

## MyMathLab

### System Requirements

All MyMathLab courses now support either Windows® or Macintosh® operating systems and a supported version of Microsoft Internet Explorer®, Firefox®, or Safari®. System requirements may vary depending on your course. To check the requirements for your specific course:

- Go to <http://www.mymathlab.com/installwiz.html>. ([Browser Check](#)) using your browser.
- Select your textbook from the drop-down menu and click *Submit*.
- The checker will let you know as you enter if your browser is supported or not.
- Click the System Requirements link on the first page of the Wizard to review what you need.

### Basic requirements for all MyMathLab Courses

- Internet connection: Cable/DSL, T1, or other high-speed for multimedia content; 56k modem (minimum) for tutorials, homework, and testing. Distance Education does not recommend using a 56K modem for any course.
- Memory: 512 MB RAM minimum – Distance Education recommends 1 G RAM or better for all courses.
- Monitor resolution: 1024 x 768 or higher.
- Plug-ins: You need certain plug-ins and players from the MyMathLab Installation Wizard (found inside your course) or at the links provided earlier.
- CD Drive or access to CD Rom Drive on Math Tutorials.

AOL and AT&T Yahoo users - You cannot view CourseCompass using the AOL or AT&T Yahoo browsers. You can, however, use AOL or AT&T Yahoo as your Internet Service Provider to access the Internet, then open Internet Explorer within AOL or AT&T Yahoo to access CourseCompass.

Connection Speed - While CourseCompass requires an Internet connection with a minimum connection speed of 56 kbps (kilobits per second), most modems will not be sufficient for the Math courses. The faster your connection speed, the faster you will be able to view the site and some of your course's content. If you are experiencing slow download times, you may need a faster connection.

Browser settings: cookies and JavaScript Options - CourseCompass uses both cookies and JavaScript technology. Both of these features must be turned on in your browser, and are usually turned on by default. See your browser Help for instructions on how to view or change these browser options.

### CourseCompass/MyMathLab Problems - Technical Support

To Contact CourseCompass Technical Support:

- For CourseCompass issues - Go to the main CourseCompass site: [www.coursecompass.com](http://www.coursecompass.com) and log in.
- For MyMathLab issues
  - On the My CourseCompass page, click Getting Help in the Need Help? Area, then click CourseCompass Customer Technical Support.
  - Call 1-800-677-6337. Staff is available to troubleshoot your technical issue during the following hours: Monday through Friday, from 8 a.m. to 8 p.m. Eastern time (US and Canada) Sunday, from 5 p.m. to 12 midnight Eastern time.
  - Or go to: [www.mymathlab.com/contactus\\_stu.html](http://www.mymathlab.com/contactus_stu.html)

### MyMathLab Math Tutoring

You can use your instructor's Course ID to sign up for math tutoring from the Math Tutor Center. The Tutor Center is staffed by qualified mathematics instructors who provide one-on-one tutoring via toll-free phone, email, and real-time

Internet sessions. Tutors can assist you by explaining examples in the textbook and reviewing solutions to exercises with answers indicated in the textbook.

- If your course uses an Addison-Wesley textbook, see the actual URLs in addition:
  - <http://www.aw-bc.com/tutorcenter/index.html>
  - [Addison-Wesley Math Tutor Center website](#) for more information.
- If your course uses a Prentice Hall textbook, see the actual URLs in addition:
  - <http://www.prenhall.com/tutorcenter/index/html>
  - [Prentice Hall Math Tutor Center website](#) for more information.