

First, be sure you are using ONLY Chrome or Firefox as your browser. Then...

1. Clear your Browser cache (click on the three bars in the upper right of Chrome or Firefox), find History, delete History, close and reopen.
2. Try a different browser (for example, switch to Google Chrome or Firefox)
3. If you are still having trouble you should contact Tech Support while at your computer so they can help you check your settings—and if you aren't paying attention to the pop up Browser check (if it pops up when you log in) then you need to do that first too:

[MyMathLab and MathXL Support – Students: 800-677-6337; http://247.support.pearsoned.com](http://247.support.pearsoned.com)