will set that up in the Blackboard Grade Center.

**Important!** It is recommended that you do not assign a randomized activity when using grade transfer. If you must set up a randomized activity, make sure you use questions with the same point values. Otherwise, the grades will not transfer correctly into Blackboard. Grade transfer cannot account for individual students who have different points possible for a single assignment.
Sync Individual Pearson Assignments Set Up

Let’s now discuss how to set up Sync Individual Pearson Assignments in Blackboard.

**VIDEO TUTORIAL:** MyLab & Mastering for Blackboard Set Up Grade Sync for Individual Items

---

**Tip:** Before setting up Sync Individual Pearson Assignments, there are some prerequisites.

Your Blackboard Administrator has installed the MyLab and Mastering building block version 3.2 and enabled the auto grade synchronization feature.

The MyLab or Modified Mastering course linked to the Blackboard course must support auto grade sync.

The Pearson course linked to the Blackboard course has at least one gradable activity either assigned to or made available to students.

---

**Step by Step Instructions:**

1) Log into your Blackboard course. On the left hand navigation bar, click on **Tools**.
2) On the Tools page, click on **Pearson’s MyLab & Mastering**.

3) On the Pearson’s MyLab & Mastering Page, scroll down to **Support Tools** and click on **Manage Pearson MyLab & Mastering Grades**.
4) On the Manage Pearson MyLab & Mastering Grades Screen click on **Set Up Grade Synchronization**.

![Manage Pearson's MyLab & Mastering Grades](image)

5) On the Set Up Grade Synchronization Screen, choose **Select Individual Pearson assignments**. Then click **Next**.

![Select Grade Synchronization Method](image)

6) A message will appear indicating that the synchronization settings were successfully saved. To add the grade columns, click the **Add Grade Columns** link.

![Manage Pearson’s MyLab & Mastering Grades](image)
7) To Select Individual Pearson Assignments, choose the individual assignments you want to sync from your MyLab course by checking the box to the left of the assignment name. Then click the **Submit** button.

![Select Items](image)

8) On the next page you will choose your grade sync settings. Click **Submit**.

- **Verify that the list of grade columns matches your selections.**
- **Include These Items in the Grade Center Calculations**: Most users select **Yes** for this option. Selecting **Yes** means you have the option of including the auto synced grades in Grade Center calculations.
- **Category**: Select your category

![Grade Items Selected](image)

![Settings](image)
Managing Grade Sync

Now that you have your auto grade sync set up, here are some helpful tips on managing your Pearson MyLab & Mastering Grades.

From the Manage Pearson’s MyLab and Mastering Page there are several changes you can make.

These include:

- Learn about auto sync timing
- Manually refresh Pearson grades
- Fix any grade column discrepancies
- Get Diagnostic Data from the grade sync dashboard
- Edit auto sync settings
- Clean up Pearson Gradable items
- Disable auto sync

Follow these steps to get to the Manage Pearson’s MyLab and Mastering Grades page.

You have two options for getting to the Blackboard Learn Center. Please choose a path.

**Option 1:** Begin at **Tools**

**Option 2:** Begin at **Grade Center**
Option 1: Begin at Tools

Step-by-Step Instructions:

a) In your Blackboard course, click on **Tools** in the left hand navigation bar.

![Diagram showing the Blackboard navigation bar with the Tools section highlighted.]

b) On the **Tools** page, click on **Pearson’s MyLab & Mastering**.

![Diagram showing the Pearson MyLab & Mastering page with the relevant section highlighted.]

C) On the Pearson’s MyLab & Mastering page, scroll down until you get to **Support Tools** and click on **Manage Pearson MyLab & Mastering Grades**.

![Diagram showing the Manage Pearson MyLab & Mastering Grades section.]

d) You are now on the **Manage Pearson’s MyLab & Mastering Grades** page.

**Manage Pearson’s MyLab & Mastering Grades**

*Select from the following available options.*

- **Refresh Pearson Grades**
  
  Ensure your Pearson application grades are up to date in the Blackboard Grade Center.

- **Grade Synchronization Settings**
  
  Change settings for automated grade synchronization.

- **Add Grade Columns**
  
  Select and add Pearson gradebook columns to your Blackboard course.

**Option 2: Begin at Grade Center**

**Step-by-Step Instructions:**

a) In the left hand navigation bar, scroll down to Grade Center. **Click** the drop down arrow next to **Grade Center**. Click on **Full Grade Center**.
b) You are now on the **Full Grade Center**, click on **Manage** to manage Pearson’s MyLab & Mastering Grades page.

![Manage Pearson MyLab & Mastering Grades](image)

**Auto sync timing**

When you enable auto grade sync, Pearson sends the most recent grades from the Pearson course’s gradebook to the Pearson Grade Repository every 15 minutes. Blackboard Learn prompts the Pearson Grade Repository to send grades to the Blackboard Grade Center at a frequency interval set by your Blackboard administrator, typically every 60, 90, 120, or 240 minutes. The repository then sends the grades to the Blackboard Grade Center. However, the Blackboard administrator may have left the frequency set at "Never." You can override the frequency setting, even when it's "Never," by manually refreshing the auto synced grades.

![Auto sync timing diagram](image)
Refresh Pearson grades

There may be a time where you will need to manually refresh your auto synced Pearson grades within Blackboard. For example, you may need your grades before the scheduled Blackboard sync.

This list should include all items that you previously synced with your Blackboard Grade Center plus any assignments that you created in your MyLab or Modified Mastering course since the last sync took place.

For instructions, please watch the following video tutorial –OR- complete the following step-by-step instructions.

VIDEO TUTORIAL: MyLab & Mastering for Blackboard Refresh All Grades

Step-by-Step Instructions:

a) From the Manage Pearson’s MyLab & Mastering Grade page, click on Refresh Pearson Grades.

b) View the items available in the refresh.

Refresh Pearson Grades for Selected Items

Grade center information will be refreshed for the Pearson items in the list below, based on the most current results in MyLab & Mastering. To refresh grades for particular content only, please choose the items below:

<table>
<thead>
<tr>
<th>No.</th>
<th>Title</th>
<th>Description</th>
<th>Points Possible</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>WD Ch 2 Grader Project 2E: Job Listings (Homework)</td>
<td>-</td>
<td>100.0</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Word Chapter 1: End of Chapter Quiz</td>
<td>-</td>
<td>30.0</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Word Chapter 1: Simulation Training (Projects A and B)</td>
<td>-</td>
<td>29.0</td>
<td></td>
</tr>
</tbody>
</table>
d) Click the **Submit** button.

When the grades are refreshed, Blackboard displays the Pearson's MyLab and Mastering page with a confirmation message at the top of the page. You will also receive an email confirmation. The email will show the number of grade items and any grades that have update. It will also show the number of failures. If there are items listed in the Duplicate Pearson Items in Blackboard course section of this page, be sure to delete them.

---

**Grade column discrepancies**

Grade Column Discrepancy occurs when the column is in the Blackboard Grade Center but is no longer included in the Pearson sync. This could happen because:

- The synchronization settings in your Pearson MyLab course no longer include syncing the item.
- The Blackboard course was copied from a previous semester or used by another instructor, but the Pearson MyLab columns do not match.
- The columns in your Blackboard course were created from uploading a .csv file and setting up grade sync will create duplicate columns.
Step-by-Step Instructions:

a) On the Manage Pearson’s MyLab & Mastering Grades, click on Refresh Pearson Grades.

GRADE COLUMN DISCREPANCY CLEANUP

Grade Column Discrepancy occurs when the column is in the Blackboard Grade Center but is no longer included in the Pearson sync. This could happen because:
- The synchronization settings in your Pearson MyLab & Mastering course no longer include syncing the item
- The Blackboard course was copied from a previous semester or used by another instructor, but the Pearson MyLab & Mastering columns do not match
- The columns in your Blackboard course were created from uploading a .csv file and setting up grade sync will create duplicate columns

Click “Delete” to cleanup the Grade Column Discrepancy.

There are no grade column discrepancies in your course.

b) Click Delete to clean up the Grade Column Discrepancy.

Grade synchronization dashboard

The grade synchronization dashboard displays diagnostic data regarding the course grade sync. Using the dashboard you can view the current institution and course level grade synchronization settings.

To display the Grade Synchronization Dashboard, click on the + on the Grade Synchronization Dashboard line.

From the Gradebook Synchronization Dashboard you have the following information:

The Institution Grade Synchronization view displays:

- **Institution Grade Update Frequency**: The number of minutes between the times that the Blackboard Learn instance is set to call Pearson for grades.
- **Grade Updates Status**: The status of the grade update process.
- **Last Institution Grade Check**: The day, date, and time of the last time the Blackboard Learn instance called to Pearson for grades.
- **Last Institution Grade Update**: The day, date, and time of the last time the Blackboard Learn instance updated grades.

The **Course Grade Synchronization** view displays:

- **Grade Synchronization Settings**: The current grade sync setting in the individual course.
- **Include Grade Columns in Grade Center Calculations**: Whether Pearson grades are being included in the Blackboard Grade Center calculations.
- **Email Notifications**: The email address to which grade sync notifications are being sent.
- **Category**: The grade sync settings category selection.
- **Last Course Grade Update**: The day, date, and time that the grades for the individual course were updated.

![Manage Pearson's MyLab & Mastering Grades](image)
Change grade synchronization settings

You can make changes to the grade sync settings from the Manage Pearson’s MyLab & Mastering Grades page.

Step-by-Step Instructions:

a) On the Manage Pearson’s MyLab & Mastering Grades page, click Change Grade Synchronization Settings.

b) The Set Up Grade Synchronization Wizard will open. Make sure that All available MyLab & Mastering assignments button is checked. Click on Next.
d) The Grade Synchronization Settings Page now appears. Make any desired changes and click **Submit**.

Notes:

*If you have already synced all items from the MyLab & Mastering course to the Blackboard Grade Center, these changes will be applied only to assignments that are deployed to the Grade Center after you make these changes.*

*To change category settings for items that are already deployed to the Blackboard Grade Center, make the changes to the individual grade column in the Blackboard Grade Center.*

**Clean up Pearson gradable items**

Sometimes while setting up auto grade sync, you may be prompted to clean up Pearson gradable items. The cleanup is necessary when your current Blackboard course is a copy of previous course in which grade sync was set up using the Pearson MyLab & Mastering building block version 3.0.

The original course's gradable items would have been copied to the current course. Those items must be removed from the current course. The clean-up process removes the items, their associated grade columns, and any grades associated with the grade columns.

For instructions, please watch the following video tutorial –OR- complete the following step-by-step instructions.

**VIDEO TUTORIAL: MyLab & Mastering for Blackboard Integration Grade Center Clean Up**
Step-by-Step Instructions:

a) On the Manage Pearson’s MyLab & Mastering Grades page, click **Set Up Grade Synchronization**. All Pearson Gradable Items will be listed.

b) Click the **Cleanup** button. A message stating that you have successfully cleaned up the Pearson gradable items is displayed.

c) Follow the grade sync wizard to set up auto sync in Blackboard.

**Note:** Courses that are active and have students actively posting grades when Blackboard updates from version 3.0 to a newer version of the MyLab & Mastering building block will need to complete a cleanup. When the Pearson gradable items are removed, the grade columns and grades associated with those items are also removed. Instructors in this situation may choose not to clean up the items; however, all grade columns associated with the Pearson gradable items will not be included in any subsequent automatic grade sync. Those grades will be frozen in time.

If you are in this situation and choose to clean up the gradable items and set up grade sync using the version 3.2 grade sync wizard, the grade columns and grades associated with the previous items will sync from the MyLab gradebook to the Blackboard Grade Center. In other words, the clean-up process is for the Blackboard Grade Center only and clicking the Cleanup button does not impact the grades in the Pearson gradebook in any way.
**Turn off auto sync**

If you decide to turn off auto sync, here are the steps to do so.

For instructions, please watch the following video tutorial –OR- complete the following step-by-step instructions.

**VIDEO TUTORIAL: MyLab & Mastering for Blackboard Turn Off Grade Sync**

**Step-by-Step Instructions:**

a) On the **Manage Pearson’s MyLab & Mastering Grades** page, click on **Change Grade Synchronization Settings**.

![Manage Pearson's MyLab & Mastering Grades](image)

b) From the list of options choose **Turn off grade sync**. Then click **Next**.

![Select Grade Synchronization Method](image)

**Note:** When auto grade sync is disabled, Blackboard no longer updates the Grade Center with grades from the Pearson Grade Repository. All grades and columns in the Grade Center remain intact when you turn off auto sync.
Troubleshoot auto syncing grades

Option 1: Pearson Customer Technical Support

Click [HERE] to connect with our Pearson Customer Technical Support site.

You can use this customer support website to search frequently asked questions or the knowledge base, chat online with a Pearson representative, ask a question of the technical support team (and receive an answer within 24 hours), and enter feedback or complaints.

Option 2: Pearson Blackboard Help

Click [HERE] to access the Pearson Blackboard Help file.
Important Grade Sync reminders

- Please remind students that it can take up to 15 minutes for the Pearson gradebook to sync to the grade repository
- By default, all grades sync in raw points, not percentages
  - This includes assignments with a rubric which are always out of 4 points
- All weighting should be completed in the LMS gradebook--not the MyLab course
  - Grade schemas do not sync
  - Total score columns do not sync
- Grade categories do not sync
- All assignments are set to send by default; however, calculated columns are not set to send automatically

Export/Import Grades Set Up

There may be times that you need to export and import a column that is not included in the grade sync process. **Please note that this is the exception not the rule.** Or if you choose to turn off the grade sync process, you can use the Export/Import Grades set up.

The following steps lead you through the process to export grades from Pearson’s MyLab & Mastering and then import them into Blackboard.

First, you need to export the grades from your **Pearson’s MyLab & Mastering Course.**

Export Grades

**Step-by-Step Instructions:**

a) Log into Blackboard. On the left hand navigation bar, click **Tools**.

![Tools in Blackboard navigation bar](image.png)
b) On the **Tools** page, click on **Pearson’s MyLab and Mastering**.

![Pearson’s MyLab and Mastering](image)

On the Pearson’s MyLab & Mastering page, click on the **MyITLab Course Home**.

![MyITLab Course Home](image)

d) Click **Grades** on the Course Menu and then click **Instructor Gradebook**.

![Instructor Gradebook](image)
e) At the bottom of the gradebook, find the Export section. From the drop down boxes, choose **All Grades** and the **Blackboard-MyLab/Mastering** format. Then click **Download**.

<table>
<thead>
<tr>
<th>Export:</th>
<th>All Grades ▼</th>
<th>as</th>
<th>Blackboard-MyLab/Mastering ▼</th>
<th>Download</th>
</tr>
</thead>
</table>

f) A box will pop up with a link to download the file. Click on the file name to download.

![Multiple Files - Google Chrome](https://mylabs.px.pearsoned.com/Pegasus/Modules/GradeBook/frmGBExportGrade:

The requested grades have successfully exported. Each file below contains up to 256 columns. Click the link to download the file.

CGS1100 - Section 3421 AllGrades1.csv

**Note:** Please keep the `.csv` extension if you choose to change the name of the file.

**Import Grades into Blackboard**

**Step-by-Step Instructions:**

a) Log into Blackboard. On the left hand navigation bar, click **Tools**.
b) On the Tools page, click on **Pearson’s MyLab and Mastering**.

![Pearson’s MyLab and Mastering](image1)

\[\text{Pearson Custom Tools} \quad \text{Pearson MyEnglishLab} \quad \text{Pearson’s MyLab & Mastering}\]

Access and Manage Pearson’s Custom Integration for this course through Blackboard.

Access and Manage Pearson’s MyLab & Mastering products for this course through Blackboard.

\[\text{Manage Pearson MyLab & Mastering Grades}\]

Transfer grades from Pearson’s MyLab & Mastering into your Blackboard course.

\[\text{Important: If you have not yet set up grade sync, this will not appear.}\]

c) On the Pearson’s MyLab & Mastering page, scroll down until you get to Support Tools and click on **Manage Pearson MyLab & Mastering Grades**.

d) On the Manage Pearson’s MyLab & Mastering Grades page, click on **Grade Synchronization Settings**.

**Manage Pearson’s MyLab & Mastering Grades**

Select from the following available options.

- **Refresh Pearson Grades**
  - Ensure your Pearson application grades are up to date in the Blackboard Grade Center.

- **Grade Synchronization Settings**
  - Change settings for automated grade synchronization.

- **Add Grade Columns**
  - Select and add Pearson gradebook columns to your Blackboard course.
e) On the Set Up Grade Synchronization page, choose the option to **Upload grades via .CSV file**. Click **Next**.

![Select Grade Synchronization Method](image)

f) Click on **Upload Pearson Grades via .CSV File**.

![Manage Pearson's MyLab & Mastering Grades](image)

g) Click **Browse My Computer** and find the CSV file. Click **Submit**.

![Upload Pearson's MyLab & Mastering Grades](image)
h) Under **Select Columns**, select the assignments that you want to import into the Blackboard Learn Grade Center. (Remove the check mark from any assignments you do not want to import.) Click **Submit**.

If you previously uploaded grades for an assignment, the new grades are automatically uploaded to the same assignment/column. If the upload includes a new assignment (one not previously uploaded), the Grade Center creates a new column for it.

![Select Columns](image)
Module 4: Student & Teaching Assistant (TA) Access

Now that you have set up your course, you are ready for students to start enrolling into your course. Your students will also link their Blackboard Learn and Pearson accounts.

**Checklist: Help Students Get Started Successfully**

- Do NOT provide students a MyITLab course ID for registration. If they are prompted for one, they are not registering correctly. Make sure they first log in to Blackboard and then access the Pearson course, as described in the following procedure.
- Hand out a registration document on the first day of class for your students. You can find first day of class resources on the Support page for Blackboard LMS Integration under Get Your Students Started. There is also a registration video and presentation available on this page.
- Encourage students to check System Requirements so they can be responsible for checking their computers. Consider displaying System Requirements page in class.
- Do NOT hide the Tools command from students. It gives them access to all Pearson student support tools including Help and Diagnostics.
- If you plan to sync grades from the MyITLab gradebook into the Blackboard Grade Center, make sure that all students complete the registration process that links their Blackboard and Pearson accounts.

Additionally, students may be directed to Getting Started and Support Questions.

As an instructor, PPTs, handouts, and videos to assist with the first day of class can also be helpful.

**How students register for a MyLab & Mastering course**

These are the basic steps your students take to link their accounts and register for the MyLab course.

**Step-by-Step Instructions:**

- a) Students will log in to their Blackboard account.
- b) Click Tools in the left navigation.
c) Click **Pearson's MyLab & Mastering** on the Tools page.

d) On the Pearson MyLab & Mastering page, click any MyLab & Mastering content link.
e) The first time students access their MyLab course through Blackboard, they are prompted to agree to our Privacy Policy.

f) On the next screen, students will be asked to either sign in with a Pearson student account, or create a new Pearson student account.

**Important!** Students should use the **Forgot your username or password** tool before they create a new account. Creating multiple Pearson accounts can result in future account access issues.
g) After signing in or creating a new student account, the student payment options appear.

Students can choose to:

1) *Purchase access with a credit card*
2) *Redeem a MyLab or Modified Mastering access code that they already purchased*
3) *Request temporary access so they can pay later*

After this one-time process, students click a link in the Blackboard course to launch their MyLab course materials. *After linking their accounts, students are never prompted to sign in to MyLab & Mastering again from within Blackboard.*
How students upgrade from Temporary Access to fully paid access

There are three methods students can use to change their temporary to full access. Please select the appropriate situation below to see the steps students will follow to gain full access: (Sharable link for students found HERE)

- **Your Access Has Not Yet Expired** - Click the Link in the Pearson Email
- **Your Access Has Not Yet Expired** - Go into Your Course and to the Courses Section of Your MyLab
- **Your Access Has Expired** - Go into Your Course and Click the Link to Your MyLab

**Your Access Has Not Yet Expired - Click the Link in the Pearson Email**

a) Before your access expires, click the link in the email you received confirming your temporary access.

b) Sign in with your Pearson account.
c) You can now purchase permanent access to your MyLab.

Your Access Has Not Yet Expired - Go into Your Course and to the Courses Section of Your MyLab course

a) Before your access expires, enter your Blackboard course and click **Tools**.

b) Click **Pearson’s MyLab and Mastering** on the Tools page.
c) Choose the **Course Home** link from your list of MyLab links.

![MyLab Course Home](image)

**Pearson’s MyLab & Mastering**
*MyITLab, the next generation of online assessment and training for Microsoft Office Applications and Computer Concepts.*

**MyITLab Course Home**
Access your MyITLab course for additional content and assignments.

d) Select **My Courses** from the main menu in your course.

![My Courses](image)

e) Select **Upgrade access** in the temporary access alert message for the course.

![Upgrade Access](image)
f) Purchase permanent access to your MyLab course.

Your Access Has Expired - Go into Your Course and Click the Link to Your MyLab course

a) Enter your Blackboard course and click **Tools**.

b) Click **Pearson’s MyLab and Mastering** on the Tools page.
c) Click any Pearson MyLab link.

![Pearson's MyLab & Mastering](image)

**Pearson's MyLab & Mastering**

*MyITLab, the next generation of online assessment and training for Microsoft Office Applications and Computer Concepts.*

**PEARSON MyITLab Course Content**

*Student Access: Course Content displays the list of items available in the MyITLab portion of your course.*

**PEARSON MyITLab Course Home**

*Access your MyITLab course for additional content and assignments.*

d) Sign in with your Pearson account.

![Sign in with Pearson Account](image)

**Important!** Use the same Pearson username and password you used when you set up the temporary account. **DO NOT** create a new Pearson account. If you can’t remember your Pearson username or password, click **Forgot your Username or password.**
e) Select an option for payment.
How Teaching Assistants (TAs) register for a MyLab & Mastering course

Teaching Assistants (TAs) that need access to your integrated courses need to complete enrollment as a student before you can promote their access to TA through the MyLab course roster.

Before your TA can complete the enrollment process, you must ensure:
- Your Blackboard course is already paired with your Pearson MyLab course
- Your TA is enrolled in your Blackboard course
- Your TA has a complimentary Pearson student access code

Please provide this handout to all TAs for step-by-step instructions along with a student access code. Contact your Pearson Sales Representative if you need to request student access codes for your TAs.

HANDOUT: Teaching Assistants (TAs) assigned to Blackboard integrated MyLab courses

Once the TA has registered and enrolled in the MyLab course through Blackboard as a student, you need to promote the student to TA status through the MyLab roster to give TA privileges.

Step-by-Step Instructions:

a) Log into your Blackboard course. On the left hand navigation bar, click **Tools**.
b) On the Tools page, click **Pearson’s MyLab & Mastering**.

![Pearson’s MyLab & Mastering](image)


c) Choose the **Course Home** link from your list of MyLab links.

![Pearson’s MyLab & Mastering](image)


d) From the left navigation menu of your MyLab course, click **Manage Course** and then choose **Course Roster**.
e) Next to the Teaching Assistant’s name, click **Student** in the Role column.

![Image of Course Roster](image1)

f) Change the role from student to Teaching Assistant in the pop-up window and close the window.

![Image of Role Change](image2)

g) Click **Save**.

![Image of Course Roster](image3)

The TA role in your course has limited privileges by design. You can add additional permissions for your TAs though your course preferences.

**Step-by-Step Instructions:**

a) From your MyLab course, click **Course Materials > Manage Course Materials**.
b) Click the **Preferences** icon toward the top of the window.

![Preferences icon](image)

C) Click **Permissions** and click the appropriate check boxes to give TAs additional privileges. Click **Save Preferences**.

![Permissions](image)
Module 5: Troubleshooting

This Troubleshooting module was developed by consulting with the Pearson Technical Support team and identifying frequently asked questions, which you’ll find below.

Additionally, if you’d like to search our Help topics, click HERE.

Lastly, you will find how to access our Customer Technical Support team at the end of this module or by directly contacting 24/7 Technical Support.

Frequently Asked Questions

Cannot find items...

**Why this happens:**
- It can take up to 15 minutes for items to sync from Pearson to the grade repository
- MyLab assignments aren’t properly set to sync

**Resolution:**
- Refresh grades in Blackboard
- Check grade sync settings

Grades aren’t syncing for the class

**Why this happens:**
- It can take up to 15 minutes for items to sync from Pearson to the grade repository
- Blackboard administrator didn’t turn on the sync
- MyLab assignments aren’t properly set to sync

**Resolution:**
- Refresh grades in Blackboard
- Check grade sync settings
- Consult with Blackboard administrator

Grades are syncing, but there are duplicate columns

**Why this happens:**
- Blackboard courses copied from a previous semester in which an older version of the building block was used may have duplicate grade columns in the Bb grade center or have grade column discrepancies

**Resolution:**
- Contact Pearson Customer Technical Support for resolution.
There are columns in Blackboard Grade Center that do not appear in the MyLab

Why this happens:
- Grade columns may exist in the Blackboard Grade Center that no longer exist in the MyLab. Courses that have been copied from a previous term, are copied from a coordinator, or have had items deleted from the MyLab may have grade column discrepancies.

Resolution:
- Refresh grades in Blackboard. The grade column discrepancies will be listed, and the extra columns can be deleted.
- You may also manually delete the item from the Blackboard Grade Center.

Student gets an error message about linking

This message indicates that the student has previously created an account with Pearson; therefore, the student MUST use the existing username and password to sign in. You cannot connect two or more Pearson accounts to one Blackboard account. If the student can’t remember the previous Pearson username/password, the student should click on the Forgot your username or password? link.

Internal server error

Why this happens:
- This error is a Blackboard error and can indicate a number of different issues in Blackboard.

Resolution:
- This could be an indication of a behind-the-scenes grade sync. Allow an hour and re-check. If you’re still receiving the error, please refer to your Blackboard system administrator.
- This error typically appears in an older version of the building block. Your Blackboard administrator may need to update to the newest version.
**Failed to refresh error**

**Why this happens:**
- This may occur if you try to manually refresh the grades when there is a data issue preventing the sync from completing.

**Resolution:**
- This error appears in an older version of the building block. Please refer to your Blackboard administrator to inquire about an update.
- Even if your Blackboard administrator is able to update the building block, you will still need to contact [Pearson Customer Technical Support](#) for resolution.

**Course1 error**

**An Error Has Occurred**

We are sorry, this part of your course is not yet ready to use. Please try again later. If you are prompted for a user name and password on your next attempt to access this content, please use the same Pearson user name and password as you used in this attempt.

Customer Support Code: course1

**Why this happens:**
- The MMND course hasn’t created yet. It can take up to 3 hours for an MMND course to create. But, as soon as the instructor has completed the process, the course links in their LMS appear. If a user clicks on those links before the MMND part of the course has finished creating, the Course1 error message will appear.

**Resolution:**
- Instructors should wait to receive the confirmation email that their Pearson course has successfully created.

**Links disappeared**

**Why this happens:**
- It can take up to 3 hours for a MyLab course to create. But, as soon as the instructor has completed the process of creating that course from the Blackboard integration, the course links appear in Blackboard. If the MyLab course creation fails, the links on the MyLab & Mastering Tools page will disappear again.
- If an instructor attempts to copy a MyLab COORDINATOR course who is not the instructor of the Coordinator course, it will result in disappearing links.
Resolution:

- The Tools page will revert back to the unmapped view, allowing the instructor to click on **Select a MyLab & Mastering product to use with this course** again.

- If the instructor is attempting to copy a MyLab COORDINATOR course, the instructor should work with the Coordinator course instructor to have the coordinator pair a course with Blackboard, then have the section instructor enroll as an instructor.

Do you need to contact 24/7 Technical Support?

If you need assistance with linking or working in a Pearson MyLab course integrated with Canvas and cannot find the information you need in the Help, contact 24/7 Technical Support.

You can use this customer support website to search frequently asked questions or the knowledge base, chat online with a Pearson representative, ask a question of the technical support team (and receive an answer within 24 hours), and enter feedback or complaints.

**Best Practice:** When contacting support, have your Canvas course diagnostics information ready to share with our agents.

*MathLab and Mastering* > *Diagnostics* > *Actions*