

## INTRODUCTION/TRAINING AND SUPPORT

College can be a challenge—so Pearson created MyLab<sup>®</sup> and Mastering<sup>®</sup> products with students in mind. Our leading online learning products deliver customizable content, personalized study methods, and responsive learning tools to help you achieve what matters most...that moment of true understanding and learning.

Your **User Guide** is a personal, self-paced resource for learning MyLab Helping Professions. You now have 24/7 access to this searchable, interactive guide, to ensure your success in class.

Use this guide to learn how to access the homework and study tools available in your course from start to finish—or click *right to your topic of choice* for just-in-time answers. This searchable, interactive guide includes:

- Step-by-step instructions illustrated with screen grabs
- Embedded training videos covering registration, login and navigation

**Use your guide to make the grade.** This one-stop guide lets you click *right to the area of MyLab Helping Professions where you need help*; and the best part is that you can return to it as often as needed. You'll find a wealth of study tools and resources that will help you make the most of MyLab Helping Professions—and your course.

**Can't find what you need in the User Guide?** We've got [24/7 technical support](#) that can help with your question or issue.

### Video Tutorials for Students

Access the [Student Videos](#) created to help you get started and use MyLab Helping Professions successfully in your course.

### First Day of Class Resources

Pearson provides you with [First Day of Class Resources](#) to help you get up and running quickly with MyLab Helping Professions.

### 24/7 Customer Support

At our [Student Support Page](#), you can access phone support, 24/7 chat and email support, and an extensive, searchable knowledge base with how-to articles. \*Also accessible from mobile devices.

## **Your Getting Started with MyLab Helping Professions Checklist:**

### **What do I need to register for MyLab Helping Professions?**

Before you register online for MyLab Helping Professions, you will need:

- **A valid email address**

Be sure to enter your email address correctly when you register. If you forget your password, this is the email address that will be used to resend your password information.

**Tip:** *Don't have an email address?* Contact your school's technology center or set up a free account on a site that offers this service, such as yahoo or gmail.

- **Student access code or credit card/PayPal**

The *MyLab Helping Professions Student Access Code Card* contains one printed student access code. The card comes with the purchase of a new package from your bookstore or may be purchased separately.

A student access code is a six part code that looks like this example:

SIMPLE-FRILL-TONIC-WEIRS-CHOIR-FLEES (sample only)

Or you will need a credit card or PayPal to purchase access online.

- **A Course ID** (provided by your instructor)

**Important:** You cannot share your student account with any other student.

All MyLab Helping Professions scores and personal information (including financial, if applicable) are associated with your individual student account.

**Note:** Each student access code can only be used once! You redeem your access code when you register for MyLab Helping Professions. Once the code has been redeemed, it will no longer be valid.

### **System Requirements**

Checking your system requirements now can save you valuable time later! For example, many assignments require the latest Adobe Flash Player. Some media may require other players.

If you experience a problem accessing or working within your MyLab Helping Professions assignments, check that your computer meets the system requirements and run the home diagnostic tool kit on the computer you are working.

### **To check system requirements for your MyLab Helping Professions course:**

- Click the **Support** tab on the MyLab Helping Professions homepage.
- On the left, click **System Requirements**.

# Registration

## How do I get started?

### Register for your course

1. From the [MyLab / Mastering home page](#), click **Student** under **Register**.

2. Enter the **Course ID** your instructor gave you, and click **Continue**.

- If you don't have a course ID yet, contact your instructor.

- If the course ID you enter doesn't work, check with your instructor to ensure you have the correct course ID.

3. Sign in or create an account.

- First, check the information on the right side of the page to ensure you're registering for the correct course. If not, click **Enter a different course ID**.

- Next, you will Sign In or Create an account.

- You already have a Pearson account if you've used one of our online products before. Enter your username and password and click **Sign In**.

- If you think you have a Pearson account, but can't remember your sign-in information, click **Forgot your username and password**. An email will be sent, so check your account information before you begin your course registration.

- If you don't have an account, click **Create**. You'll create a username and password and add your contact information. Read and accept the license agreement; you can also choose to help improve Pearson products and learn about new offers. Click **Create an Account**.

- You now have a Pearson account! The username and password you just created can be used for all your Pearson online programs.

4. Pay for access to your instructor's online course.

- If you already bought your access code (either bundled with your textbook or as an access code kit sold individually), click **Access Code**.

- Enter your access code, one word in each box, and click **Finish**.

- To **use a credit card or PayPal** instead of an access code, click the button for the access you want.

**Note:** Some courses provide the option to purchase with or without the eText. The integrated eText is a very powerful, flexible tool and, though, you can buy the eText later, it costs less to buy the course content + eText up front.

Next, enter billing and payment information, then review and submit your order.

Also, if using a parent's credit card be sure to use the correct billing address and put your name in the **Your Name** field, not the cardholder's name.

- If you're waiting for financial aid, click **Get temporary access without payment for 17 days**, which is near the bottom of the payment options page.

- Click **Yes** when a message appears asking if you're sure you want temporary access. You'll then receive an email with payment instructions.

**Note:** To stay in your course, use an access code, credit card, or PayPal *before* the temporary access ends. *If you don't pay within 17 days, you lose access to your instructor's online course and may miss deadlines or important notices from your instructor.* Once you pay for full access, you are reconnected to coursework already completed.

- You will receive a confirmation page with your account and course information. Click **Go to Your Course** to start your work.

## Change your temporary access to full course access

### [Watch Instructional Video](#)

To pay for full course access:

1. From the [MyLab / Mastering home page](#), click **Sign in**.
2. Click the “Pay or use an access code” link under the course for which you want to pay.

**Note:** If your temporary access has already expired, click the **Pay or use an access code** link in the expired subscription window. You will need to enter your course ID, so be sure to have that available.

3. Choose your payment method:

- If you already purchased an access code, you will click **Access Code**, enter the access code in the boxes, and click **Finish**.
- If you plan to use a credit card or PayPal, you will click the button for the access you want. Next, add billing and payment information, then review and submit your order.
- You will receive a confirmation page; click **Go to Your Course** to continue your work.

## Sign in

Once you’ve registered for your instructor’s online course, you can sign in anytime:

1. From the [MyLab / Mastering home page](#), click **Sign in**.
2. Enter your Pearson account username and password, and click **Sign in**.
3. Your course is listed in the **MyLab / Mastering New Design** section of the page. Clicking the course title will take you to the course content. You can also view announcements and link to other Pearson courses and products you are using.
4. From the course home page, you will use the course menu to navigate.

## Enroll in another course section

### [Download Instructions](#)

You might need to enroll in another MyLab course section if you are:

- Switching to another section to better manage your schedule
- Using multiple sections for the same course in the same semester
- Retaking a course
- Using the same textbook for a course designed to be taught over two or more semesters

From the [MyLab / Mastering home page](#):

1. Click **Sign In**. Enter your Pearson username and password, and click **Sign In**.
2. Select **Enroll in Another Course** above your course listings.
3. Enter the Course ID for the additional course section and select **Continue**.
4. On the Confirmation page, select **Go to Your Course**. Congratulations!

The additional course section now appears under your course listings. Only active courses will appear.

# NAVIGATION

## Where do I go from here?

After you log in, you will come to your MyLab/Mastering Courses page. This page is the central location for all of your MyLab/Mastering courses and Pearson resources. You will access your MyLab New Design and other MyLab courses here.

There are four areas on this page:

1. **MyLab/Mastering New Design** - Lists all the MyLab/Mastering New Design courses you are taking and provides access to your New Design courses.
2. **Your Courses & Products** - To access any of your traditional MyLab courses click on the **MyLab Courses** link in this area.
3. **Announcements** - Displays general announcements from Pearson Education and provides timely information about each of your courses.
4. **Need Help?** - Provides links to resources to help you Get Started, Access Support and Access Pearson Resources.

The top right corner of the MyLab/Mastering Courses page provides links to:

- **Account** - Enables you to manage your Pearson account by editing your personal information.
- **Help & Support** - Opens a page with links to online Instructor or Student Help and MyLab/Mastering New Design support resources.
- **Sign Out** - Ends your session.

Click on the Course Name under the MyLab/Mastering New Design area to enter your course.

## Navigating the Course Menu

The **Course Menu** appears on the left side of your course display area and is organized so that the content you need is readily accessible. Use the arrow icons to expand to full screen or collapse for easier viewing.

### To use the course menu:

1. Click any item in the course menu to view its content in the content pane.
2. Click the arrow next to a menu item to display the entries below it.

The buttons in the **Course Menu** include:

- **Course Home** - opens the Course Home page, where you can view class announcements and see upcoming assignments.
  - **About this Course** – gives a brief description of what your MyLab Helping Professions course has to offer.
  - **Syllabus**- review your instructor’s syllabus (only applicable if your instructor uploaded and shared a syllabus)
- **Assignment Calendar**- helps you keep track of when assignments are available and due. You can choose to see assignments organized in a List, Month, or Term view.
- **Results: Performance Reporting Gradebook**- enables you to track your performance throughout the course and houses your earned scores for all assignments and activities completed
- **eText**- complete eText allows you to search, highlight, and take notes. See [Utilizing the eText](#) for more information.
- **Assignments and Certification Practice**—provide you with easy access to the material available in your course. See [Assignments](#) for more information.
- **Video Resources** – The **Video Library** provides a searchable library of taped real or high-quality role-play sessions, ethical scenarios, and interviews with helpers and clients.
- **Communicate**—See [Communication Tools](#) for more information.
  - **Document Sharing**- Browse, upload, and download documents to share with your instructor or entire class.
  - **Chat** – Communicate instantly with class members who are online or your instructor.
  - **ClassLive** – Join a live discussion led by your instructor.
  - **Discussion**- Read and respond to discussion questions and responses from your classmates.



## Utilizing the eText

The eText version of your textbook is a fantastic resource for you. It enables you to easily access your textbook from MyLab Helping Professions, or even via the Pearson eText app for iPad. [Click here](#) for more information and link to the iPad App.

You will be able to use the eText if it is applicable for your course type and:

- if during registration your access code included eText access
- if during registration you chose to purchase access that included the eText using a credit card or PayPal account

If you have eText access, when you click the eText link in your course, you will have two options: Join a Course or Self Study eText.

If your instructor gives you a course ID for the eText, you can join the instructor's eText class so that you can see any notes the instructor creates and shares. If not, you can choose the self study option to use the standard eText.

Navigate through the chapters of your text through the eText's left-hand navigation. The toolbar at the top of the window controls the search feature, page scrolling, highlighting and note tools, zoom effects, bookmarking, glossary (if available), and whiteboard view.

You can work with your eText to create a personalized, helpful study tool. Make highlights and notes in your electronic text, as well as view highlights and any shared notes your instructor has made. You can also Bookmark important pages and return to them later.

- Click on the Highlighting Tool icon and drag it over portions of the text that you want to highlight.  
Note: your instructor's highlights will be blue. You can select to highlight in orange, green or purple by using the drop-down menu next to the highlighting tool, and picking your color.
- Click on the Note Tool pushpin icon and then place it in the text where you'd like to place a note. After typing your note, click Save. When you want to open the note later, double-click it.  
Note: Your instructor's shared notes will be green in your eText, your pushpins will be yellow.
- Bookmark any page by selecting the Bookmark Page icon on the toolbar.
- Notes and Bookmarks can be easily revisited later by clicking on these menu items in the left navigation of the eText.

**Best Practice:** When you're reading your eText, you can modify how the pages appear on your screen. Use the zoom tool on the toolbar to zoom in and out on a page. Hide the left navigation to make the page take up your whole monitor view, by clicking the Hide Navigator arrow at the top of the left navigation. Or, switch to Whiteboard View tool on the toolbar. Use the eText Help menu for more tips on using your eText.

## Communication Tools

The following communication tools are available:

- Email
- Document Sharing
- Chat & ClassLive
- Discussion

**Note:** If you do not see these features in your menu, the tools have been made unavailable for your course.

### Email

You can contact your classmates and instructor via Email inside of MyLab Helping Professions. After clicking the email option, you may choose recipients on the left side of the screen and add them into the recipients box. Then you can compose a message and add attachments if desired.

### Document Sharing

You can share documents by uploading them via Document Sharing. You will be able to download documents shared by your instructor or other students and/or upload and share your own documents. You will be able to choose whether you want to share with the instructor only or the entire class.

To upload a document:

1. Under **Categories**, select the category to contain the uploaded document.
2. Click **Upload Document**.
3. Under **Share file with**, select **Instructor Only** to hide the uploaded document from your students or select **Entire Class** to share the document with your students.
4. Click **Choose File**, select the file to be uploaded, and click **Open**.
5. If the selected file is a zip file and you want it unzipped as part of the upload process, select **Unzip .ZIP file**.
6. Enter a description and click **Add Entry**.

To download a document:

1. Select the category containing the documents, then select the documents you want to download.
2. Click **Download Documents**.

## Chat

Join an Elluminate® Live chat to participate in a chatroom discussion with your class. You can type messages to your classmates and instructor, and they can type messages to you and to any other students who join the chatroom.

To join a chat room:

1. Under Course Tools, click **Chat & ClassLive**.
2. Click the chatroom name in the Chatrooms list. You have now joined the chatroom.

To view a chatroom log:

1. Click the Chat Logs icon in the Chat Logs column.
2. Click a **Session Date** to view a log; then click **back** to return to the Chat Logs list

## ClassLive

ClassLive is an Instructor-led interactive chat tool that allows you to communicate with your classmates and instructor in real time. For example, you can place or draw objects on the whiteboard, share a software application from your computer, send and receive graphed or plotted equations, and work through complex mathematical, accounting, and chemistry problems together, one step at a time.

To join a ClassLive session:

Under Course Tools, click **Chat & ClassLive**.

1. Click **ClassLive**.
2. Click **Join Session**.
3. You will then be asked to run the Elluminate Live! software. Once the software has been launched, read and accept the license agreement and then select your connection speed.

The Participants panel provides you with an overview of what is happening within the session.

Inside the Chat window, you will be able to share messages with other participants.

- Select the Help menu in the Elluminate Live! window for further assistance.
- To end the session, select File > Exit, or close the Elluminate Live! window.

**Note:** If you do not see a link to Chat or ClassLive in the communicate menu for your course, the tool has been made unavailable for your course.

## Discussions

Your instructor can set up discussions and discussion topics so that you can share ideas with other students in your course. You can add responses to these topics and to other students' responses. Most courses have a **Discussions** or **Discussion Board** menu item that you click to work with discussions.

If your Course Home includes an Activity list, discussion topics and posts display there.

**Note:** If you do not see a link to Discussions in the communication tools for your course, the tool has been made unavailable for your course.

To respond to a discussion topic:

1. Click on the topic title you wish to respond to see the full question
2. Click Respond
3. Enter the Subject of your response and type response in text box
4. Click Add/Remove to include an attachment (optional)
5. Click Post Response

To respond to an instructor's or classmate's post:

1. Click on the topic title to see a list of all responses
2. Click the expand arrow next to the post you want to respond
3. Click Respond
4. Enter the Subject of your response and type response in text box
5. Click Add/Remove to include an attachment (optional)
6. Click Post Response

# Assignments

## Course Content

MyLab Helping Professions contains a breadth and depth of course content that will help you gain better understanding of the subject matter you are studying. The assignments will be found in the left navigation menu of your course. There are several different types of exercises, activities, and assessments that your instructor might utilize in your course.

**Note:** Not all items outlined below may be applicable for your course.

Course Content is organized in Topically. It is then mapped to the content of your book. You can access your content by using the left-hand navigation bar or by clicking on the MyLab Helping Professions boxes found in your eText.

**Application Exercises that help develop decision-making skills.** These exercises are comprised of essay or short answer questions. These Video- and Case-based Exercises introduce you to a broader range of clients, and therefore a broader range of presenting problems, than you might encounter in your own pre-professional experiences. You will watch videos of actual client and helper sessions or high-quality role-play scenarios. You are then guided in your analysis of the videos through a series of short-answer questions. These exercises help you develop the techniques and decision-making skills you need to be effective helpers before they are in a critical situation with a real client.

**Licensure or Credentialing Quizzes to help you prepare for certification.** Automatically graded, multiple-choice quizzes help you prepare for their certification examinations, master foundational course content, and improve your performance in the course.

**Learning Outcome Quiz** – Each learning outcome is accompanied by a Learning Outcome Quiz. You will receive immediate feedback and scores for these quizzes.

**Video Analysis Tool** – In courses with a Video Analysis Tool, you'll watch the video sessions and use the accompanying rubric to guide your analysis. Timestamp and commenting tools allow you to easily annotate the video and connect your observations to counseling concepts you learned in the text.

## Opening and Submitting Assignments

Use your Course Home notifications area to see which assignments are due within the next seven days or utilize the Assignment Calendar for a list, month, or term view all of assignments.

You can open an activity or assignment by clicking on the menu item in the left hand navigation within your course. Click the arrows to expand each menu item where applicable.

**Tip:** Before you begin, make sure you are connected to a secure internet source and have allowed yourself enough time to complete your attempt.

To open an assignment from the Assignment & Certification Practices tab:

- Click the arrow to expand the Assignment & Certification Practices menu item
- Click the arrow to expand the Topic containing the activity/assignment
- Click on the assignment name to launch the activity
- Review the assignment information and click **Begin Assessment**

To complete and submit:

- When your assignment window opens, be sure to read all instructions before clicking **Begin Assessment**
- Click **Begin Assessment** to begin the assignment (if there is a time limit, this will also start your clock)
- Complete the assignment
- When you are done, click **Save and Submit**
- Click **OK** on the confirmation pop up or cancel to return to the activity

**Note:** True/False, Multiple Choice, and Matching questions will be graded automatically and you will see your score immediately after submitting, while short answer or essay question will require instructor review and grading.

You can review a summary of the assignment. Click the arrows to expand each question to review details of each question, including your answers, feedback, and score.

**Note:** Depending on the settings your instructor chose for the assignment, you might see an option to Save Answers as well. This will not submit your work for grading, but instead save the answers you have entered so you may come back and finish at a later time.

## Take an exam

In addition to or in place of in-class testing, your instructor can set up online exams or quizzes for your course. You need to know the name of the menu item for the exam so that when selected, you may begin taking the assessment.

**Note:** Instructors can customize courses, so you may not have exams in your lab.

### To take an exam:

1. Find the exam in your course menu and click on the menu item to open.
2. Before you begin the exam, review exam details, including:
  - Whether you can take the exam immediately or have to wait for an upcoming start date
  - The time limit for the exam
  - Whether you can take the exam multiple times
3. Click **Begin Assessment**.
4. Answer the questions and click **Next** if the exam has multiple pages. The number of points for each question displays to the right. The time remaining for the exam displays in the upper right.
5. Complete the exam and click **Save & Submit** when you are done.

**Note:** Your instructor can set an option to end the exam automatically when the time limit is met. If this occurs, all your answers are saved before the exam ends. Your instructor also chooses whether to show your exam results immediately.

6. If your instructor has allowed you to retake the exam multiple times, you can do so by clicking **Take Assessment Again**. Any previous scores will be erased if multiple attempts are allowed.
7. When the instructor makes the grades for the exam available, click **Gradebook** in the course menu to see your results.

# Results Gradebook

Your gradebook houses your earned scores for all assignments and activities completed in MyLab Helping Professions. Because it's customizable, your instructor may also choose to add other grades to the gradebook, such as class projects, participation or attendance.

When your instructor makes the grades available, you can view them in the gradebook, along with any comments from your instructor.

To check your grades:

1. Click **Results** in the course menu.
2. Your gradebook appears with the following columns:
  - **Assignment Name**
  - **Correct Total**
  - **Score**
  - **Date Started**
  - **Date Worked**

**Note:** Your gradebook records how many points you received out of a total point value. It's up to your instructor to add a letter grade to or comments about the score; both are optional.

**Tip:** Besides posting to the gradebook, any scores you receive or grades your instructor adds will also post to your Course Home social wall. Only you will be able to see such posts. Looking at your social wall is a quick and easy way to see if a score has posted to the gradebook.



# FAQs

## Frequently Asked Questions Answered!

To help you get answers quickly, we have compiled a list of frequently asked questions you might have as you progress through your term and provided answers. Questions and answers are categorized by topic- First Day of Class (Registration and Enrollment), Course Content, and Technical Support.

### First Day of Class (Registration and Enrollment)

#### **Are there instructions for student registration?**

Yes, Pearson provides First Day of Class (FDOC) Step-by-Step Registration Instructions for students found at [www.firstdayofclass.com](http://www.firstdayofclass.com).

#### **What is the Course ID?**

Your instructor will provide you with the Course ID. This is the first thing you will be asked for in the registration process, and so you will need this before you can register and enroll. All courses have a unique course ID and are case sensitive. If you do not have the course ID, please ask your instructor.

#### **After I finished registering, I got a message that noted my registration was being processed.**

##### **Did I do something wrong?**

No, during high traffic times, processing student registration can take longer. If you receive this message at the end of registration, wait a few minutes, then try signing into your account to make sure the course is listed. If it does not appear after 24 hours, please contact [technical support](#).

#### **How can I be sure that my computer is compatible with the MyLab course?**

You can check the System Requirements listed on the Support tab of the MyLab Home page.

#### **Where can I find more information to learn how to use the MyLab in my course?**

There is a student user guide that walks students through registration, course navigation, and getting help found on the Support tab of the MyLab homepage.

#### **I paid for MyLab access for this same book and edition last term, but dropped the course. Do I have to repurchase access?**

You can enroll in additional course sections without additional payment, for the life of the edition, as long as you already have a fully paid subscription for that particular book/author/edition. See [Enroll in Another Course Section](#) for more information.

#### **I am waiting for my financial aid check before I can purchase MyLab access, but I don't want to miss any deadlines. What can I do?**

During registration, you can opt for Temporary Access on the Payment Information screen. This will give you access to your course for 17 days without payment. See [temporary access](#) for more information.

### **How can I convert my temporary access to fully paid access?**

There are 2 ways to convert your temporary access to fully paid. You will receive three alerts via email indicating the time left before the access expires. You can click the link within the email and redeem an access code or pay with credit card or PayPal or you can access the payment screen directly from your account home page by clicking the "Pay or use an access code now" link under the course title. See [temporary access](#) for more information.

## **Course Content**

### **How do I get the eText on my iPad?**

You can download the Pearson eText for iPad app and access the eText on iPad either online or via download. The app provides many of the same features as the browser based eText such as search capabilities, highlights, notes, and bookmarks. There is a link in the Course Content of the course or [click here](#) for more information and the link to the App Store.

### **After I submitted my essay assignment, I was automatically given a zero? Why?**

Many assignments in MyLab Helping Professions have objective based questions and are automatically graded. Since essay answers are subjective and require your instructor to review and manually grade, the score will remain a zero (as a placeholder) until your instructor reviews and inputs your earned score.

### **I am unable to click on the "Begin Assessment" button to start my assignment.**

If the assignment start date/time has not yet occurred or if the assignment end date/time has already passed, you will not be able to click on the "Begin Assessment" button to start and submit an assignment.

### **I was in the middle of an activity and I lost internet connectivity and can't get back into the assignment. What can I do?**

You can notify your instructor if this happens and it will be your instructor's decision to reset the assignment for you or not.

### **I was not able to finish the assignment in the time allotted. Can my time be extended so I can finish the activity?**

After you submit an incomplete activity, you can request additional time from your instructor and it will be your instructor's decision whether to add additional minutes for you to complete the assignment or not.

## Technical Support

### **I can't seem to get registered for your course, what can I do?**

Your issue may be related to the course materials purchased. For immediate assistance, you should contact our 24/7 Customer Support (<http://247pearsoned.custhelp.com>) to obtain help getting registered and logged in.

If it turns out you purchased the incorrect course materials, you should contact Pearson Customer Service for assistance with purchasing options and return policies:

[http://247pearsoned.custhelp.com/app/answers/detail/a\\_id/6413/kw/customer%20service](http://247pearsoned.custhelp.com/app/answers/detail/a_id/6413/kw/customer%20service).

### **I can't open one of the assignments, what do I do?**

For immediate assistance, you should contact our 24/7 Customer Support (<http://247pearsoned.custhelp.com>) to obtain help getting access to the material you need.

You should also make sure that the computer you are using meets the system requirements .

### **I am receiving an error message, what should I do?**

For immediate assistance, you should contact our 24/7 Customer Support (<http://247pearsoned.custhelp.com>) to report the exact error message received and the steps you are taking before the error message appears. Technical support agents can help you troubleshoot the issue.