

HSS Educator Access – Rep FAQs

*** When do I use the registerNOW website?**

Use your personal codes at <http://www.mylabswork.com/registerNOW> when you want to service key adopters by:

- a) Setting them up with a Pearson login name / password
- b) Adding a new product subscription to an existing educator account (you will need his or her existing login/password to do this)

*** Can I use my reusable codes at the regular website portal?**

No – the reusable codes must be redeemed on the registerNOW site using the special product links.

*** What’s the best way to set up adopters of NEW MyLab?**

NEW! Regardless of whether or not they’re using a MyLab, set up ALL new instructors in Art, Music, History, Family Studies, Psych, Dev Psych, and Soc with a MyLab-Specific Educator Suite. **Each MyLab Suite offers access to that Lab in all versions/platforms PLUS the IRC Educator Suite.** This one-stop registration is the best way for customers to find and access what they need, when they need it.

What’s the difference between a MyLab Educator Suite and the traditional IRC / Pearson Educator Suite?

MyLab Suites automatically include all version/platforms of the MyLab -- NEW MyLab, WPS, Pegasus, etc – PLUS the IRC with just one registration. *We will create and post additional MyLab Suites this fall!*

Customers who are registered for access to the traditional IRC /Pearson Educator Suite will always need to be registered again later for each MyLab, individually.

Educator Product	IRC/Pearson Educator Suite (Code #1)	MyLab-Specific Educator Suite (Code #2)
IRC Downloads	✓	✓
Pearson MyTest	✓	✓
MySearchLab (Generic)	✓	✓
MyReadinessTest	✓	✓
NEW MyLabs (and old CC)	✓	✓
MyLab “Website” Versions	No – register using the MyLab link and Code #2	✓
MyLab Pegasus	No – register using the MyLab Pegasus link and Code#2	✓
MyKits and other discipline-specific sites	No – register using the appropriate link and Code #2	No – register using the appropriate link and Code #2

***Can I just email my re-usable code(s) to a prof?**

NO – these codes are assigned to you for your personal use. Neither your codes nor the registerNOW site are meant for customer distribution.

*** What format should I use when setting up new login and passwords for profs?**

As a best practice, use the instructor’s email address as the username (eventually, we will all need to use an email as our username). Use something consistent for a password, like “educator1” – they can always change it later.

*** There’s a registerNOW link for a new product, but my code isn’t working yet - why?**

The Product IDs for new websites sync up with the personal codes on a running basis (every three -four weeks). Usually, they’re in the system well in advance, but *occasionally* new products are released and posted to registerNOW BEFORE codes have synced up. In the meantime, use AIV to send codes to service customers or contact the media editor.

***I lost my tablet hard drive – how can I get new codes?**

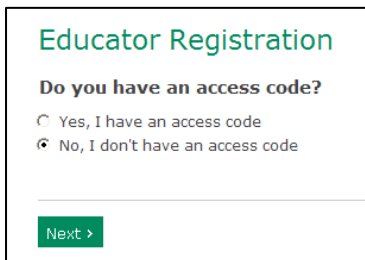
Simply email “**Access Requests**” in Outlook and your original codes will be re-sent to you!

*** What if my code suddenly STOPS working?**

TRY A DIFFERENT PRODUCT in the registration gallery to see if it’s really the code or the product. If the code still doesn’t work, email “**Access Requests**” in Outlook letting them know the kind of error that you’re getting (e.g. Expired or Not Valid). Codes have expiration dates and a “hit” limit – Access Requests can request that your access be renewed or your number of hits upped.

***What is “AIV” (and how can I use it to SEND a MyLab instructor code)?**

AIV stands for “Automated Instructor Validation” – This is the system that allows profs to “request access” from a website, and then receive a digital code via email. **You can also use it to SEND access to a prof:**



1. Go to portal for the website
2. Under Register or need access, click “Educator”
3. Click “**No, I don’t have an access code**” and click “Next” and follow the prompts.
4. Enter the prof’s email:
 - o If they are in the Instructor database (fed by Socrates), a code and product-specific letter with be emailed to them.
 - o If they are NOT automatically approved, the rep will receive an email with buttons to either “approve” or “decline” the request.
5. **Reps are cc’d on all codes sent to profs!** SAVE those emails for reference in case a prof says they didn’t get their access or in case you want to set up the access for them.

***Can I set up “department” logins & passwords for schools for entire departments/adjuncts to download supps?**

NO – these codes and the registerNOW site are for internal use only and are NOT meant for customer distribution. *We have seen both codes and accounts end up on the internet for students!*

*** Remind me again, what’s included in the Instructor Resource Center (IRC) / Pearson Educator Suite?**

Regardless of whether access is requested from pearsonhighered.com, sent from Socrates, or set up on registerNOW using Code#1, IRC access includes this “**Pearson Educator Suite**” of products:

- IRC Downloads
- Pearson MyTest
- MySearchLab (Generic version)
- NEW MyLabs/CourseCompass
- MyReadinessTest
- TestGen

****Access to all discipline products such as MyKits, MyLab “Website” version, and MyLab Pegasus need to be set up individually using Code #2.

*** My prof / student FORGOT their login – how can I help?**

Click the “Forgot Login” link on the website and enter the prof’s Username (if they know it) or their email address. Any login and password associated w/ that account will be sent automatically to the email address they registered with.

*** I’m a new manager – How will my new reps get their personal codes?**

Managers do not need to request codes for new hires – Field & Faculty services will automatically send each his or her codes once the new hire/transfer paperwork has been completed from the National Sales Office and a tablet sent to the rep.

***I need help figuring who needs what!**

Go to www.mylabswork.com/registerNOW for step-by-step instructions for each discipline. For additional questions, contact your Technology Specialist.