

Canvas and MyLabs Plus Troubleshooting Steps

If you are having difficulty logging into MyLabs Plus via Canvas and encounter error codes or you are asked to enter a username and password, follow the directions below. These are "Quick-Fix" solutions that may or may not work, but they're worth a try before moving on to a more complex solution...

Quick-Fix Solutions

Complete the steps below in order. After each step, completely log out of Canvas, shut-down and reopen the browser, log back into Canvas, and try to open MyLabs Plus.

1. Log out of Canvas, shut-down and reopen the browser, log back into Canvas, and try to open MyLabs Plus.
2. Clear browser history/cache/cookies. Instructions can be found here:

<https://support.pearson.com/getsupport/s/article/Deleting-Browser-Cached-Files-and-Cookies>

3. Try using another web-browser (install a new one, if necessary). *If this step solves the problem, then it may be necessary to make adjustments to setting on the original browser (see below).*
4. Try using a different computer. *If this step solves the problem, then it may be necessary to make adjustments to setting on the original browser (see below)*

If none of the steps above work, then it may be necessary to make changes to the browser's settings. The web-browser must be set to allow/accept cookie (including third-party cookies).

Adjusting Browser Settings

The link below explains how to adjust the browser settings. Since each browser is a little different when it comes to changing settings, there isn't a simple "one-size fits all" fix. Click on the link, scroll down and click the link to your web-browser.

<https://support.pearson.com/getsupport/s/article/Browser-Settings>

If none of these solutions/steps work, send your instructor the following information: short description of issue (include screenshots, if possible), name of web-browser you are using, operating system (Windows, MacOS, Linus, etc), and any other information that may help.