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Brightspace MyLab and Mastering Standard Configuration Guide for System Administrators

This document describes the configuration for enabling the Pearson MyLab and Mastering solution within the Brightspace (formerly known as Desire2Learn or D2L) Learning Management System, including:

1. **Requesting MyLab and Mastering remote plug-in credentials**
   How to request the Consumer Key and Secret for the MyLab and Mastering tool configuration
2. **Configuring the MyLab and Mastering remote plug-ins at the Brightspace instance/system level**
   How to configure the MyLab & Mastering tools within the Brightspace Learning Management System at the instance/system level
3. **Mapping roles and organizations unit types**
   How to map Brightspace and Pearson roles and organization unit types to ensure that students can successfully register for and access a Pearson course
4. **Enabling the MyLab and Mastering Tools widget at the course level**
   How to enable the MyLab & Mastering Tools widget within a course
5. **Troubleshooting common errors**
   How to resolve common errors and Pearson resources for additional assistance

MyLab and Mastering is only available for the Brightspace SaaS-based solution.

SECTION 1: Requesting MyLab and Mastering credentials

This section describes how to request the consumer key and secret for the MyLab and Mastering remote plug-in configuration. A single set of credentials is requested per Brightspace installation. These should be requested by the Brightspace system administrator who configures the MyLab and Mastering remote plug-in.

Credential Request

1. Navigate to the following URL:
http://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l

2. Enter the following on the page:

- **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 for reCaptcha.

4. Click **Submit**. A confirmation page with the consumer key and secret generated for your institution appears.

5. Check your email for a secure message containing the configuration information. You are prompted to create an account with Pearson's secure email provider, Sendinc, to access the email message containing these credentials.

SECTION 2: Configuring the MyLab and Mastering remote plug-ins at the Brightspace instance/system level

This section describes how to configure the MyLab & Mastering tools in Brightspace at the instance/system level.

Configuration

Create the Remote Plug-Ins

> **Note:** Before completing the following steps, verify your institution is running a Brightspace SaaS-based solution.

1. Navigate to the Brightspace Admin Tools view.

2. Click **Remote Plugins**.

3. Click **New Remote Plugin** to add the external tools required for the MyLab and Mastering integration.

4. Enter the following on the Create a New Remote Plugin page:

   - **Launch Point:** https://tpi.bb.pearsoncmg.com/highlander/api/o/lti/links
   - **Secret:** Consumer secret obtained for your institution in Section 1, Step 5.
   - **Key:** Consumer key obtained for your institution in Section 1, Step 5. Note the format of this value is *institutionvalue.d2l.com*
   - **Name:** MyLab and Mastering

      > Enter the name exactly as it appears in this guide, with no spaces before or after the name. You can enter spaces in between the words.

   - **Description:** http://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l
   - **Small Icon:** http://tpi.bb.pearsoncmg.com/highlander/resources/img/links/Pearson-Logo-50x50.png
   - **Large Icon:** [Leave this value blank.]
   - **System Test:** [Leave this value blank.]
   - **Plug-in Type:** Course Builder
   - Make the link available to all Org Units and descendants of that Org Unit that will use the MyLab and Mastering integration.

> **Note:** The secure email you receive when you request your credentials lists the key ahead of the secret, but, when you configure your remote plugins in Brightspace, the area for the secret appears before the key. The key appears in the format *yourschool.d2l.com*.

5. Click **Save.**

6. Click **New Remote Plugin** to add the second plugin required for the MyLab and Mastering integration.

7. Enter the following on the New Remote Plug-in page:

   - **Launch Point:** https://tpi.bb.pearsoncmg.com/highlander/api/o/lti/minitoolswidget
   - **Secret:** Consumer secret obtained for your institution in Section 1, Step 5.
   - **Key:** Consumer key obtained for your institution in Section 1, Step 5. Note the format of this value is *institutionvalue.d2l.com*
   - **Name:** MyLab & Mastering Links

   > 🗝Enter the name exactly as it appears in this guide, with no spaces before or after the name. You can enter spaces between words.

   - **Description:** http://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l
   - **Small Icon:** [Leave this value blank.]
   - **Large Icon:** [Leave this value blank.]
   - **System Test:** [Leave this value blank.]
   - **Plug-in Type:** Widget
   - Make the link available to all Org Units and descendants of that Org Unit that will use the MyLab and Mastering integration.
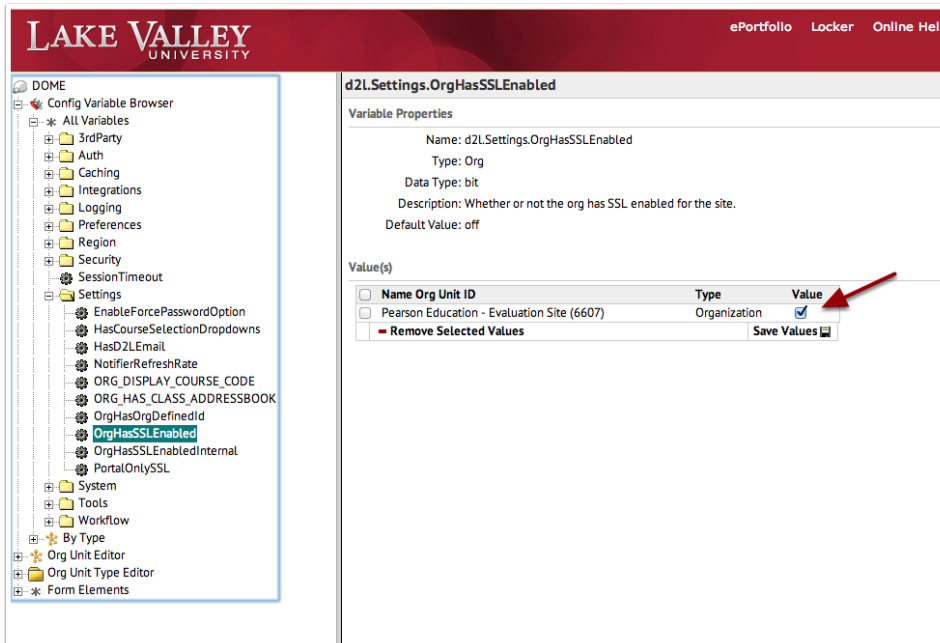
8. Click **Save**.

9. Navigate to the Brightspace Admin Tools view, and click **External Learning Tools**.

   a. Click **MyLab and Mastering launch**. Under Security Settings, click **Use tool provider security settings** and make sure these check boxes are selected:
      o Send tool consumer information to tool provider
      o Send context information to tool provider
      o Send LTI user ID and LTI role list to tool provider
      o Send user name to tool provider
   b. Click **MyLab and Mastering Links launch**. Under Security Settings, click **Use link security settings** and make sure these check boxes are selected:
      o Send tool consumer information to tool provider
      o Send context information to tool provider
      o Send LTI user ID and LTI role list to tool provider
      o Send user name to tool provider

10. From the Brightspace Admin Tools view, click **Manage Extensibility**.

   a. Search for the Pearson's MyLab and Mastering v1.0 application in the Extensibility list. If you do not see Pearson application, click the **Force Application Sync** button to get the latest Brightspace Application updates, which include Pearson's MyLab and Mastering v1.0.

   b. Enable the Pearson's MyLab and Mastering application, if not enabled by default.

> **Note:** If your institution's Brightspace instance is running under **https**, ensure that your **DOME->Settings** value for OrgHasSSLEnabled is set to **true/ON** for the Pearson Course Builder Tool to display properly.

SECTION 3: Mapping roles and organizations unit types

This section describes how to map Brightspace and Pearson roles and organization unit types to ensure that students can successfully register for and access a Pearson course.

Map Roles

1. Navigate to the Brightspace Admin Tools view.
2. Click **IMS Configuration**.
3. Click the **Roles** tab.
4. Ensure that the role types are mapped as follows:

Brightspace Role	Mapped Roles (IMS standard)
Instructor	Faculty, Instructor, Staff
Student	Student, Learner
Super Admin	Instructor, Administrator
Administrator	Instructor, Administrator

Map Organization Unit Types

1. Navigate to the Brightspace Admin Tools view.
2. Click **IMS Configuration**.
3. Click the **Org Unit Types** tab.
4. Ensure that the organization unit types are mapped as follows:

Brightspace Organization Unit Type	Mapped Organization Unit Type (IMS standard)
Course Template	CourseTemplate
Course Offering	CourseOffering
Group	Group
Section	CourseSection

SECTION 4: Enabling the MyLab & Mastering Tools widget at the course level

This section describes options for enabling the MyLab & Mastering Tools widget within a course.

Options

The approach depends on the policies and procedures of an individual institution. Possible approaches include:

1. If all courses that fall under a particular course template will use the MyLab and Mastering integration, the widget can be added to the Template home page to be inherited by all the Course Offerings created from that template.

2. If allowed by the institution, an instructor who wants to incorporate the MyLab and Mastering integration into a course can create a new Course home page and add the MyLab & Mastering widget to the page.

If editing the Course home page is not supported for instructors at the institution, an instructor who wants to incorporate the MyLab and Mastering integration in a course must submit a request through the standard campus processes for requesting new course widgets.

SECTION 5: Troubleshooting common errors

If you encounter errors, check that:

- The current course start and end dates are included for the course or that defaults are 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 for special characters in the institution name.
- The institution name is less than 32 characters.
- The course name is less than 32 characters.
- If you try to add a component link and see a message saying: "An error occurred: Unable to add or update links in your course" make sure you updated the security settings.

🔑 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

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Network provider: If your Brightspace environment is self-hosted and you plan to change your network provider, please contact us first, so that we can update the necessary SSL certificates to avoid issues with the integration.

Installation support: If you have questions or receive errors when installing and testing this integration, please contact mylab.d2l@pearson.com for support.

End-user support: After installation, instructors and students can contact Pearson Support at https://support.pearson.com/getsupport/s/. You can contact a support technician or search the Knowledge Base for relevant articles by entering **MLMBrightspace** in the search box.