

Canvas MyLab & Mastering Standard Configuration Guide for System Administrators

This document describes the configuration for enabling the Pearson MyLab & Mastering solution within the Canvas Learning Management System, including:

1. **[Requesting Pearson MyLab & Mastering external tool credentials](#)**
How to request the consumer key and secret for the MyLab & Mastering tool configuration
2. **[Configuring the Pearson MyLab & Mastering external tool at the Canvas instance/system level](#)**
How to configure the Pearson MyLab & Mastering tools within the Canvas Learning Management System at the instance/system level
3. **[Enabling the Pearson MyLab & Mastering tool at the course level](#)**
How to enable the Pearson MyLab & Mastering tool in a course
4. **[Troubleshooting common errors](#)**
How to resolve common errors and Pearson resources for additional assistance

SECTION 1: Requesting Pearson MyLab & Mastering credentials

This section describes how to request the Consumer Key and Secret for the Pearson MyLab & Mastering external tool configuration. A single set of credentials is requested per Canvas installation. The Canvas system administrator who will be configuring the Pearson MyLab & Mastering external tool makes the request.

Credential Request

1. Go to: <http://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=canvas>

This page appears:

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Institution Setup Request

For Canvas integration with Pearson's MyLab and Mastering

Complete the form below to submit your institution setup request. A secure email message will follow containing the information necessary to complete the configuration of the external tool.

* Indicates required field

Your Institution *

Installation Type


Email Address *

First Name *

Last Name *

Phone Number

Job Title



Type the text [Privacy & Terms](#)

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2. Enter the following on the page:

- Your Institution
- Installation Type (Production/Testing/Other)
- Email Address
- First Name
- Last Name
- Phone Number (Optional)
- Job Title (Optional)

3. Enter the verification text for reCaptcha.

4. Click **Submit**. A confirmation page with the consumer key and consumer secret generated for your institution appears.

5. Check your email for a secure message containing the configuration information. You are prompted to create an account with Pearson's secure email provider, Sendinc, to access the email message containing these credentials.


SECTION 2: Configuring the Pearson MyLab & Mastering external app at the Canvas instance/system level

This section describes how to configure the Pearson MyLab & Mastering tools in the Canvas Learning Management System at the instance/system level.

Configuration

1. Navigate to the Canvas Managed Account view for the institution.
2. Click **Settings**.
3. Click **Apps - View App Center**.
4. Browse or search for the Pearson MyLab and Mastering app.

 **Note:** To quickly display the Pearson app, search for **MyLab** in the app center.

 If your institution does not have the app center enabled or if you cannot find the MyLab and Mastering app, contact mylab.canvas@pearson.com for instructions on how to install the app using XML.

5. Click the Pearson icon.



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6. Add the MyLab & Mastering app:

- a. Click the **here** link in the app center to retrieve your consumer key and secret from Pearson, if you have not already done so.
- b. Click **Add App** in the app center listing for the **MyLab and Mastering** app.
- c. On the Add App page, enter the consumer key and secret obtained in the steps performed in Section 1 or earlier in this step.
- d. Click **Submit**.

The screenshot shows the Canvas LMS interface. The top navigation bar includes 'Courses', 'Grades', and 'Calendar'. The left sidebar lists various course management options, with 'Settings' selected. The main content area is titled 'External Apps' and includes a 'View App Center' button. Below this, there is an introductory text block about external apps. The 'MyLab and Mastering' app is listed with a 'PEARSON' logo and an 'Installed' status. A blue 'Add App' button is circled in red. Below the button is a link to 'Back to App Center'. To the right of the app listing, there is descriptive text about the integration and a link to 'here' for system administrators to retrieve their key and secret.

Add App ×

Name

Consumer Key

Shared Secret

SECTION 3: Enabling the Pearson MyLab & Mastering tool at the course level

The section describes how instructors enable the Pearson MyLab & Mastering tool within a course.

1. Log into Canvas as an instructor.
2. Navigate to your Canvas course.
3. Click **Settings** in the left hand navigation area of the course.
4. Click the **Navigation** tab.
5. Drag the MyLab and Mastering tool from under the Drag items here to hide them from students section to the desired position in the course navigation list above.
6. Click **Save**.

SECTION 4: Troubleshooting common errors

If you encounter errors, check that:

- The current course start and end dates are included for the course or defaults are used.
- There are no spaces preceding or trailing the course name.
- There are no special characters in the course name or in the user's course role description:
 - UTF8 characters related to non-English characters (acute, grave, cedilla, etc.) can often be fixed with a workaround by the Product team that usually takes two to three weeks to implement.
 - There is no workaround for special characters in English (parenthesis, double dash, etc.).
- There are no special characters in the institution name. Note:
 - There is currently no workaround for special characters in the institution name.
- The institution name is less than 32 characters.
- The course name is less than 32 characters.



How do I find information regarding Pearson system issues?

The Pearson System Status site provides up-to-date performance information for a subset of Pearson Higher Education products. The goal of this site is to improve the customer experience by providing updates about system disruptions and outages.

<https://support.pearson.com/getsupport/s/article/Pearson-System-Status-Site>

If you have questions or receive errors when installing and testing this integration, please contact mylab.canvas@pearson.com for support.

For end user support after the installation is complete, instructors and students can contact Pearson Support at <https://support.pearson.com/getsupport/s/>. You can chat with a support technician or search the Knowledge Base for relevant articles by entering **MLMCANVAS** in the search box.

To contact your local Pearson representative for help in setting up a Pearson educator account, go to <http://www.pearsonhighered.com/relocator/>.