1: Requesting Pearson MyLab & Mastering credentials

This section describes how to request the Consumer Key and Secret for the Pearson MyLab & Mastering external tool configuration. A single set of credentials is requested per Canvas installation. The Canvas system administrator who will be configuring the Pearson MyLab & Mastering external tool makes the request.


This page appears:
2. Enter the following on the page:

   - Your Institution
   - Installation Type (Production/Testing/Other)
   - Email Address
   - First Name
   - Last Name
   - Phone Number (Optional)
   - Job Title (Optional)

3. Enter the verification for reCaptcha.

4. Select **Submit**. A confirmation page with the consumer key and consumer secret generated for your institution appears.
5. Check your email for a secure message containing the configuration information. You are prompted to create an account with Pearson's secure email provider, Sendinc, to access the email message containing these credentials.

2: Configuring the Pearson MyLab & Mastering external app at the Canvas instance/system level

If configuring the Pearson MyLab & Mastering external app for the first time, you must manage developer keys and the Pearson developer key with the ID 170000000000376 must be toggled ON.

If an instance of the Pearson MyLab and Mastering integration has already been installed at the Canvas course level, that course level installation should be removed between student course terms. It is not recommended to have simultaneous Pearson MyLab and Mastering integration in the same Canvas production instance.

This section describes how to configure the Pearson MyLab & Mastering tools in the Canvas Learning Management System at the instance/system level.

1. Navigate to the Canvas Managed Account view for the institution.
2. Select Settings.
4. Browse or search for the Pearson MyLab and Mastering app.

To quickly display the Pearson app, search for MyLab in the app center.

5. Select the Pearson icon.
6. Add the MyLab & Mastering app:
   - Select the **here** link in the app center to retrieve your consumer key and secret from Pearson, if you have not already done so.
   - Select **Add App** in the app center listing for the **MyLab and Mastering** app.
   - On the Add App page, enter the consumer key and secret obtained in the steps performed in **Section 1** or earlier in this step.
   - Select **Submit**.

3: Enabling the Pearson MyLab & Mastering tool at the course level

The section describes how instructors enable the Pearson MyLab & Mastering tool within a course.
Instructors should use the system level Pearson MyLab and Mastering installation and should not install a new instance of the Pearson MyLab and Mastering integration at the course level.

1. Log into Canvas as an instructor.
2. Navigate to your Canvas course.
3. Select Settings in the left hand navigation area of the course.
4. Select the Navigation tab.
5. Drag the MyLab and Mastering tool from under the Drag items here to hide them from students section to the desired position in the course navigation list above.
6. Select Save.

4: Allow Automatic Course Copy

If you installed the MyLab and Mastering integration in your Canvas instance prior to December 30th, 2019. Edit the installation to allow for the Automatic Pearson course copy functionality.

Go to External App Configurations in Canvas and update the Custom Fields to include the required custom fields:

canvas_course_previousContextIds=$Canvas.course.previousContextIds
canvas_course_previousCourseIds=$Canvas.course.previousCourseIds
canvas_cartidge_version=1.1

You do not need to re-enter the key/secret.
5: Troubleshooting common errors

If you encounter errors, check that:

- The current course start and end dates are included for the course or defaults are used.
- There are no spaces preceding or trailing the course name.
- There are no special characters in the course name or in the user's course role description:
  - UTF8 characters related to non-English characters (acute, grave, cedilla, etc.) can often be fixed with a workaround by the Product team that usually takes two to three weeks to implement.
  - There is no workaround for special characters in English (parenthesis, double dash, etc.).
- There are no special characters in the institution name.
  - There is currently no workaround for special characters in the institution name.
- The institution name is less than 32 characters.
- The course name is less than 32 characters.

The Pearson System Status site provides up-to-date performance information for a subset of Pearson Higher Education products. The goal of this site is to improve the customer experience by providing updates about system disruptions and outages.  
[https://support.pearson.com/getsupport/s/article/Pearson-System-Status-Site](https://support.pearson.com/getsupport/s/article/Pearson-System-Status-Site)
If you have questions or receive errors when installing and testing this integration, please contact Pearson Support.

For end user support after the installation is complete, instructors and students can contact Pearson Support at https://support.pearson.com/getsupport/s/. You can chat with a support technician or search the Knowledge Base for relevant articles by entering MLMCANVAS in the search box.

To contact your Pearson representative for help in setting up a Pearson educator account, go to http://www.pearsonhighered.com/replocator/.