



MyITLab - Lab Administrator Guide

For MyITLab for Office 2016 *and* MyITLab for Office 2013

v2 | May 2016

MyITLab is completely web-based with the same system and implementation requirements for both the Office 2016 and Office 2013 product versions. Because MyITLab system requirements focus on hardware compatibility and network optimization, no file or plug-in installation is required for usage of MyITLab. Please note: additional *optional* MyITLab features may be required by IT educators that would necessitate the installation of plug-ins (Page 4).

The most current version of MyITLab System Requirements may be found here:

<http://www.pearsonmylabandmastering.com/northamerica/myitlab/system-requirements-office-2013/index.html>

Supported Web Browsers

- Windows
 - Windows 10
 - Edge 12 or newer
 - Firefox 40 or newer
 - Chrome 46 or newer
 - Windows 7, 8, and 8.1
 - Internet Explorer 11
 - Firefox 40 or newer
 - Chrome 46 or newer
- Mac OS
 - OS X 10.11 - El Capitan

<https://support.pearson.com/getsupport/s/>

- Safari 9
 - Firefox 40 or newer
 - Chrome 46 or newer
- OS X 10.10 - Yosemite
 - Safari 8 and 9
 - Firefox 40 or newer
 - Chrome 46 or newer
- OS X 10.9 Mavericks
 - Safari 7 and 9
 - Firefox 40 or newer
 - Chrome 46 or newer

Browser Settings

- Cookies must be enabled. In most browsers, you can [enable cookies for selected domains](#).
- Javascript must be [enabled](#).

Popup Blockers

- Pop-up windows must be allowed. If you are using a browser that offers pop-up control or are running an add-on program to control pop-ups, you may need to take steps to allow pop-ups in order to use some features on the site.

Trusted Sites

IE11 Trusted Sites settings for the Pearson server URLs will need to be set. Please include the following URLs.

- *.myitlab.com
- *.pearsoned.com
- *.pearsoncmg.com
- *.ecollege.com

Also, it's a convenient location to disable pop-up blocker in the Trusted Sites zone for myitlab usage. The Trusted Sites settings must be in place for any Windows login which will be using myitlab. Since IE settings are user profile specific, this is best done by pushing out a Group Policy in Active Directory Group Policy (or an equivalent) or placing the IE settings into Local Computer Policy.

Pop-up blockers will need to be disabled or include the Pearson server URL of pearsoned.com (this includes Google toolbar, Yahoo toolbar, etc.)

For pop-up blocker exception in Internet Explorer 10, one needs to add the following URLs to the pop-up blocker exception list. (Note: with the Trusted Sites settings above in place and pop-up blocker disabled for the Trusted Sites zone, you do not have to complete this step for IE).

- *.pearsoned.com
- *.pearsoncmg.com
- *.ecollege.com
- *.myitlab.com

To provide pop-up blocker exception for MyITLab, in Firefox, it would be these entries:

- pearsoned.com
- Pearsoncmg.com
- Ecollege.com
- Myitlab.com

For Chrome, to provide pop-up blocker exception for MyITLab, it would be these entries:

- [*.]pearsoned.com
- [*.]pearsoncmg.com
- [*.]ecollege.com
- [*.]myitlab.com

Bandwidth Requirements

- Minimum 1.5 Mbit
- Recommended 2.0 Mbit or higher

Hardware Requirements

- CPU
 - Minimum P5 Core 2 Duo
 - Recommended Core i3 or higher
- RAM
 - Minimum 1 GB Free Ram
 - Recommend 2GB or higher
- For best results, a web caching solution is recommended.

URLs and IP Addresses

Please prioritize MyITLab and Pearson server URLs and IP Addresses on any firewall or QoS enabled devices.

<http://portal.mypearson.com/portal/>

<https://support.pearson.com/getsupport/s/>

IP is relative based on your location

<http://digitalvellum.next.college.com>

159.182.164.146

<http://mylabs.px.pearsoned.com>

[206.31.248.33] This becomes a variable IP address, via Akamai hosting, effective May 21st, 2016.

<http://sim5.pegasus.pearsoncmg.com>

[206.31.248.33] This becomes a variable IP address, via Akamai hosting, effective May 21st, 2016.

<http://gradeit.pearsoncmg.com>

[206.31.248.54] This becomes a variable IP address, via Akamai hosting, effective May 21st, 2016.

<http://pct.gradeit.pearsoncmg.com>

[206.31.248.54] This becomes a variable IP address, via Akamai hosting, effective May 21st, 2016.

Optional Plugins and Applications

The following plugins/applications are NOT required to use MyITLab unless the associated features are specifically required by the IT educator as part of course-based assessments run in MyITLab.

Respondus LockDown Browser

Use Case: *As a MyITLab educator, I need to make sure that students are unable to access other browser windows or applications once an Office Simulation activity has been started.*

Background: MyITLab includes a browser-based replica of Microsoft Office, built in HTML5, called a “Skills-based Training” or “Skills-based Assessment,” but commonly referred to as a “simulation.” Some educators may wish to assign simulation activities as high-stakes assessments that prevent a learner from accessing other applications, browsers, or materials during an assessment.

Notable Change: Prior to June 18th, 2016, MyITLab supported this feature with a proprietary browser plug-in. Following June 18th, 2016, MyITLab supports this feature using the Respondus LockDown Browser plug-in used by many commercially-available Learning Management Systems.

<https://support.pearson.com/getsupport/s/>

Access: For more information and plug-in download, please visit <http://www.pearsonmylabandmastering.com/northamerica/myitlab/browser-lock/>.

Activity Manage Location Preference

Use Case: *As a MyITLab educator, I need to make sure that students are required to start specific assessment activities only on specific, pre-assigned workstations in campus-based computer labs in order to facilitate effective exam proctoring.*

Background: MyITLab supports a legacy feature designed to allow an educators to restrict student access to assessments to specific computer workstations using predetermined MAC addresses. Usage workflow in brief:

1. Educator enables this preference in the MyITLab course to require Manage Location;
2. Educator uploads a CSV file of MAC addresses and assigns one address to each student for a given activity;
3. Student user is only able to launch the given assessment from the predetermined work-station with the given MAC address.

For information, please search for “Manage Location Preference” here: <http://help.pearsoncmg.com/pegasushed/instr-mil-ccnd/index.htm>.

Important: This legacy feature requires a NPAPI plug-in. Since NPAPI plug-ins are no longer supported by all versions of Google Chrome browser, students and educators who use this feature must use Firefox or IE11 browser.

Access: The Java applet needed to detect and manage computers will install automatically during the setup process.

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