

REGISTRATION TECH ISSUES

If you have any technical problems, please refer to the action steps below

Recommended Browsers



1. Clear your entire browser history, cache, and cookies, close and restart the browser, and **make sure that your popup blockers are turned off and ability to accept cookies is turned on**. This solves **95%** of tech problems registering into MyLab and Mastering. The site below shows how to correctly do this for each browser – you will likely need to manually update the settings only in Safari so please use the preferred browsers Chrome or Firefox if possible.

<https://support.pearson.com/getsupport/s/article/Your-Session-Ended-Please-Start-Again>

2. If you have questions about the opt-in process or your UF financial account, email the UF help team at allaccess@bsd.ufl.edu. If you have issues registering into your MyLab or Mastering software with your code or technical issues in the software, contact the tech support team at <https://support.pearson.com/getsupport/s/>. Try step 1 before this, though.

3. **Always refer back to the student registration instruction document**. This shows step by step, with screenshots, how to register and enroll through UF All Access and has the support contact information listed as well..

4. If you have trouble signing into your Pearson username when registering through Canvas, refer to the message on the last page of the instructions and listed below.

*****NOTE: If you are having trouble signing into your Pearson account, it may be that a previous account was in a different system. You can always create a new username that can still be tied to the same email address. If you create a new username and get a popup saying “You may already have an account” just close the popup and continue to register with the new username.**