

MyNursingLab

Installation Checklist and Troubleshooting Guide

Audience	This document is intended for users, computer lab administrators, field support personnel, and others responsible for installing and supporting any of Pearson’s MyNursingLab series.
Overview	The document details system and plug-in requirements and other key information for ensuring optimal course performance for initial MyNursingLab course installation and when application updates occur.

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INTRODUCTION

The **MyNursingLab** product architecture consists of a server environment that houses the Web pages. A user logs in to the **MyNursingLab** server through a browser and works with web pages to organize, administer, activate or launch specific content. Often, security settings on your network or browser may impact users' ability to effectively work in their MyLab course.

INSTALLATION CHECKLIST

Pearson recommends that you complete the steps outlined in this guide prior to log in to a course. You should also review this information if you notice frequent server errors, connection and access errors, or other issues related to content access such as playing videos and animations, and submitting activities for grading. Details are provided in this document, and a check list is provided below for you reference:

-
- 1) Confirm your computer meets the system requirements

 - 2) Confirm you have the appropriate plug-ins, players, and readers installed and enabled

 - 3) Ensure web browser configurations are set correctly

 - 4) Ensure your firewall is not blocking access to your course

INSTALLATION SETUP AND CONFIGURATION

1. System Requirements

Any computer running a **MyNursingLab** product must meet the minimum system requirements to successfully take advantage of the program.

To find a list of the most up-to-date system requirements, go to www.mynursinglab.com and select System Requirements from the top menu.

Software			
	PC		Macintosh
Operating System	Windows® XP (service pack 3)	Windows Vista (service pack 1)	Macintosh® OS 10.5.6
Browser	Internet Explorer® 6.0 (service pack 1) Internet Explorer 7.0		Safari 3.2.1

Hardware*			
	PC		Macintosh
Operating System	Windows® XP (service pack 3)	Windows Vista (service pack 1)	N/A
Memory (RAM)	512MB or higher	1GB RAM	
Processor	1.4Ghz processor	2.0Ghz processor	
Screen Resolution	1024 x 768 96 DPI		
Sound Card	Any MCI compliant sound card		
Headphones or speakers	Built-in or external		
Connection Speed	Broadband connection [cable or DSL] or higher is recommended. Dial-up/56K modem connection is the minimum requirement, which may result in slow download times trying to run video, audio, or other course components. It is better to have 128k modem (ISDN) per lab computer.		

* You may require additional memory and processor speed if you are simultaneously running other CPU-intensive programs, such as a virus checker. The noted increase in the requirements for Windows Vista are due to the additional memory and CPU overheads imposed by the operating system itself.

2. Run the Browser Tuneup to Confirm Required Browser Plugins and Players are Installed and Enabled

To use all of MyNursingLab's capabilities, the following software is needed:

- Java 1.4.2 or 1.5
- Macromedia® Flash™ player version 8 or higher
- Macromedia Shockwave® versions 7 through 10
- QuickTime 6.5.x or better
- Adobe® Acrobat® Reader version 7 or higher
- Microsoft PowerPoint 2003 or PowerPoint Viewer 2003 or higher

a. Browser Tune-up

Complete the browser tune-up on www.mynursinglab.com for all computers. The tune-up will verify you have the correct plug-ins installed, or display the link from which you can download the appropriate versions of the plug-ins you need to install or update.

1. To start the tune-up, click Browser Tune-up at the left side of the page.

- Step 1: Detects which browser and version is installed. Confirm you have a required browser.
- Step 2: Confirms Flash is installed and enabled. Click **Test** to ensure you see can see and hear the Flash video. Click **Stop**.
- Step 3: Confirms the Shockwave player is installed and enabled.
- Step 4: Confirms Java is enabled.

2. Click **Close** to end the tune-up.

Note: When troubleshooting, you should run the browser tune-up first to verify you have all of the correct plug-ins. Having the incorrect plug-ins is the most common cause of reported issues.

b. Confirm QuickTime is Configured to Play Streaming Media

Choose your operating system listed below and follow the directions to configure QuickTime for your system.

Windows 2000 (Windows XP using "Classic Start menu") - QuickTime 6.5.x

1. Open the Control Panel by clicking on your Start button, choosing Settings, and selecting "Control Panel". When the control panel opens, double-click on blue QuickTime icon.
2. You will now see a QuickTime Settings window which has a drop-down menu close to the top of the window. Please click on the arrow that is on the right-hand side of that drop-down menu.
3. Select "Browser Plug-in" and click on the "MIME Settings..." box. In the MIME Settings window, click the "Use Defaults" button, and then click "OK".

4. In the drop-down menu, select "Connection Speed" from the list and choose 512 Kbps DSL/Cable. From the drop-down menu, next select "File Type Associations". Click on the "Use Defaults" button, and then click the "OK" button.
5. Go to the drop-down menu again and select "Sound Out". In the text box where it states "choose a device for playback" make sure "DirectSound" is selected, if it is not an option just leave whatever is selected. Set the Rate to 22,050 kHz.
6. Go back to the drop-down menu and choose "Streaming Transport" from the list.
7. If QuickTime is set up to "Automatically determine the best protocol and port ID," click the radio button that says "Use this protocol and port ID:" and then the button that says: "Use HTTP, Port ID:" and the radio button for "80."
Choose "Video Settings" from the drop-down list and select the "Safe Mode" setting.
8. Close QuickTime Settings by clicking on the "X" in the top right of the QuickTime Settings window.

Windows XP/Vista Directions - QuickTime 6.5.x

1. Open the Control Panel by clicking on your Start button and then on the "Control Panel" icon.
2. When the Control Panel opens, click on "Switch to Classic View" that is on the left hand side of the window.
3. Double click on the blue QuickTime icon to open the QuickTime settings window. You will now see a QuickTime Settings window which has a drop-down menu close to the top of the window.
4. Click the arrow that is on the right-hand side of that drop-down menu. Select "Browser Plug-in" and click on the "MIME Settings..." box.
5. In the MIME Settings window, click the "Use Defaults" button, and then click "OK".
6. In the drop-down menu, select "Connection Speed" from the list and choose 512 Kbps DSL/Cable.
7. From the drop-down menu, next select "File Type Associations". Click on the "Use Defaults" button, and then click the "OK" button.
8. Go to the drop-down menu again and select "Sound Out". In the text box where it states "choose a device for playback" make sure "DirectSound" is selected, if it is not an option just leave whatever is selected. Set the Rate to 22,050 kHz.
9. Go back to the drop-down menu and choose "Streaming Transport" from the list. If QuickTime is set up to "Automatically determine the best protocol and port ID," click the radio button that says "Use this protocol and port ID:" and then the button that says: "Use HTTP, Port ID:" and the radio button for "80."
10. Choose "Video Settings" from the drop-down list and select the "Safe Mode" setting.
11. Close QuickTime Settings by clicking on the "X" in the top right of the QuickTime Settings window.

Windows 2000 (WinXP using "Classic Start menu") - QuickTime 7

1. Open the Control Panel by clicking on your Start button, choosing Settings, and selecting "Control Panel".
2. When the control panel opens, double-click on blue QuickTime icon. You will now see a QuickTime Settings window with several tabs along the top.
3. Go to the "Audio" tab. In the Sound Out section set the Rate to: 32 kHz, the Size to: 16 bit, and the Channels to: Stereo (L R)
4. Select the "Browser" tab and make sure that the "Play movies automatically" box is checked,
5. Click on the "MIME Settings..." button at the bottom. In the MIME Types window that opens, click the "Use Defaults" button and then click "OK".
6. Select the "Streaming" tab and choose 512 kbps DSL/Cable in the drop-down menu under "Streaming Speed". Select the "File Types" tab and click on the "Use Defaults" button.
7. Select the "Advanced" Tab. If "Transport Setup" is set up to Automatic, click the down arrow in the drop-down menu and choose custom. For Transport Protocol choose "HTTP", and for Port ID: "80." Click the "OK" button. Next, click the "Empty Cache" button.

8. While still on the "Advanced" tab, under the "Video" section, check the "Safe mode (GDI only)" radio button. Click the "Apply" button on the lower right.
9. Close the QuickTime Settings window by clicking on the "OK" button.
Note for QuickTime 7 users: If at any time you inadvertently close the QuickTime settings window before clicking the "Apply" button on the bottom-right side, you must start changing the recommended settings again from the beginning as the settings are not saved until the "Apply" button is clicked.

Windows XP/Vista Directions - QuickTime 7

1. Open the Control Panel by clicking on your Start button and then on the "Control Panel" icon.
2. When the Control Panel opens, click on "Switch to Classic View" that is on the left hand side of the window.
3. Double click on the blue QuickTime icon to open the QuickTime settings window. You will now see a QuickTime Settings window with several tabs along the top.
4. Go to the "Audio" tab. In the Sound Out section set the Rate to: 32 kHz, the Size to: 16 bit, and the Channels to: Stereo (L R)
5. Select the "Browser" tab and make sure that the "Play movies automatically" box is checked, then click on the "MIME Settings..." button at the bottom. In the MIME Types window that opens, click the "Use Defaults" button and then click "OK".
6. Select the "Streaming" tab and choose 512 kbps DSL/Cable in the drop-down menu under "Streaming Speed".
7. Select the "File Types" tab and click on the "Use Defaults" button.
8. Select the "Advanced" Tab. If "Transport Setup" is set up to Automatic, click the down arrow in the drop-down menu and choose custom. For Transport Protocol choose "HTTP", and for Port ID: "80." Click the "OK" button.
9. Next, click the "Empty Cache" button.
10. While still on the "Advanced" tab, under the "Video" section, check the "Safe mode (GDI only)" radio button.
11. Click the "Apply" button on the lower right.
12. Close the QuickTime Settings window by clicking on the "OK" button.
Note for QuickTime 7 users: If at any time you inadvertently close the QuickTime settings window before clicking the "Apply" button on the bottom-right side, you must start changing the recommended settings again from the beginning as the settings are not saved until the "Apply" button is clicked.

Mac OS X - QuickTime 7

1. Open up the System Preferences by clicking on the apple in the upper left hand side of the screen. Select System Preferences.
2. You will now see Quicktime as one of your options. Click it to open.
3. Select the "Browser" tab and make sure that the "Play movies automatically" box is checked.
4. Then click on the Advanced tab and select the "MIME Settings..." button at the bottom. In the MIME Types window that opens, click the "Use Defaults" button and then click "OK".
5. Select the "Streaming" tab. In the event that "automatic" does not work, click and change to 512 kbps DSL/Cable in the drop-down menu under "Streaming Speed".
6. Select the "Advanced" Tab. If "Transport Setup" is set up to Automatic, click the down arrow in the drop-down menu and choose custom. For Transport Protocol choose "HTTP", and for Port ID: "80." Click the "OK" button.
7. Next, click the Browser tab and click on the "Empty Cache" button.
8. When finished, you may close the window. There is no buttons to Apply changes. They will be made upon clicking your selections.
If this doesn't correct the situation go to <http://www.apple.com> and download and install the latest version of QuickTime for free.

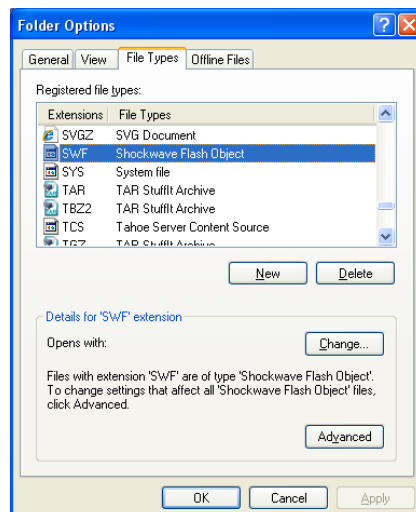
If adjusting these settings does not help, you will also want to make sure that there is nothing filtering the flow of information from the internet to the browser. This can include security software, toolbars, pop-up blockers, etc. Please refer to the user information for any software such as this for how to allow streaming content.

c. Ensure Flash Files Open in Flash/Shockwave

Make sure that Flash, not QuickTime, is associated with .swf file types.

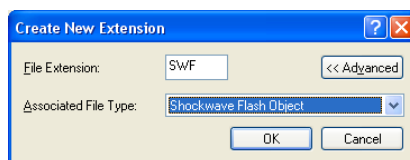
For PC users:

1. On your desktop, double-click the My Computer icon.
2. From the menu bar, click **Tools** and select **Folder Options**.
3. Click the **File Types** tab.
4. In the **Registered file types** list, scroll to locate the **SWF** extension.
5. Ensure the SWF extension is associated with the file type: **Shockwave Flash Object**.



If you cannot locate the SWF extension:

- a. Click **New**.
- b. Enter **SWF** and click **Advanced**, and select **Shockwave Flash Object** for the **Associated File type**.



If any other File Type appears other than **Shockwave Flash Object**:

- a. Highlight SWF in the Registered file types list.
- b. Click Delete and click Yes to confirm you want to remove the extension.
- c. Confirm you have installed Adobe Shockwave (or reinstall the plug-in) and follow the steps above.

3. Web Browser Configuration

Certain browser options and security settings can disable or interfere with MyNursingLab functionality. To ensure that browser-level options or policies do not affect MyNursingLab, Pearson recommends the following settings.

a. Manage Pop-Up Blockers

As pop-up blockers may interfere with the installation of plug-ins and players used in your course, depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

Allow Pop-ups from Specific Sites

Browser	Instructions
Internet Explorer 6.x	When you see the yellow “Information Bar” at the top of the web page about a pop-up being blocked, click the bar and select Always allow pop-ups from this site , and click Yes to confirm. –or–
Internet Explorer 7.x	<ol style="list-style-type: none"> From the browser Tools menu, select Pop-up Blocker, then Pop-up Blocker Settings. Add *.pearsoned.com and *.pearsoncmg.com as allowed sites. Click Close.
Safari 3.2.1	<ol style="list-style-type: none"> From browser Tools menu, click Options. Click the Content tab, and click Exceptions next to the Block pop-up windows option. Add *.pearsoned.com and *.pearsoncmg.com as allowed sites. Click Close.

Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer 6.x	From the browser Tools menu, select Pop-up Blocker , then Turn off Pop-up Blocker .
Internet Explorer 7.x	
Safari 3.2.1	From the Safari menu, clear the checkmark for Block pop-up windows .

Third-party Pop-Up Blockers (Google, AOL, Yahoo, and others)

While using your course you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer 6.x	To permanently disable third-party toolbar pop-up blockers: <ol style="list-style-type: none"> From the browser View menu, select Toolbars. If any entries are checked between Links and Lock the Toolbars, remove the checkmark for that entry. If you have more than one entry use must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.
Internet Explorer 7.x	

Note: To temporarily disable many third-party pop-up blockers you can click the program's icon in either the Windows System Tray or in the browser itself.

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the Settings, Preferences, or Options portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

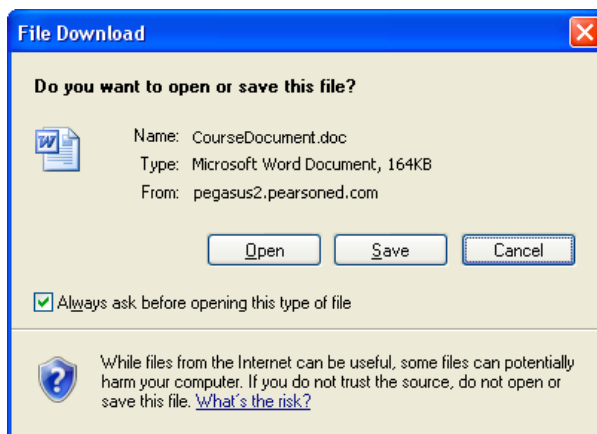
Tips for managing pop-up blockers:

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear whether a pop-up blocker is being used.
- Many pop-up blockers let you use the "Ctrl" key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the "Ctrl" key when clicking the "Install" or "Detect" buttons on the Installation Wizard.
- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer 6.0 (with Service Pack 2), the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker.
- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Alternately, during the installation process you can clear the option to install the new toolbar.

b. Ensure Web Files Open in the Browser

If you are using Windows, ensure that Web documents are set to open in the browser and not download automatically.

When a user clicks to open a course file, the following dialog should appear:



If a user clears the “Always ask before opening this type of file” option, the next time a user tries to open a course file, they may not be able to locate the file on the machine. To reset this option to ensure the file opens in their course:

OS	Instructions
Windows XP	<ol style="list-style-type: none"> 1. From the Start menu, click Run, type <code>Control Folders</code>, and click OK. 2. Click the File Types tab, and select the file type or extension from the list (for example <code>DOC</code>). 3. Click Advanced, and click the confirm open after download option. 4. Click OK. 5. Repeat for each file type or extension (Word, Excel, PowerPoint, Access, and PDF).
Windows Vista	<ol style="list-style-type: none"> 1. To open the Registry Editor, type <code>regedit</code> in the Start Search bar, and press Enter. 2. Navigate to the following registry key, which is for the IE application object: <code>HKEY_CURRENT_USER\Software\Microsoft\Windows\Shell\AttachmentExecute\{0002DF01-0000-0000-C000-000000000046}</code> 3. For this registry key, there is a list of value data on the right that corresponds to all the file types for which the “Always ask before opening this type of file” option has been cleared. 4. Delete any registry values for the following file types or extensions: Word, Excel, PowerPoint, Access, and PDF.

c. Enable JavaScript

Browser	Instructions
Internet Explorer 6.x Internet Explorer 7.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. Click the Security tab and then click Custom Level. 3. Scroll down to locate the Scripting section, and under Active Scripting, click Enable. 4. Click OK.
Safari 3.2.1	<ol style="list-style-type: none"> 1. From the browser Edit menu, click Preferences. 2. Select Security and check to Enable JavaScript and close the dialog box.

d. Set Browser to Look for New Web Pages Automatically

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Temporary Internet files section, click Settings. 3. Select Automatically, and click OK.
Internet Explorer 7.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Browsing History section, click Settings. 3. Select Automatically, and click OK.
Safari 3.2.1	You will need to clear your cache to see any updated pages (see the section on clearing cache).

e. Internet Explorer Trusted Site Settings

If you are using Internet Explorer you can define various security levels to protect your computer from harmful programs and to still allow the appropriate **MyNursingLab** functionality.

Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Security tab, click Trusted Sites. 3. Drag the slider to set the security level to Medium-low or Low.
Internet Explorer 7.x	<ol style="list-style-type: none"> 4. If you are using Windows Vista, uncheck Enable Protected Mode. 5. Click Sites. 6. Uncheck Require server verification for all sites in this zone. 7. Add *.pearsoned.com and *.pearsoncmg.com as allowed sites. 8. Click Close.

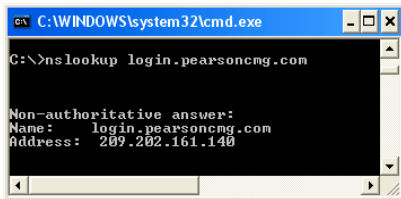
4. Firewall Settings

If you are using a firewall such as McAfee, ZoneAlarm, or Norton on your computer, you may need to change some settings to ensure your course runs correctly. Usually firewall users can “allow” permitted applications to transfer data. If you have a firewall that displays a “block or allow” type question at any time while you are accessing course content, choose the option that allows the firewall to access the site permanently and your firewall will set the ports and other parameters appropriately.

Note that your course communicates via the HTTP protocol via Port 80, so workstations that are accessing any **MyNursingLab** course must be able to communicate via this port. The full domain name and IP addresses associate with **MyNursingLabs** are:

Pearson Media Server	Name: media.pearsoncmg.com Address: 209.202.161.170	
Pearson Log In	Name: login.pearsoncmg.com Address: 209.202.161.140	
Pearson Registration	Name: register.pearsoncmg.com Address: 209.202.161.139	
Pearson Support	Name: 247.support.pearsoned.com Address: 63.240.89.10	

Note that the domains and IP addresses listed above are subject to change. To verify you have the most current IP address you can contact Technical Support (contact information provided at the end of this document) or use the NSLookup function to return the current IP Address (you can search to find a web page that provides this function or from the command prompt, type `nslookup <domain name>` and press ENTER. For example:



```
C:\WINDOWS\system32\cmd.exe
C:\>nslookup login.pearsoneng.com

Non-authoritative answer:
Name:     login.pearsoneng.com
Address:  209.202.161.140
```

Ask your IT/Network staff to make sure access to the **MyNursingLab**, Wimba, and Pearson IP addresses is not blocked, and if possible, have your IT/Network staff raise the priority of these IP addresses. This will increase overall performance if traffic shaping (or packet shaping) is used to control computer network traffic in your lab.

TROUBLESHOOTING

Clear Browser Cache after Updates

Pegasus uses your browser cache to store application-related JavaScript files, which support specific application functionality. Occasionally, after an application update you may experience usability issues because the files stored in your browser cache are out of date. For example, when you click on a link from a page, nothing happens or an error is displayed. This is because your web browser has cached (stored) the page on your hard drive and rather than going over the network to load the page, it has loaded the cached copy. Therefore, we recommend that if your course begins to exhibit unexpected behavior you should clear your browser cache to see if that resolves the error.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Temporary Internet files section, click Delete Files. 3. Select Delete all offline content, and click OK.
Internet Explorer 7.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the General tab, in the Browsing history section, click Delete. 3. In the Temporary Internet Files section, click Delete files. 4. To confirm the deletion, click Yes.
Safari 3.2.1	<ol style="list-style-type: none"> 1. From browser Safari menu, click Empty Cache. 2. To confirm the deletion, click Empty.

Check Proxy Server Settings

If your network is using a proxy server you will also have to ensure that server has the appropriate permissions. Ask your network administrator to clear the cache on the proxy server, and allow the server to download the appropriate files types for your course.

To determine if you are using a Proxy server, follow the directions provided for your specific browser.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Connections tab, click LAN Settings. 3. Select Delete all offline content, and click OK.
Internet Explorer 7.x	<ol style="list-style-type: none"> 4. In the Local Area Network (LAN) Settings window you can see if any Proxy servers are listed.
Safari 3.2.1	<ol style="list-style-type: none"> 1. From the Apple Menu, select System Preferences. 2. Click Network. 3. From the Network window, click the Advanced button and select Proxies to see if any proxy servers are listed.

“Deep Freeze” Considerations

If you have any type of “sweep” or “deep freeze” software on your computers:

- Be sure to complete all of the recommended procedures provided in this document and verify all required files are in place below the sweep threshold or prior to “freezing” the computer.
- If you make any changes to your browser settings, cache, or firewall **after** you capture the image your changes will not be included in the image.
- You should reimage the master image to include any new files or settings that you may have updated.

A technical whitepaper that contains guidelines for retaining user data in a lab environment that uses a reboot or restore application is provided here for your reference:

http://www.faronics.com/whitepapers/DF_RetainUserData.pdf

Additional Considerations

General Troubleshooting

- Run the MyNursingLab tune-up browser tune-up (see page **Error! Bookmark not defined.**)

Add Privacy Sites (if applicable)

If you are using Privacy settings to manage cookies on a per-site basis, you will need to add the Pearson MyNursingLab sites to this list as noted below.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Privacy tab, click Sites. 3. Add *.pearsoned.com and *.pearsoncmg.com as allowed sites. 4. Click OK.
Internet Explorer 7.x	

Add Content Advisor Sites (if applicable)

If you are using Content Advisor, which lets you specify a list of sites users can access on the Web, you will need to add the Pearson MyNursingLab sites to this list as noted below. If the sites are not added to your Content Advisor list, this feature will prevent users from being able to access the course.

Browser	Instructions
Internet Explorer 6.x	<ol style="list-style-type: none"> 1. From the browser Tools menu, click Internet Options. 2. On the Content tab, click Enable. 3. Click the Approved Sites tab, and add *.pearsoned.com and

Internet Explorer 7.x	<p>*.pearsoncmg.com as sites that are always viewable.</p> <ol style="list-style-type: none"> 4. Click OK. 5. When the window asking you to Create a Supervisor Password opens, click Cancel.
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Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your MAC OS, you will need to add the Pearson MyLanguageLab sites as noted below.

Browser	Instructions
Safari 3.2.1	<ol style="list-style-type: none"> 1. From Apple menu, click System Preferences. 2. Click Parental Controls. 3. Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password. 4. Select the managed account and click Content. 5. Select Allow access only to these websites and add *.pearsoned.com, *.pearsoncmg.com, and *.mynursinglab.com 6. Close the window.

TECHNICAL SUPPORT

Technical Support is available for lab administrators, faculty, staff and students utilizing or working with Pearson products.

Phone Support (for instructors only)

Live, phone support is available at Toll Free 800-677-6337. The phones are staffed from Monday - Friday – 8AM-8PM EST, Sunday 5PM-12 AM EST. You can leave a message after hours.

Chat support (for instructors and students)

Contact our chat support at <http://247pearsoned.custhelp.com>, available Monday-Thursday, 8:00am-11:00pm Eastern, Friday, 8:00am – 8pm Eastern, Sunday, 5:00 pm – 12:00am Eastern

Web Support

For additional support, visit www.mynursinglab.com then click Support > Instructor or Student Support . From there, select “Contact Customer Technical Support.”. From here you can Search FAQs in our Online Knowledgebase”, submit help requests, or start an on-line chat session with a customer technical support representative.

FAQ

Visit www.mynursinglab.com, click “Support”.