

# MyMathLab Settings

If you are getting an error message, it may be due to cookies/cache pop-up's for different computers/browsers. You will need to change the settings on your device.

## How to fix Pop-ups & third-party Cookies:

### Safari for Macbook Air:

Click on the Safari-menu in Safari.

Click on the Preferences.

Click on the Security icon near the top of the window.

Under "Accept Cookies" the *Always* or *Only from sites you navigate to* must be selected.

Save changes by clicking Ok.

### Safari for Mac

1. Go to the Safari drop-down menu.
2. Select Preferences.
3. Click Privacy in the top panel.
4. Under "Block cookies" select the option "Never"
5. Scroll down and click "Clear History and Website Data" > Clear
6. For increased security, once you have finished using the site, please change the Privacy setting back to "Always"
7. Refresh the page

### Safari for iPhone or iPad

1. Go to Settings
2. Scroll down and click "Safari"
3. Block Pop-ups should be OFF
4. Under "Privacy & Settings" click "Block Cookies"
5. Select "Always Allow" & go back one step to >Safari

6. Scroll down and click "Clear History and Website Data" > Clear

### **Chrome**

1. Click the Chrome menu on the browser toolbar
2. Select settings
3. Scroll down and Click "Show Advanced Settings"
4. Select the "Privacy" section and click on "Content settings"
5. In the "Cookies" section, choose "Allow local data to be set"
6. (still in the "Content Settings" window) Scroll down to "Pop-Ups" section
7. Select "Allow all sites to show pop-ups" > Done
8. Close browser and reopen Chrome

### **Firefox**

1. At the top of the Firefox window, click on the Firefox button and then select "Options"
2. Select the "Privacy" panel
3. Set the "Firefox Will:" dropdown to "Use custom settings for history"
4. Check "Accept cookies from sites" to enable cookies
5. Choose how long to store cookies. "Until they expire" is recommended
6. Click OK
7. Refresh the page

### **Internet Explorer**

1. Click the "Tools" menu at the top of your page
2. Click "Internet Options" at the bottom of the drop-down menu
3. Select the "Privacy" tab
4. Select the "Advanced" button
5. Select "Override automatic cookie handling"
6. Select "Accept" under "Third-Party Cookies" and click "OK"

## 7. Refresh the page

Other Technical problems? Begin with checking the system requirements at <https://www.pearsonmylabandmastering.com/northamerica/mymathlab/system-requirements/> and the support at <https://support.pearson.com/getsupport/s/?tabset-dd12d=1>