

Moodle MyLab & Mastering Standard Configuration Guide for System Administrators

This document describes the configuration necessary to enable the Pearson MyLab & Mastering solution within the Moodle Learning Management System, including:

1. **Downloading the Pearson MyLab & Mastering zip file**
How to download and install the Pearson MyLab & Mastering plugin
2. **Requesting Pearson MyLab & Mastering local plugin credentials**
How to request the consumer key and secret for the MyLab & Mastering tool configuration
3. **Configuring the Pearson MyLab & Mastering local plugin within Moodle**
How to configure the Pearson MyLab & Mastering local plugin within the Moodle Learning Management System at the instance/system level
4. **Enabling the Pearson MyLab & Mastering block at the course Level**
How instructors add the Pearson MyLab & Mastering block to their courses
5. **Troubleshooting common errors**
How to resolve common errors and Pearson resources for additional assistance

The Pearson MyLab & Mastering solution is available for Moodle versions 2.9, 3.0, and 3.1.

SECTION 1: Downloading the Pearson MyLab & Mastering .zip file

This section describes how to install the Pearson Standard for Moodle plug-in into your Moodle Learning Management System. You can find and download the latest plugin for your Moodle version here:

<http://www.pearsonmylabandmastering.com/northamerica/educators/support/moodle.html>

 **Note:** Currently, this MyLab & Mastering integration supports Moodle versions 2.9, 3.0, and 3.1.

Prerequisites: These instructions assume that you successfully downloaded the Pearson MyLab and Mastering component archive file and that you have the appropriate access and permissions to install components on your Moodle server.

Important: When you upgrade from a previous version of the Pearson MyLab & Mastering block, do not uninstall the existing block. If you uninstall the block, links placed within existing courses are not affected, but the block will be removed from those courses.

1. Navigate to \$MOODLE_HOME (This is the root directory of your Moodle installation. For example, /var/www/moodle.)
2. Copy the Pearson MyLab and Mastering for Moodle archive file to \$MOODLE_HOME
3. Extract the archive file.

These directories are written to your Moodle installation:

- \$MOODLE_HOME/grade/import/kioskdirect - The grade directory handles the import of grades for grade sync.
- \$MOODLE_HOME/local/pearson - The local plugin handles system wide configuration, such as Pearson-specific OAuth key and secret.
- \$MOODLE_HOME/blocks/pearson - The block handles product selection, retrieval of the link bundle, and persisting of LTI links within Moodle.
- \$MOODLE_HOME/mod/pearson - The mod (module) provides activity-level link authoring.

 **Note:** If you have a non-standard Moodle directory structure, you can extract the archive file and then manually copy the components to the appropriate directories.

4. Log in as the System Administrator.
5. From the Site Administration left navigation menu, select **Notifications**. This starts the standard Moodle block/plugin installation process.
6. Click **Continue** or **OK** button as needed.

At this point, installation of the Pearson MyLab and Mastering for Moodle plug-in is complete.

SECTION 2: Requesting Pearson MyLab & Mastering credentials

This section describes how to request the consumer key and secret for the Pearson MyLab & Mastering local plugin configuration. A single set of credentials is requested per Moodle instance. These should be requested by the Moodle system administrator who is configuring the Pearson MyLab & Mastering local plugin.

Credential Request

1. Navigate to the following URL:

<https://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=moodlebtl>

2. Enter the following data into the request form:

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

3. Enter the verification text presented by reCaptcha.

4. Click **Submit**.

5. A confirmation page with the consumer key and consumer secret generated for your institution appears. A secure email message containing this configuration information is sent to the email address you provided. You will be prompted to create an account with Pearson's secure email provider, Sendinc, to access the email message containing these credentials.

SECTION 3: Configuring the Pearson MyLab & Mastering local plugin in Moodle

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

IMPORTANT: If you use Joule, create a [Behind the Blackboard](#) ticket to request that the Pearson MyLab & Mastering block be installed on your Joule instance.

Configuring Local Plugins

1. Log in as the System Administrator.
2. Navigate to **Site administration** -> **Plugins** -> **Local plugins**.
3. Select the **MyLab & Mastering** plugin. If the plug in does not appear, verify that the steps in Section 1 were completed successfully.

 **Note:** Some institutions have a Pearson Direct block available. This block is for the **Pearson Custom MyLab** integration and does not work for the **Pearson MyLab & Mastering** product.

4. Enter the following on the Local Plugin page:
 - **MyLab & Mastering URL:** <https://tpi.bb.pearsoncmg.com>
 - **Consumer Key:** Consumer key obtained for your institution in Section 2, Step 5
 - **Consumer Secret:** Consumer secret obtained for your institution in Section 2, Step 5
 - **Use MyLab / Mastering icons:** Leave value checked unless you are running a MySQL database
 - **MyLab & Mastering Grade Sync URL:** <https://integrations.pearson.com>
5. Click **Save changes**.

SECTION 4: Enabling the Pearson MyLab & Mastering block at the course Level

This section details approaches for enabling the Pearson MyLab & Mastering block within a course as an instructor or administrator.

1. Enter the course.
2. Click **Turn Editing On** for the course.
3. Navigate to the **Add a block**.
4. Select **MyLab & Mastering** from the list.

The MyLab & Mastering block appears in the course along with Pearson links.

5. The instructor clicks the **MyLab & Mastering Tools** and the **Select a MyLab and Mastering product to use with this course** links to proceed through the course pairing workflow.

SECTION 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 being 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 used 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.)



How do I find information regarding Pearson system issues?

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>

Joule Users

If you use Joule, create a [Behind the Blackboard](#) ticket to request that the Pearson MyLab & Mastering block be installed on your Joule instance. Errors will occur if you try to install the block yourself.

Additional Help

- If you have questions or receive errors when installing and testing this integration, please contact mylab.moodle@pearson.com for 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 our Knowledge Base for relevant articles by entering **MLMMOODLE** in the search box.
- To contact your local Pearson representative for help in setting up a Pearson educator account, go to <http://www.pearsonhighered.com/relocator/>.