

GETTING STARTED GUIDE: STUDENTS

PEARSON
my**biz**lab™

TABLE OF CONTENTS

WELCOME	3
GETTING STARTED	4
REGISTERING.....	4
LOGGING IN AND LOGGING OUT	6
LOG OUT	6
SELF-STUDY COURSE.....	7
ENROLLING IN YOUR INSTRUCTORS COURSE	7
NAVIGATING	8
OPTIONS MENU	8
LEGEND.....	9
SETTING USER ACCOUNT PREFERENCES	9
COURSE CONTENT	10
USING COURSE CONTENT.....	10
VIEW ALL CONTENT.....	10
COURSE CALENDAR	11
ACTIVITIES	12
STUDY PLANS.....	13
TODAY'S VIEW	15
OVERVIEW.....	15
NOTIFICATIONS	15
CALENDAR	17
GRADES	18
OVERVIEW.....	18
COURSE CONTENT NAVIGATOR.....	18
DISPLAY.....	18
GRADES COLUMN HEADERS	18
COMMUNICATE	20
OVERVIEW.....	20
COMPOSING A NEW MESSAGE	20
READING MESSAGES IN THE INBOX.....	20
REPLYING TO A MAIL MESSAGE	21
FORWARDING A MAIL MESSAGE	21
SAVING MESSAGES AS DRAFTS	21
VIEWING THE SENT MESSAGES	22
HELP	23
SYSTEM REQUIREMENTS	23
CONTACTING CUSTOMER SUPPORT	23

Welcome

Your instructor has chosen to use mybizlab as a component of your course. Designed to help you succeed in your course, mybizlab provides you with an online learning and testing environment. In mybizlab, you'll find:

- Study and assessment resources that complement your textbook so you can review your skills and knowledge online, on your own time, and at your own pace.
- Study plans and learning and assessment activities to help you assess your skill level so you won't waste time re-learning skills you already possess.
- A gradebook that allows you to view your grades showing your progress.

Before accessing your course content in mybizlab, you will need to have the following information:

- A student access code
- An email address
- The mybizlab Course ID provided by your instructor

Getting Started

This topic provides basic information about how to use mybizlab. Topics include:

- [Registering](#)
- [Logging In and Out](#)
- [Search Catalog and Create Course](#)
- [Navigating](#)
- [Setting User Account Preferences](#)

Registering

Before you go online to register, take a minute to be sure you have the following items:

1. **Valid email address:** You must have an email address to register. After you register, you will receive an email message at the address you provide, confirming your personal login name and password. If you do not have an email address, contact your school's technology center or set up a free account through a website that offers this service.
2. **Course ID:** Contact your instructor to obtain the mybizlab Course ID that is unique to your course. A Course ID looks similar to this: CRSWE5J-8291.
3. **Student Access Code:** Your student access code is supplied beneath a pull-tab, located inside your Student Access Card. Your student access code is valid until you successfully complete the registration process. A student access code looks similar to this: PSPMIL-CHILI-KENJI-EDDI-AKIRA-WAHOO.

To register for your course WITH an access code:

1. Go to www.mybizlab.com. Before you register, be sure you have:
 - A valid email address
 - Course ID from your instructor (SAMPLE: CRSWE5J-8291)
 - Student access code (SAMPLE: PSPMIL-CHIKI-KENJI-EDDIE-AKIRA-WAHOO)
2. Click the **Students** button in the First-Time Users registration area.
3. You must read, review, and accept the licensing and privacy agreements. Click **I Accept**, or if you choose **I Decline**, you will be given alternate instructions on how to proceed.
4. On the Access Information page, you will be asked if you have a Pearson Education account. If so, click the YES option and enter your existing login name and password.

5. If you do not have an account, click the NO option. Enter your desired login name and then enter and re-type your desired password. (Use your email address as your login name: it is unique and easy to remember!)
6. Enter your access code from the mybizlab Student Access Kit. Click Next.
7. On the Account Information page, enter your first name and last name. Type and then retype your email address.
8. In the School Location section, select the country in which your school is located. Enter your school's Zip or postal code.
9. Select your school from the list. If your school is not listed, scroll to the bottom of the drop-down list and select Other. Enter your school name and city and select the state from the list.
10. Select a security question and enter the answer. Click the Next button to submit your registration.
11. A confirmation and summary page displays, indicating your registration is successful – click the Log in Now button to log into myBIZlab.
12. After you register for myBIZlab, you can login and enroll in your instructor's course.
13. On the login page, type your login name and password. Click Login.
14. The first time you log in a welcome message will pop up. Read it, click Do not display this message again, and then click ok.
15. On the My Courses page click the Enroll in a Course button
16. Enter the Course ID provided by your instructor. Click submit.
17. On the confirm course screen verify the course and instructor are correct. Click the confirm button.
18. On the summary screen, confirm the information is correct and then click the Enter Course Now button to enter the new course.
19. You are now registered and enrolled in a course in MyBIZlab – click the course name to enter your course.

To register for your course without an access code:

1. Go to www.mybizlab.com.
2. Under the registration area find the box that says "Do not have an access code?" click "Learn How to Obtain one"

3. Select your book from the list. You must be sure to choose the book your instructor selected.
4. On the **Access Information** page, you will be asked if you have a Pearson Education account. If so, click the **Yes** option. Enter the existing login name and password.
5. If you do not have an account, click the **No** option. Enter your desired login name (use your email address – it is unique and easy to remember). Enter and then re-type your desired password.
6. You will be taken to the account information page, fill out the requested information if you did not have an existing account. If you had an existing account, please review all the information for accuracy.
7. You will need to fill in purchase information using a credit card. Your card will be billed and you will get immediate access to the lab.
8. In the final step, review your summary and print for your records.

Logging In and Logging Out

Log In

When you log in, the application validates your login name and password and opens your home page.

Note: Before you can log in, you must first *register* for mybizlab and obtain the course ID from your instructor. If you have forgotten your login name or password, you can click a link on the login screen to request to have this information emailed to you.

To log in to mybizlab:

1. Go to www.mybizlab.com.
2. Click the **Log In** link.
3. On the login screen, enter your **Login Name** and **Password**. (Note that passwords are case-sensitive.) Click **Login**.
4. Your home page opens and you see a welcome message that provides information on enrolling in a instructor-led or self-study course.
5. If you do don't want to view this message each time you log in, select **Do not display this message again** and click **OK**.

Log Out

To log out of mybizlab, click **Logout** in the upper-right corner. Your session ends and you see the login screen.

Note: If your session is inactive for an extended period of time, an alert message displays. If you do not respond to the alert within two minutes, the session automatically ends and you are redirected to the login screen.

Self-Study Course

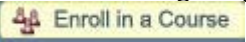
After logging in for the first time, you will automatically be placed into a Self-Study course. This course is for your personal use while you are not enrolled in an instructor led course.

- Self-study courses are for students only (there is no interaction with instructors or other students)
- Graded activities are recorded only in the student's own gradebook (not accessible to the instructor).
- No Course ID is required for a self-study course.
- After enrolling in an instructor-led course, your enrollment in the self-study course is preserved but access back into the self-study course is not allowed until instructor course has ended.
- Student work in the self-study course is NOT copied to the instructor-led course.

How do you move from a self-study to instructor-led course? Keep reading!

Enrolling in Your Instructors Course

After you successfully register for mybizlab, you can log in to mybizlab and enroll in your instructor's course, using the Course ID provided by your instructor provided. To enroll in a course in mybizlab, complete the following steps:

1. Click the Enroll in a Course button. 
2. Type your Course ID in the Course ID box and click Submit. If you haven't received the Course ID yet, contact your instructor.

1 Course ID

*Course ID

A Sample Course ID looks like: CRSWE9D-1000000378

3. On the Confirm Course screen, verify that the Course ID you entered matches your instructor and course. Click the Confirm button. *If the course name shown on screen is incorrect, confirm the Course ID with your instructor and then click the Back button to change your Course ID.*
4. On the Summary screen, confirm the information is correct and then click the Enter Course Now button to enter the new course.

It may take a few minutes for your course to load. When it is ready, click on the Course name. It will look something like this:

Your course name here

Course ID: CRSCD8E-218901




You are now ready to start using mybizlab!

Navigating

After you log in, your course home page appears. You will be taken to the **Course Content** page. To navigate to your other course tools and your course content you can click any of the course tools that appear in the toolbar:

- **Course Content**
- **Today's View**
- **Grades**
- **Communicate**
- Click any link in the Welcome Banner, which is common to every page. In the upper-right corner of the Welcome Banner, you can use the following links:
 - **My Courses:** Opens the My Courses page from other pages. This page displays all the online courses in which you are currently enrolled. Note that the My Courses page has its own associated Help.
 - **My profile:** lets you set your time zone and time and date format.
 - **Feedback:** (when enabled) lets you send feedback about the product.
 - **Help:** opens online Help.
 - **Support:** provides a link to Pearson Education Customer Technical Support as well as relevant information about your application instance.
 - **Logout:** ends your session and exits the application.

Click any folder or item name to open the folder or item. Folder navigation is available in the **Course Content** and **Gradebook** tabs. Content is organized as files, study plans, html pages, subfolders, and/or images. To view or return to the previous folder, click the arrow  at the top of the list or click a folder name that appears in the navigation trail to the right of the arrow.




Options Menu

Options menus help you navigate throughout the application. Options menus are contextual to their associated items. They provide convenient access to actions or features corresponding to the current course element or mybizlab tool. Click on the Options menus to learn which features are available to you in a specific location. The

Options menus ensure that you are never more than a click away from the task you need to perform.

Legend

Legends illustrate specific states of items or events by means of icons. The content of the icon legend is static.

-  : Not Passed
-  : Requires manual grading
-  : New Grades


Setting User Account Preferences

My profile is used to make changes to your Pearson account and to set your time zone and your time and date display.

1. Click **My profile** in the Welcome Banner to open the **My profile** window.
2. To review or make changes to your Pearson account, click **Account Summary tool**.
3. To set your **Time zone**, select the appropriate **Time zone** from the list.
4. To set your **Time and date format**, select the appropriate option from the **Format** list.
5. The formats you select are displayed just below the **Format** list for your review.
6. To save your changes, click **Save**.

Course Content

Using Course Content

 The **Course Content** tab enables you to access course content and associated learning objectives. Use the Course Content tab to keep track of scheduled activities and their due dates as indicated in the calendar.








Course Content consists of the following sub sections, which you can access from the **Course Content** menu or from the secondary navigation bar:






- **View All Content:** Displays the list of course content items and provides a view of the **Course Content** structure.
- **Course Calendar** (if enabled by your instructor): Displays the calendar and course contents. Use this to easily access course items having assigned due dates.

View All Content



In the **View All Content** sub section of **Course Content** you can view all course items and the status of the course contents. **Course Contents** may be Folders, Activity/Assignments, Study Plans, Discussion topics, Links, Files, or Pages.

The **Course Content** status may be in any of the following states:

- **Not Viewed:** Indicates that you have not opened a page, file, or link.
- **Viewed:** Indicates that you have opened a page, file, or link.
-  **Submitted:** Indicates you have completed the activity and submitted it for grading. This icon appears for activities that have at least one instructor-graded question that has not yet been graded by the instructor.
-  **Submitted Late:** Indicates you have submitted the activity past the due date and the instructor has not accepted the submission.
-  **Passed:** Indicates your grade in the **Gradebook** is above the passing threshold set for the activity.
-  **Not Started:** Indicates either:
 - You have not yet opened the activity.
 - You opened and closed the activity without submitting it, and the activity does not allow you to start the activity and then "**Save for Later.**"
-  **Not Passed:** Indicates your grade in the **Gradebook** is below the passing threshold set for the activity.
-  **In Progress:** Indicates either:
 - You have started a **Study Plan**, but have not yet passed the final test. This status indicates there is recommended study material you can complete to meet the passing criteria on the final test.
 - You have opened the activity that has "**Save for Later**" enabled. The icon appears if you open and close the activity without submitting it.
-  **Optional**: Indicates that the activity is recommended.








-  **Completed:** Indicates that you completed and submitted the activity. This icon appears for activities that do not have a set passing threshold.
-  **Assigned:** Indicates that the activity has been assigned to you but it is not added to the calendar.
-  **Scheduled:** Indicates that activity's availability has been defined with the Start date and End date. The available dates are displayed.
-  **Due:** Indicates that a due date has been set for the submission of the activity and the due date is assigned to the calendar. You have to submit the activity on or before the due date.
-  **Past Due:** Indicates that the due date is assigned to the calendar and you have not submitted the activity due for the specified date.

Course Calendar

The **Course Calendar** allows the students to easily locate the scheduled course items that have been assigned with the due date by the instructor. The due dates for the activities to be submitted are highlighted for the students on the calendar. By default, current month and current day are displayed in the calendar. You can navigate forward and backward in the calendar by clicking  button or  button.

Note: The **Course Calendar** is displayed only if the Instructor has enabled this feature for the course.

The following details can be viewed in the calendar:

- **Current date:** The current date will be highlighted.
- **Completed:** The date on which you completed and submitted the activity to the instructor. This will display the  icon.
- **Items Due:** When a due date is set for an activity, the date is marked with the  icon. This means that the students have to submit the activities on or before the date specified for a particular assignment.
- **Items Past Due:** If an activity is not submitted on or before the due date, the date is marked with the  icon. If the instructor accepts the submission of the activity after the due date, the  icon is replaced by the  icon.
- **Note:** Any note or information added for a date is marked with the  icon.
- **Submitted:** The date on which you submitted a completed activity is marked with the  icon.

Upon selecting a date on the calendar, the right panel of the screen displays the following details:

- **Selected Date:** Displays the **Date**, **Month**, and **Year** details of the selected date. By default, current month and current day are displayed.
- **Note:** If any note is added for the selected date, you can view the note information here.
- **Items Due:** The course items due for the current date or the selected date are listed. You can view the details of **Name**, **Description**, **Status**, **Availability/Due dates** for the course items with the corresponding Options menu.

Activities

Taking Activities

Activities enable you and your instructor to evaluate your performance and mastery of course material. Activities can be comprised of a variety of question types or assignments, such as an essay that, upon completion, you can upload for review by your instructor.

mybizlab activities can be homework assignments, practice tests, exams, quizzes, or any other form of learning or assessment activity as determined by your instructor.

When you do an activity, generally you will have immediate results to gauge your performance and mastery of course content. If the activity includes a file upload requirement, or if it includes an essay question, then your instructor will evaluate those elements and provide your evaluation score at a later date. You can view your activity grades from the **Grades** tab.

To complete an activity


1. Access the activity in one of the following ways:
 - Use the **Options** menu, or simply click to open the folder for the section of the course containing the activity.
 - Click the date on the calendar, if applicable
2. Click the icon or the name of the activity you want to take or select **Open** from the activity **Options** menu. The activity opens in a new window. You will be directed to the activity in one of two ways:
 - You will be directed to a message before entering the activity OR
 - You will enter the activity immediately without an opening message.
3. Complete the activity.
4. Some activities may include questions. If so, answer the questions to proceed through the activity.
5. When you have answered all of the questions in the activity, click the **Finish** button to submit your results for grading.

Your score

Upon completion of the activity, mybizlab displays your score for the activity. The score is a calculated percentage based on the number of questions in the activity, and your correct or incorrect results for each of those questions.

Study Plans

Using a Study Plan

 The **Study Plan** contains a **Pre-Test**, study material, and a **Post-Test**. Study materials include remediation material related to the questions on the pre- and post-tests. When you take the pre-test, you are presented with study materials that correlate to areas requiring additional study, as indicated by your pre-test results.

The **Study Plan** is a test-driven learning tool. It can be seen as a collection of two special activities (**Pre-Test** and **Post-Test**) and supporting study material. You can take the pre-test and, depending on the results, you are presented with some of the study material that should be used to improve your knowledge of the subject area. After studying this content, you can then take the post-test to demonstrate that you have mastered the material. Depending on the results, further remediation may be required, or the pass criteria may have been reached, in which case the **Study Plan** task is complete.


Taking a test in the study plan

1. Click the **Course Content** tab.
2. Find the **Study Plan**, and then click the **Study Plan** name. The **Study Plan** screen opens.
3. Click **Begin** to take the **Pre-Test**. You can save the **Pre-Test** without submitting it by clicking the **Save for Later** option. If you click this option, you can attempt the **Pre-Test** without submitting it and can submit it once you have mastered the content. The **Pre-Test** will not be placed in remediation content until you have finally submitted it.

Note: If you have already attempted the pre-test, your score will be displayed. **Save for Later** is available only if your instructor has enabled this option for the activity. If **Save for Later** is not enabled by your instructor, a message displays to let you know that after you complete the activity your score will be recorded in the **Gradebook**.

4. Take the test and submit it for grading. Your score will be displayed.

Note: If you have met the pass criteria, the following message is displayed: 'You have successfully met the pass criteria for this Learning Objective'.

5. Review and learn the **Study Material** (which is recommended based on the results obtained).
6. The content added as **Study Material** is displayed in four columns:
 - **Name:** Displays the name of the content item.
 - **Type:** Displays the type of the content item.
 - **Score:** Displays the score for the Activity.
 - **Options:** Displays contextual menu for the content item. Click on the  icon to view the menu for content items.

Note: You can sort the **Name**, **Type**, and **Score** columns by clicking the column header. Sorting feature is available only when the **Display Learning Objective** check box is cleared.

7. Select the **Display Learning Objective** check box to view the study material categorized by folders/learning objective. Clear the check box to display the study material irrespective of the learning objective.
8. You can view all the topics posted for study by selecting **All Available Study Material** from the **Show** list. Select **Recommended Study Material** to display only the suggested study material.
9. To complete the study plan students have to meet the pass criteria.
10. After reviewing the study material, click **Begin** to take the **Post-Test**.

Note: If you have already attempted the post-test, your score is displayed. If your instructor has designed the activity to allow multiple attempts and you reach the last attempt, a message displays to let you know that after you complete the activity your score will be recorded in the **Gradebook**.

11. Take the test and submit it for grading. Your score will be displayed.
12. Click **Return to Course Content** to return to the course content.

Today's View

Overview

Today's View provides quick, convenient access to important course-specific information. The **Today's View Notifications** section displays the **Announcements**, **To Do** items, and **Alerts**, all of which enable you to schedule your tasks efficiently. It also displays the **Welcome Message** added by your instructor or the publisher.

Today's View includes the following sections:


- **Notifications**
- **Calendar**

Notifications such as **Announcements**, **To Do**, and **Alerts** help you schedule your tasks efficiently and the **Calendar** helps you track the scheduled dates. The **Calendar** view also enables you to keep track of assignments and important course-related dates.


Notifications

Notifications contain pending tasks that require your attention. Your instructor posts the notifications you see. They indicate that an activity has been posted and needs to be completed before the due date.


Notifications include four elements:

 *Welcome Message: Custom message for all users. The Welcome Message displays custom messages added by your instructor or the course author.*



Note: The **Welcome Message** only appears in the **Notifications** of **Today's View** if your instructor has enabled this feature for the course.

1.  **Announcements:** Course announcements for all users. Announcements are course-related notifications of future actions, events, or tasks posted by Instructors and Program Administrators. The number of announcements posted is displayed in brackets next to the Announcements link in the left-hand pane.


To view details, click on **Announcements** link. The following are displayed:

- **From:** Displays the name of the Instructor who has posted the announcement.
 - **Date:** Displays the date range specified by the Instructor.
 - **Subject:** Displays the subject of the announcement.
 - **Text:** Displays the announcement message posted by the Instructor.
2. **To Do:** Notifications that require your attention and includes the following items:
 -  **Unread Discussions:** This section displays the messages posted for the Discussion. The number of Discussion topics for which

messages have been posted is displayed in brackets next to the **Unread Discussions** link. These numbers are dynamic and indicate the current number of all new items, with the exception of announcements. To view more details for each discussion topic, click on **Unread Discussions** link. The discussion topic name along with the number of unread posted messages is displayed. Click **Open** under the options drop-down menu of the corresponding Discussion topic to open **Read Messages** window.

-  **Instructor Grading:** This section displays activity submissions graded by instructors. The number of activities graded by the instructor is displayed in brackets next to the **Instructor Grading** link. This section displays activity submissions graded by instructors. The number of activities graded by the instructor is displayed in brackets next to the **Instructor Grading** link. To view details for each activity, click on **Instructor Grading** link.
 - The activity name along with any feedback or comments added by the instructor is displayed.
 - Feedback is represented by  icon and is placed next to the activity name. Click on the icon to view the feedback details.
 - Click an activity to open the **Student Submission/ Study Guide**. For details, see View Submissions. Once you have viewed the activity, it will be removed from the list.

Note: Only activities containing Essay and File Upload question types are manually graded by Instructors.

-  **Unread Messages:** This notification displays unread email messages. The first 10 unread mails in your Inbox will be displayed here. The total number of unread mails in the Inbox is displayed in the brackets next to the **Unread Messages** link. To view more details, click on **Unread Messages** link. To view more details, click on **Unread Messages** link.
 - Unread Mails are displayed in three columns.
 1. **Name:** This displays the name of the sender
 2. **Subject:** This displays the subject of the mail
 3. **Received:** This displays to the date on which you have received the mail.
 - Clicking the message will open the **Read Message** window.
 - You can also go to the Mail Inbox by clicking the **Go to Mail** link. For details, see Mail.

3. **Alerts:** Notifications that require your attention.

Alerts

Alerts display the following item:



-  **New Grades**

This section displays newly posted grades for auto-scored activities. The number of activities for which new grades have been posted is displayed in brackets next to the **New Grades** link.








To view more details for each activity, click on **New Grades** link.

- The activity names along with the number of new grades posted for the activity is displayed.
- Click an activity name to open the activity in the **Grades** window.

Calendar


Calendar allows you to view your scheduled tasks. By default, the current month is displayed with the current day highlighted in the calendar. You can navigate forward and backward in the calendar by clicking the  button, or the  button. You can go to course content by clicking on the **Course Content** link. You can also navigate to the **Course Content Calendar** view by clicking on any date in the calendar. This view displays the date and assigned contents for the date clicked in Today's View.

The calendar displays the following legends:

- **Completed:** The date on which the student completes the work and submits the activity to the instructor will be ticked with the  icon.
- **Items Due:** When a due date is set for an activity, that date will be marked with  icon. (This means that the students have to submit the activities on or before the date specified for a particular assignment.)
- **Items Past Due:** If an activity is not submitted on or before the due date, that date will be marked with  icon. If the instructor accepts the submission of the activity that you have submitted after the due date, the  icon is replaced with .
- **Note:** Any note or information added for a date will be marked with  icon.
- **Submitted:** The date on which the student submits the completed activity will be indicated with  icon.

Grades

Overview

 The **Grades** section is where you view your grades on auto-graded activities as well as those posted by your instructor for assignments you have submitted. Depending on settings applied by your instructor, you can view your submissions, generate **Reports**, or communicate a message to other students or instructors.

You can access the **Grades** by clicking the **Grades** tab in the toolbar.

Course Content Navigator

The **Course Content** navigator displays the list of content available for your course. Only folders and **Study Plans** are displayed here.

A **Study Plan** contains questions and activities. Clicking the **Study Plan** name in the **Course Content** navigator will display the activities posted by students for grading.




Display

This is used to display either all the items of the **Gradebook** or only the **Completed items** of the **Gradebook**.

- **All items:** Displays all the columns in the **Gradebook**.
- **Completed items:** Displays only those columns that have at least one submission.
- **Assigned Items:** Displays all the columns that have an item assigned.

Grades Column Headers

The **Grades Taskbar** consists of the following:




1. **Activity:** This column displays the name of the activity. If the activity has media content, the  icon is displayed. If the activity has an Essay or File Upload question type, the  icon is displayed. This column is sortable.
2. **Grade:** This column displays the grade obtained for the activity and is sortable. If the graded activity has comments added by the instructor, you can click the feedback  icon that appears next to the grade or the not passed icon.
3. **Options:** Activities display options menu (see Options: Grades).
4. **Grade to Date:** This includes the average grade to date of all assigned items that have been submitted for grading. The **Last updated at 12:00 AM GST** link is also displayed. This will be the first row in the root directory of **Grades**.
 - Click the **Last updated at 12:00 AM GST** link.
 - The **Grade to Date Column** window opens.
 - It displays the following messages:
 - The Grade to Date column is updated every 2 hours to reflect the students score for all assigned items.
 - The column was last updated on: DD/MM/YY 12:00 AM GST.

- Click **Close** to close the window.
- The **Grade to Date** column follows these limitations:
- Items that have not been submitted but are not yet due will not be counted.
 - Items that have not been submitted but are past due will be counted as a zero.
 - Items that were submitted past the due date will be counted as a zero unless the instructor accepts the grade.
 - Items that are assigned without a due date will be considered as due on the last day of the course, and all the above apply.

Note: The **Grade to Date** row will be displayed only if your instructor has enabled the **Grade to Date** column for the course.

Submitted Activity Icons

The **Grade** column displays the score for Activity and Study Plan only. Scores are represented with the following icons:





- : This icon is seen only if you have late submissions (submissions after due date) and the scores are grayed out. The scores will not be counted for any averages and will not be displayed in **Reports**. This icon will disappear if your instructor accepts the submission. On acceptance, the scores will be displayed normally.
- : This icon is seen only if you have failed to obtain passing grades.
- : This icon indicates a new grade. This icon is seen only when you view the page for the first time after the grade is posted.

Communicate

Overview

The **Mail** screen is used to manage your course correspondence. The **Mail** feature enables you to correspond with your instructors. You can also correspond with fellow students if your instructor has enabled student-to-student communication for your course. Mail messages can be sent, read, or created as drafts, which can be sent at a later date.

The **Mail** screen includes four main elements:

-  **New message composition**
-  **Inbox**
-  **Draft**
-  **Sent**

Composing a New Message

You can compose a new mail message for intended recipients.

1. Click **Compose New**. The **New Message** screen opens.
2. Click the **To** button to select recipient names from a list in the **Address Book** to whom the message is to be sent.
3. Click the **Cc** button to select recipient names from a list in the **Address Book** to whom a carbon copy of your message is to be sent.
4. Click the **Bcc** button to select recipient names from a list in the **Address Book** to whom a blind carbon copy of your message is to be sent.
5. Click **Show All** to show the entire list of recipient names.
6. In the **Subject** box, enter the subject of the message.
7. In the message body, compose the message in the **Content Editor**.
8. Select the **Copy message to recipient's external email account** check box if you want to send the mail to the recipient's external email address.
9. Click **Send** to send the message. Click **Save as Draft** to save the message as a draft.

Reading Messages in the Inbox

You can read the messages sent to your **Inbox**.

1. Click **Inbox** under Mail Folders. The list of messages in your **Inbox** is displayed.
2. Any new mail will automatically be placed in your **Inbox**. Any unread messages will be highlighted on the top, just above the display box.

3. **Announcements**, which are sent as mail, will also be displayed in the **Inbox**.
4. To read a message, click the sender name, subject, or the date received links. The Message – Subject screen opens.
5. Click **Back** to go back to the previous screen. Click **Delete** to permanently delete the mail.

Replying to a Mail Message

1. Click the **Reply** button on the Message screen toolbar. The Re: Subject screen opens.
2. In the message body, compose the message.

Note: Select the **Copy message to recipient's external email account** check box if you want to send the mail to the recipient's external email address.

3. Click **Send** to send the composed message. Click **Save as Draft** to save the composed message as a draft.

Forwarding a Mail Message

1. Click **Forward** on the Message screen toolbar. The Fw: Subject screen opens.
2. If you want to add any additional information, compose the message in the message body.

Note: Select the **Copy message to recipient's external email account** check box if you want to send the mail to the recipient's external email address.

3. Click **Send** to send the composed message. Click **Save as Draft** to save the composed message as a draft.

Saving Messages as Drafts

Save as Draft places an unfinished message in a folder called **Drafts** under Mail Folders.

1. Compose a new message.
2. Click **Save as Draft** on the top-right corner of the display box, or click the **Save as Draft** button.
3. To rework the draft, click the sender name, subject, or the saved links. The Edit Message screen opens.
4. Make the necessary changes, and then click **Send** to send the mail to the recipient(s). Click **Save as Draft** to update the changes to the **Drafts** folder.

Viewing the Sent Messages

You can read messages sent to various recipients.

1. Click **Sent** under Mail Folders. The Sent Messages screen opens. The list of sent messages is displayed.
2. To read a sent mail, click the sender name, subject, or the date received links.
3. Click **Back** to go back to the previous screen, or click **Delete** to permanently delete the mail.
4. You can also **Reply** to the mail or **Forward** the mail to the intended recipient.

Help

For information about using your online course, click the **Help** link at the top right of the Welcome Banner. Other options you might want to explore include:

- Reviewing System Requirements
- Contacting Customer Support
- Providing Feedback

System Requirements

All system requirements are located at:

http://www.mybizlab.com/prod_sysreq.asp

Contacting Customer Support

Pearson Customer Support is available to assist you on the phone, through email, or with online chat (247pearsoned.custhelp.com).

- E-mail services hours are available 24 hours a day, 7 days a week.
- Chat service hours are 08:00 AM to 08:00 PM EST, Monday through Friday, and 05:00 PM to 12:00 AM on Sunday.

The **Support** link in the Welcome Banner provides information you can provide to the support representative if you need assistance.

- Click **Support** in the Welcome Banner to open the **Pearson Education Customer Technical Support** window. The window provides the following information:
 - **URL:** Displays the URL address.
 - **Build Number:** Displays the build number of the application.
 - **Login name:** Displays the login name.
 - **Product:** (if available) Displays the name of the product derived from this course.
 - **Course:** (if available) Displays the name of the course.
 - **Course ID:** (if available) Displays the Course ID of the course.
 - **Operating system:** Displays the name of the operating system.
 - **Browser:** Displays the name of the browser.
 - **Server name:** Displays the name of the server.
 - **Copy to clipboard:** Click to copy the information to the clipboard so you can paste it into another application.
- To contact technical support, click the 247pearsoned.custhelp.com link.