Welcome to MyITLab for Office 2010!

MyITLab for Office 2010 is a dynamic, interactive eLearning program for your Office 2010 course. Your instructor has requested that you have access to this online program. Franklin University is moving to Chrome and Firefox as the browsers of choice, which are also supported by Pearson and MyITLab (along with Internet Explorer and Safari). Students with Windows 8 and Internet Explorer 10 may need to pay special attention during installation. MyITLab also supports Apple© computers with Safari1. Please note that you will need to use Microsoft Office 2010 in order to run this version of MyITLab. To access your MyITLab for Office 2010 online course, you need to first register for MyITLab and then log in and enroll in your course. Whenever you want to use MyITLab after that, you just log in at www.myitlab.com.

To access your MyITLab online course for the first time, you will need to:

1. Register for MyITLab for Office 2010,
2. Get your home computer ready for MyITLab, and
3. Learn how to navigate MyITLab and log in.

Whenever you want to use MyITLab after this, you only need to click on the specific icon on your desktop for MyITLab and log in. See the information below for details ...

1. How to register for MyITLab for Office 2010

To register for MyITLab for Office 2010, you will need a student access code2 and a course ID (provided by your instructor). If you purchased a new textbook from the Franklin Bookstore or online, it should have come with a Student Access Kit that contains a code you can use to register. If you do not have a Student Access Kit, you can purchase one online with a major credit card from the MyITLab site when registering. In order to register in MyITLab you will need the following information:

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1 MAC users should click HERE to run specific install steps to set up their MAC for use with MyITLab.
2 Only one (1) MyITLab registration is required to access several courses, and the registration is good for 12 months.
If you purchased a new textbook from the Franklin bookstore or online, it should have come with a Student Access Kit that includes a student access code. Otherwise, you will need to purchase a student access code during registration (you will be prompted to do so during the install).

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This will be posted on your specific Franklin course discuss board [look for a special container created by your professor] prior to the start of the course. Write this code down for later use (include the hyphen).

The course name will be posted on your specific Franklin course discuss board [look for a special container created by your professor] prior to the start of the course. Write this code down for later use (include the hyphen).

Your Franklin email address should be used here
(<MyFranklinLogin>@email.franklin.edu)

Franklin’s ZIP (43215)

1. Go to www.myitlab.com. Click HERE for a short video that shows you how to register and enroll in MyITLab or for a PPT presentation on the information outlined above.

2. Click on the green “Student” option below the REGISTER section of the screen (upper right portion of screen).

3. You will then be asked to enter your Course ID. You will get this from your instructor. It should be posted at the course website for this assignment. Enter this (including the hyphen) and click Next -> to proceed.
4. You will now select the version of MyITLab you would like to use in your course. MyITLab with access to the eText or MyITLab without access to the eText. If you already have an access kit, please look at the outside to see if it says “with eText”. Click the appropriate option and then Next -> to proceed.

5. You will now select whether you have an access code or if you need to buy an access code.

6. If you have an access code, click “Yes, I have an access code”, then click “Next ->”. Proceed to step 8 and complete the registration process.

7. Otherwise, select “No, I need to buy access”, then click “Next ->”. You will see a new window and will be asked to select the textbook you are using in your course. Select “GO! 2010” and then click Next ->. Additional pop-ups will appear for you to purchase an access code if necessary throughout this install.
8. You should see a new window concerning the License Agreement and Privacy Policy for Pearson. First read and then click “I Accept ->” to accept the Pearson License Agreement and Privacy Policy.
9. Next, on the **Access Information** page, you will be asked if you already have a Pearson Education account (most likely you do not). Select the entry that applies to you. If you do not already have a Pearson education account (assumed), then enter a login name (you should use your Franklin email address here) and a password (twice).

10. Enter the **student access code** from your **MyITLab Student Access Kit** (or enter the one that you purchased online).

Click “Next ->” to continue.

11. A new window will appear called **Account Information**.
If you have previously registered for an online course through Pearson, your account information will appear on this page. Otherwise, you will need to enter the information in the boxes provided. Under the **Personal Information** section, enter your first and last name and email address [twice] (this should be your Franklin email address).

Under the **School Location** section, you should enter “United States” for the country, “43215” for the zip code and “Franklin University” for the school name (all without the quotes).
Last, select a Security Question under the *Security Question* section and enter the answer.

Once you have entered all information, click “Next ->” to continue.

12. A *Confirmation & Summary* page displays, indicating that your registration is successful! This information will also be emailed to you. To log in to and enroll in this course, click the “Log in Now ->” button under the *MyLab Courses (2012/2013 release)* option. This information should also be emailed to you at the email address you gave above.
13. A pop up window called **My Courses and Testbanks** will appear welcoming you. Click on the blue “Enroll in a Course” button.

![Pearson Login Page](image)

14. The following window will appear. Type the Course ID provided to you by your instructor (including the hyphen) - it will be similar to this: CRSABQW-123456. **(NOTE:** DO NOT copy and paste the course ID – this does not work and often puts illegal characters unintended into the ID string. Also, please be careful to not enter a zero (0) instead of an O or an underscore (_) instead of a dash. There have also been issues when a student accidentally puts a space in at the beginning or end of the course ID that has caused errors.) Once entered, click the **Submit** button at the bottom of the screen.

![Course ID Entry](image)

15. On the **Confirm Course** page, verify the course and instructor are correct. Click **confirm**.

16. You will be brought back to your **My Courses and Testbanks** page where you should see your course listed. **(***TAKE A SCREEN SHOT OF THIS WINDOW AND COPY IT TO YOUR WORD DOCUMENT FOR THIS ASSIGNMENT AS PROOF THAT YOU HAVE COMPLETED THIS PART OF THE SET-UP.***
17. Click on the **course title** on this screen and you will be placed into it. You are now ready to begin work in this course.

18. *** TAKE A SCREEN SHOT OF THE HOME PAGE FOR THIS COURSE AND COPY IT TO YOUR WORD DOCUMENT FOR THIS ASSIGNMENT AS PROOF THAT YOU HAVE COMPLETED THIS PART OF THE SET-UP.

Before you can do anything in this course, however, you will need to complete step 2 (how to set up your home computer) and 3 (how to navigate and log in) below ...

### 2. How to Set-up Your Home Computer for MyITLab Office 2010

Complete this section **AFTER** registering for MyITLab (see section 1 above). Before you can actually use MyITLab for the first time (see section 3 below), you will need to set up your home computer and do an installation. First, be sure to read and verify the system requirements and warnings posted by Pearson [HERE](#).

**MAC USERS:** The resources below are intended to be used by Windows/PC users only, not by Mac users. Mac users should visit [www.myitlab.com](http://www.myitlab.com) to obtain access to our Mac Compatibility Solution.

**PC users:**

1. Navigate to [www.myitlab.com](http://www.myitlab.com). Click the **Support** tab at the top and then the **Home Computer Set-Up** link. The tools installed next will ensure that MyITLab runs at optimum performance on your home computer/laptop.

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1. (only do this IF you are setting up MyITLab on a personal computer)

3. From this page, scroll down and click on the green One-Step Installer & Launch Tool box.

4. When prompted, click ‘Run’ to initiate the process (do not select ‘Save’)\(^4\). Depending on your system, you may be asked to verify the publisher of this program and whether you want to run the application. Click ‘Run’ here. The One-Step Installer & Launch Tool will install all the necessary MyITLab files on your home machine, and make all important setting adjustments for you. It is a critical tool for your success in using the program throughout the academic term, as it is designed to make your experience with the product more simplistic. Additionally, it will place an icon on your desktop that you will use for easy access to the MyITLab login page for the remainder of the term. Follow the steps below to begin the process.

A screen such as the following will appear:

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\(^4\) If the launch program (named HomeUser5.msi) does not start up automatically, locate where it was downloaded and click on it to start it up.
5. Click Next -> to proceed with the install. A screen such as the following will appear (click yes to any security questions):

![MyITLab Setup Wizard](image1)

6. Follow the prompts on the screen, and complete each of the wizards to finish installing all necessary elements. Upon completion, you should see a window such as the following. Click **Close** to complete the install.
7. Once complete, close ALL internet browser windows that you might have open.

8. Locate the new Launch MyITLab icon now on your desktop. Double-click the icon and begin logging into MyITLab.

9. *** TAKE A SCREEN SHOT YOUR DESKTOP AND COPY IT TO YOUR WORD DOCUMENT FOR THIS ASSIGNMENT AS PROOF THAT YOU HAVE COMPLETED THIS PART OF THE SET-UP (NOTE: I should be able to see the ‘Launch MyITLab’ icon in this screenshot.)

10. Now you need to run the Home Diagnostic Toolkit for MyITLab. The Home Diagnostic Tool Kit will ensure your system is set up to run MyITLab at optimum performance. The tool performs a series of diagnostic checks on the machine and then provides feedback.

11. To run the Home Diagnostic Tool, you need to download the homediagnostics.exe file (396 KB) to your hard drive. To do this, simply click on the green Download the Home Diagnostic Toolkit button (it is on the same page as the previous installation).

12. When prompted, click the Save button.
13. Save the file homediagnostic.exe to a location on your Desktop (or other location on your hard drive).


15. Locate the file homediagnostic.exe on your Desktop (or other location on your hard drive) and then double-click it. A window such as the following will appear:

16. Click on the **Scan Machine** button (lower right on screen) to run the diagnostic tool. A report such as the following will appear:

17. If **Warning** appears for any of the checks, click on the word **Warning** for further help and instructions from Pearson's support resources or contact Pearson support (level 2) if
needed. You should scan your machine until all checks except the last three (3) pass. Once all checks pass (or you have verified that the last three (3) Warnings are not issues for you), click on the Export Report button at the bottom of the screen and save the file on your PC.

18. *** COPY AND PASTE THE CONTENTS OF THIS REPORT FILE INTO YOUR WORD DOCUMENT FOR THIS ASSIGNMENT AS PROOF THAT YOU HAVE COMPLETED THIS PART OF THE SET-UP.

19. Once all checks pass, you are ready to run MyITLab!

20. EVERYTIME you access MyITLab on your home computer, close ALL internet browser windows and then click the Launch MyITLab icon on your desktop. (You do not need to access this download page anymore. Just use the icon on your desktop.) Double-click on this icon on your desktop. Answer any questions that may appear. Ensuring a successful experience with MyITLab, the Launch MyITLab icon will perform the following actions:
   
   a. Empty your Temporary Internet Files.
   b. Set your screen resolution to the optimal setting for MyITLab (1024x768) and reset your screen resolution when Internet Explorer is closed.
   c. Launch Internet Explorer and take you to the MyITLab website.

Make sure you use this icon to log into MyITLab in the future! You are now ready to run MyITLab!

MAC Users:

Please click HERE for the MAC MyITLab compatibility solution. The MAC solution uses a remote desktop client to run MyITLab in a virtual Windows environment. Two installations are necessary. The first is one time only. The second must be done each time you access MyITLab. This page outlines the system requirements needed for a MAC to effectively run MyITLab and

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5 Each computer is set up differently, which may cause incorrect Warning messages to appear. If you receive a Warning message indicating your hardware is not sufficient for MyITLab and think this is in error, we recommend you follow the steps at the web site to manually check your system settings and confirm your computer meets the system requirements. You may also get Warnings for the last three (3) steps (19-21) in this tool. These have to do with the way your firewall is set up. You can try disabling or turning off your firewall, rebooting, and rerunning the tool. If the steps still show a warning, then you can safely ignore them. Refer HERE for further information.

6 You may also get Warnings for the last three (3) steps 19-21 in this tool. These have to do with the way your firewall is set up. Try disabling or turning off your firewall, rebooting, and rerunning the tool. If the steps still show a warning, then you can safely ignore them. Refer HERE for further information.
provides a short “How To” video and a MAC Solution User’s Guide. Refer to this page for details on how to perform each of the two (2) steps that need to be completed and for details on how to log into the MyITLab virtual session. NOTE: It is best to use MyITLab on a PC if at all possible as most MAC users have issues of one kind or another during installation and/or execution of the programs.

3. How to Navigate MyITLab for Office 2010 and Log-in

NOTE: This section should be completed AFTER registering (step 1 above) AND completing the installation of MyITLab on your PC or MAC (step 2 above).

Navigating MyITLab:

- Click HERE to listen to a short video on how to navigate and use MyITLab in your course (After completing the necessary installs for either your PC or MAC in part 2 above).

- There are NO due dates assigned to the individual assignments in your MyITLab course. These are set up this way on purpose. Please adhere to the due dates that are posted in the course schedule at the Franklin University web site for your specific course instead.

- All communications with your instructor should be done using your Franklin University email account (NOT the email option provided within MyITLab).

- Click HERE to view a short video on how to complete the Grader Projects in MyITLab. Click HERE for student documentation for how to work with grader as well as how to view the reports. NOTE 7: *** MAC users ONLY *** the grader projects cannot be submitted through MyITLab [they must be submitted separately to your professor using the course Submit tool and your professor will then have to grade these projects by hand rather than through MyITLab.]

Logging into MyITLab:

1. Locate the MyITLab icon on your desktop. It should say “Launch MyITLab and should look like this:

2. *** IF YOU DID NOT ALREADY DO SO, TAKE A SCREEN SHOT OF YOUR DESKTOP AND COPY IT TO YOUR WORD DOCUMENT FOR THIS ASSIGNMENT AS PROOF THAT YOU

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7 This only has to be done if you are using a MAC to interface with MyITLab.
HAVE COMPLETED THIS PART OF THE SET-UP.

3. Double-click on this icon on your desktop and follow the instructions for screen resolution and browser temporary files.

2. Fill in your username and password and click on the “Sign In” button in the right portion of this page.

![MyITLab Icon](image)

3. You should see your My Courses and Testbanks page. Simply click on your course listed on this page to gain access to it.

4. EVERYTIME you access MyITLab on your home computer, close ALL internet browser windows and then click the Launch MyITLab icon on your desktop. By using this icon, the following actions will be performed each time you click on it: a) your Temporary Internet Files will be removed, b) your screen resolution will be set to the optimal setting for MyITLab (1024x768) and reset when your browser is closed, and c) Internet Explorer will be launched and will take you directly to the MyITLab website.

Need More Help?

Additional help can be found on [http://myitlab.com/support/student-support.html](http://myitlab.com/support/student-support.html) (this can also be accessed from the main www.myitlab.com page by clicking on the Support tab, then clicking Student Support). NOTE that these are in order from best option to least likely to succeed option:

- First, go here to see if your problem has been answered already! Make note of and enter any error messages here for best results.

If you do not find your answer in the information above, call support and be sure to ask for level 2 support! Make sure you have any error messages and/or screenshots ready to go!

**Phone Support (toll free):** (800) 677-6337 Monday through Friday Noon to 8PM EST

If it is after hours and calling someone live is not possible, then try the

**Online Chat:** [http://247pearsoned.custhelp.com/app/chat/chat_launch](http://247pearsoned.custhelp.com/app/chat/chat_launch)

Enter your question in a form to submit to support. This is an alternative to making a phone call or doing the live chat – only use this if you have an issue that is not urgent and only if you are okay with waiting 24 hours or so to get a response.

**Support Form (Email):** [http://247pearsoned.custhelp.com/app/ask](http://247pearsoned.custhelp.com/app/ask)

Visit the [Pearson Customer Support Home Page](http://247pearsoned.custhelp.com/app/home) for more information:

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*Your professor is also a GREAT resource! PLEASE use him or her as well 😎. You may find that he or she has come across the solution to the very issue you are having and chances are they will be much quicker to respond than Pearson as well. They also have the ability to get into a FranklinLive! Session with you one-on-one where you can share your desktop and work on issues that way.*

*For example, did you know if you get into a screen freeze situation, if you try clicking on the “Show Me” button, you will often be able to unfreeze the application? This works in many cases.*

*Also, if you are in the hints object and get frozen up, try clicking on the “Show Me” button – it will often times activate your session.*