

“Probing Questions” - MyMathLab

When registering for the CourseCompass/ “MyMathLab”, it is a good idea to ask these probing questions. It will save you a lot of time and headache!

1.”**New user**” proceeds to red “MyMathLab” packet. Click on register student, and then you will be asked to enter the instructor’s course ID. The student should have the course ID on paperwork that has been given to them from their instructor.

- After this step the program will ask the student to set up an account by asking them to enter a new username and password, their full name, what school they are attending, etc. It is best to write down the new login name and password at this moment. Many students forget their login name and passwords!

2.”**Returning user**” the student logs onto “MyMathLab” under the sign in button. The students will need their old login name and password. Many students may forget their old login name and password, so check at the house or on a folder used last semester, etc. The previous course will show up on the screen. Above the old course is a button, “enroll in a new course”. Click on this button. It will have all the information from the previous course. Then login to new course, put in the new instructor’s course ID.

Other Information

- “**Temporary access**” 17 day accesses. Use only if the student is waiting on their financial aid. Make sure to ask if the student has the red packet. Students sometimes do not know for sure if they have the red packet or not. The red packet is bundled in with the books. Sometimes the student will purchase the red packet alone. In 17 days the student will receive an email telling them their access is up, and they will now need to purchase the red packet. Instructions to change temporary access will be available in the OC Math Lab and Student Success Center.
- “**Student Email**”, When registering for MyMathLab, student needs to use the OC student email. The instructors want the students to use this..... (ab123456@myoc.odessa.edu)

During the semester - Things that may occur on MML

“**No current places**” means the student has an account, but has not completed the registration process by inputting their access code from the red packet. Many times the student will sailing along registering their packet on their own at home. They put in the instructors course ID, and the next step asks them to enter their access code. They stop the registration process and don’t enter the access code. They log out and find out they cannot get into the system. Many times students will wait until later to try and get back in. If they choose the NO button when asked “do they have an account?” they have set up 2 accounts. Proceed to “forgot login name/password” on the first screen. It will send an email telling them which login/password they need to use.

“**Login name**” If students cannot remember their login name, they contact the Instructor who will have this information. The instructors do not have the student’s password. Students can access their password from their email.

“**Expired course**” The student is using the wrong login name for MyMathLab. The student may be taking other online courses, and they may be using a login from another course. Go to email.

“**Server down**” Generally, at the beginning of the semester an overload of students is registering their MyMathLab. The Course Compass server tends to go down. If this happens the server will only be down for about 15 minutes. Everything a student has done on homework will be saved. They may proceed when the server comes back on.

“**Back Door Method**” Periodically, students may not get into their math course because of the server or periodic bug fixes over the weekends. Use this website.....mathxl.com/login_mml.htm

“**Contact Instructor**” If all else fails, students may always contact their instructor.