Canvas MyLab & Mastering Standard Configuration Guide for System Administrators

This document describes the configuration for enabling the Pearson MyLab & Mastering solution within the Canvas Learning Management System, including:

- 1. Requesting Pearson MyLab & Mastering external tool credentials

 How to request the consumer key and secret for the MyLab & Mastering tool

 configuration
- 2. <u>Configuring the Pearson MyLab & Mastering external tool at the Canvas instance/system level</u>
 - How to configure the Pearson MyLab & Mastering tools within the Canvas Learning Management System at the instance/system level
- 3. Enabling the Pearson MyLab & Mastering tool at the course level How to enable the Pearson MyLab & Mastering tool in a course
- 4. <u>Troubleshooting common errors</u>
 How to resolve common errors and Pearson resources for additional assistance

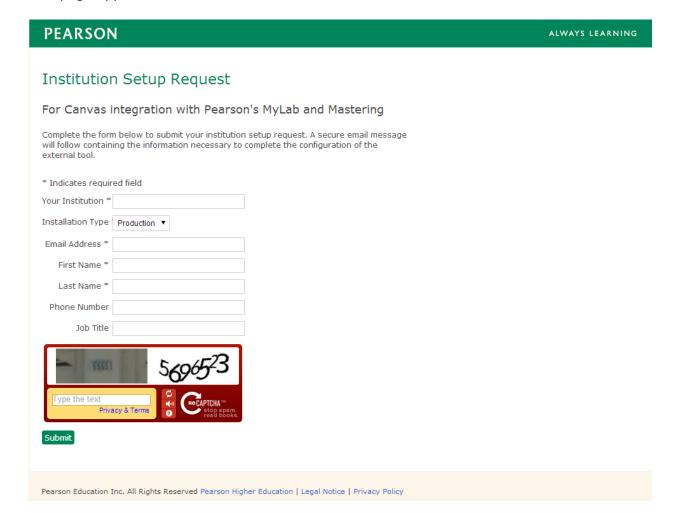
SECTION 1: Requesting Pearson MyLab & Mastering credentials

This section describes how to request the Consumer Key and Secret for the Pearson MyLab & Mastering external tool configuration. A single set of credentials is requested per Canvas installation. The Canvas system administrator who will be configuring the Pearson MyLab & Mastering external tool makes the request.

Credential Request

1. Go to: http://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=canvas

This page appears:



- 2. Enter the following on the page:
 - Your Institution
 - Installation Type (Production/Testing/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 consumer 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 Pearson MyLab & Mastering external app at the Canvas instance/system level

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

Configuration

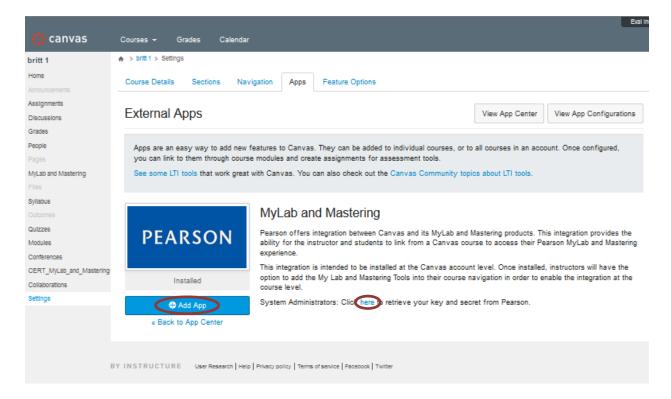
- 1. Navigate to the Canvas Managed Account view for the institution.
- 2. Click **Settings**.
- 3. Click **Apps View App Center**.
- 4. Browse or search for the Pearson MyLab and Mastering app.
- Note: To quickly display the Pearson app, search for MyLab in the app center.

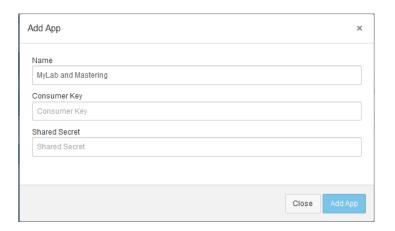
If your institution does not have the app center enabled or if you cannot find the MyLab and Mastering app, contact mylab.canvas@pearson.com for instructions on how to install the app using XML.

5. Click the Pearson icon.



- 6. Add the MyLab & Mastering app:
 - a. Click the **here** link in the app center to retrieve your consumer key and secret from Pearson, if you have not already done so.
 - b. Click **Add App** in the app center listing for the **MyLab and Mastering** app.
 - c. On the Add App page, enter the consumer key and secret obtained in the steps performed in Section 1 or earlier in this step.
 - d. Click Submit.





SECTION 3: Enabling the Pearson MyLab & Mastering tool at the course level

The section describes how instructors enable the Pearson MyLab & Mastering tool within a course.

- 1. Log into Canvas as an instructor.
- 2. Navigate to your Canvas course.
- 3. Click **Settings** in the left hand navigation area of the course.
- 4. Click the **Navigation** tab.
- 5. Drag the MyLab and Mastering tool from under the Drag items here to hide them from students section to the desired position in the course navigation list above.
- 6. Click **Save**.

SECTION 4: Troubleshooting common errors

If you encounter errors, check that:

- The current course start and end dates are included for the course or 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 fixed 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. Note:
 - 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.



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

If you have questions or receive errors when installing and testing this integration, please contact mylab.canvas@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 the Knowledge Base for relevant articles by entering **MLMCANVAS** 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/replocator/.