FREQUENTLY ASKED QUESTIONS

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QUESTION 1:

• If I have a Pearson account from other courses like Math, do I still need to create a new account for MyITLab?

• The MyLabsPlus accounts provided by Math aren’t real Pearson accounts. Those accounts are only valid in that system. Students need to use a Pearson account they created themselves for MyITLab.
QUESTION 2:

• When I try to create a new account, it says I already have an account with my mix email. How to solve it?
• When you see this warning popping up, just click on “Close”, and go on with your registration. After you enter everything, then click “Create Account”.

![Warning Message](image-url)
QUESTION 3:

• I use my Mac to do the MyITLab assignments. In some cases, I need to use “Ctrl” key to complete the questions. How can I do that in Mac?
• Use “Command” key in Mac to replace “Ctrl” key in Windows.

$Ctrl+C \equiv Command+C$
QUESTION 4:

- Do I need to install any software to do the MyITLab assignments in Mac?
- No. MyITLab is web-based simulations to Microsoft Office. You will do all the assignments online.
  VirtualBox installed in Mac is special for Homework assignments.
QUESTION 5:

• I am trying to click on the assignments in MyITLab. The loading sign comes up but than it just goes away and nothing happens?
• The problem is that your browser does not allow the popups. When you click on the assignments, there should be a webpage popping out. You can go to the "Settings" of your browser to set up this item, and choose "allow" popups.