What to do if you have issues with MLP:

If you have <u>any</u> trouble with MLP, try the options below. The error messages MLP gives are often incorrect, so despite what the error message says, try these.

1) Make sure you're using http://uark.bb.mylabsplus.com or Blackboard to get in. If one does not work, try the other. The username on both sites is the same; however, the http://uark.bb.mylabsplus.com password is **not** the same as your email/UAConnect/Blackboard password by default. To change it, go to the forgotten password link and type in your username which is the first part of your email address before the @uark.edu.

2) Make sure you're accessing assignments through the Assignments tab and not the Gradebook tab (you can only review answers through the Gradebook, you cannot work problems there).

3) Try a different browser than the one that is not working.

4) Clear/delete the cookies from your browser:

Firefox - http://support.mozilla.org/en-US/kb/delete-cookies-remove-info-websites-stored

Safari - https://support.apple.com/kb/PH17191?locale=en_US

Chrome - https://support.google.com/chrome/answer/95582?hl=en

Internet Explorer - http://windows.microsoft.com/en-us/internet-explorer/delete-manage-cookies#ie=ie-10

5) Allow cookies for your browser. http://247pearsoned.custhelp.com/app/answers/detail/a_id/497

6) Try a different computer - even if your computer was just working. If you have a deadline coming up the CHPN Study Lab 326, the Union, and Mullins Library all have computer labs.

7) Visit Pearson customer support for help articles or chat tech support http://247pearsoned.custhelp.com/. If you get chat support, get a case number so that we can verify your issue.

8) Call tech support 888-883-1299 (available 24/7). Get a case number so that we can verify your issue.

If you have tried <u>every</u> item listed above, see your instructor during office hours or visit the Study Lab CHPN 326 to get assistance.