PEARSON

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Get Started for Instructors in MyLab and Mastering for Blackboard Learn

Welcome

Pearson's MyLab and Mastering online courses are now available with Blackboard Learn--providing you and your students with a convenient, seamless transition between the two systems.

With the integration of Pearson's MyLab and Mastering and Blackboard Learn, you and your students only need to sign in once to access your courses. You can **create** and access a MyLab and Mastering course from Blackboard, link to the course content, and import grades from the Pearson gradebook into Blackboard Learn.

This document has the following topics:

- Before you begin
- First sign-in
- Initial course setup
- Add component links
- Course Tools
- Student access
- Transfer grades
- MyLab course groups
- Troubleshooting: Logging In and Getting Started
- Troubleshooting: Uploading Grades

Before you begin

You must create your MyLab and Mastering course by linking over from Blackboard Learn to the Pearson catalog and create a new course or copy of a course. You cannot link to an already existing course, a course already in progress, or a course with students enrolled. It must be a new course.

As an instructor, you need to have the following to access Pearson's MyLab and Mastering courses in Blackboard Learn:

- Your school's Blackboard Administrator must install the MyLab and Mastering for Blackboard Learn Building Block on your school's Blackboard Learn system.
- A username and password for Blackboard Learn if you do not already have one.
- A username and password for a Pearson account. If you do not yet have a Pearson account, you can get one from your Pearson sales representative.
- Your MyLab and Mastering course available in Blackboard Learn. Check with your Sales Representative to learn if your course is available.

Operating systems and browsers

Supported operating systems and browsers for MyLab and Mastering products can vary. Check the browser and operating system requirements on the MyLab and Mastering web site.

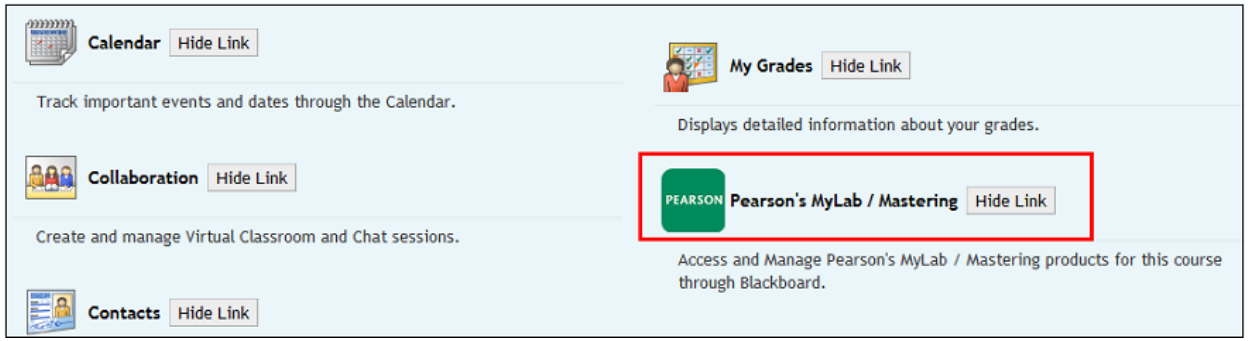
First sign-in

The first time you access your MyLab and Mastering course, you need your Pearson account username and password.

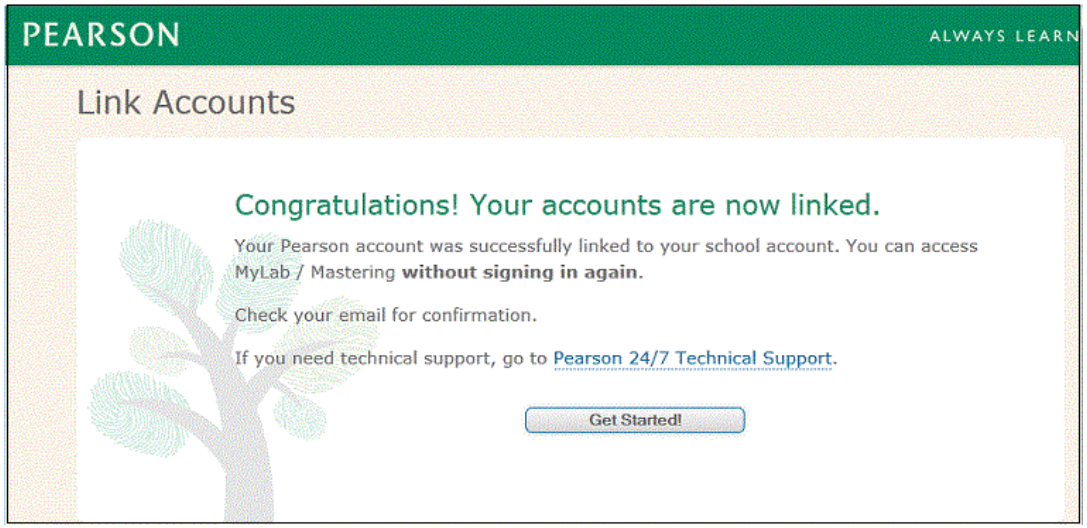
When you first login to MyLab and Mastering from Blackboard Learn, you establish a link connection between your Blackboard and Pearson accounts. After your accounts have been linked, you will never need to sign in again to access your MyLab and Mastering courses. You will find the link to connect your Blackboard and Pearson accounts in the **Tools** area of Blackboard Learn.

To sign in for the first time:

1. From the left navigation bar, click **Tools**.
2. Click **Pearson's MyLab / Mastering** from the selection of links on the **Tools** page. The Pearson's MyLab and Mastering **Tools** page appears.



3. Click **Select a MyLab and Mastering product to use with this course** and the **Link Accounts** page appears.
4. Enter your Pearson account username and password. You will get a confirmation page, which tells you that your Pearson and Blackboard accounts have been linked. This one-time linking process ensures that you never need to sign in again when you subsequently access MyLab and Mastering through Blackboard Learn.



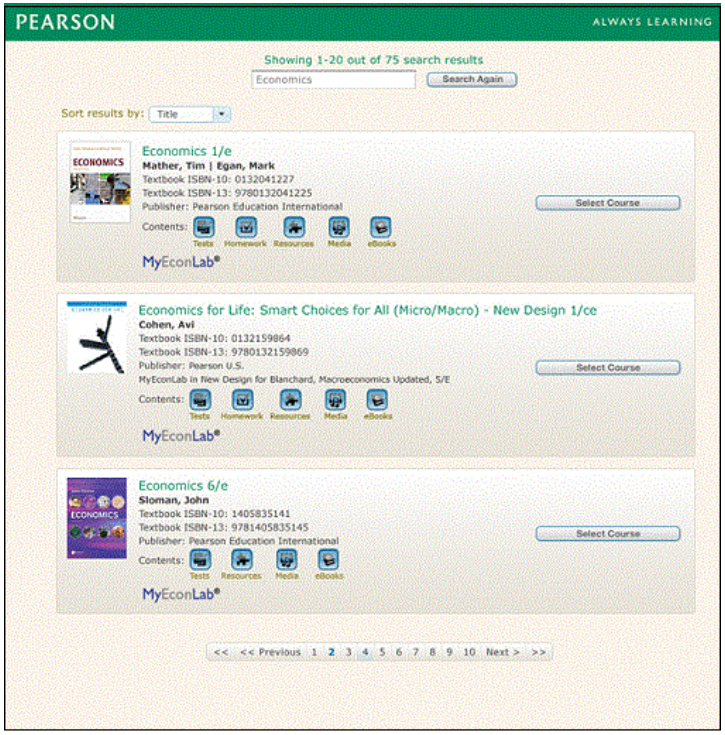
5. Now that your accounts are linked, click **Get Started** to create your course.

Initial course setup

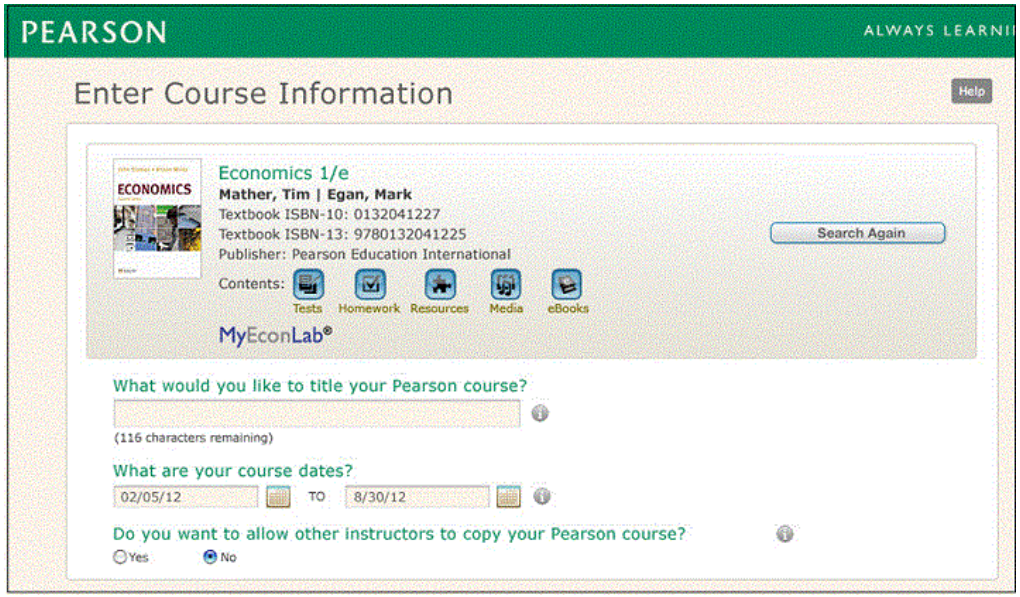
You must create a new **MyLab and Mastering** course to link to your Blackboard Learn course. You will automatically be taken to the course creation process after you link your account as described. If you have already linked accounts, clicking **Select a MyLab / Mastering product to use with this course** on the Pearson's MyLab and Mastering **Tools** page also brings you to course creation.

To create a course:

1. Click **Select a MyLab and Mastering product to use with this course**. If you have MyLab and Mastering courses in your account already, you will see a menu with a list of your courses that you can select to copy.
2. Alternatively, you can search for a course in the **Search for Course** field by entering either:
   - the author of the book
   - the title of the book
   - the ISBN, or
   - the discipline, for example, Economics or Biology
3. Or you can click **Or copy from another instructor** and enter the instructor's MyLab and Mastering course ID, which looks like this: smith192837.
4. From the search results, click **Select Course** for the book you want to use for your course.



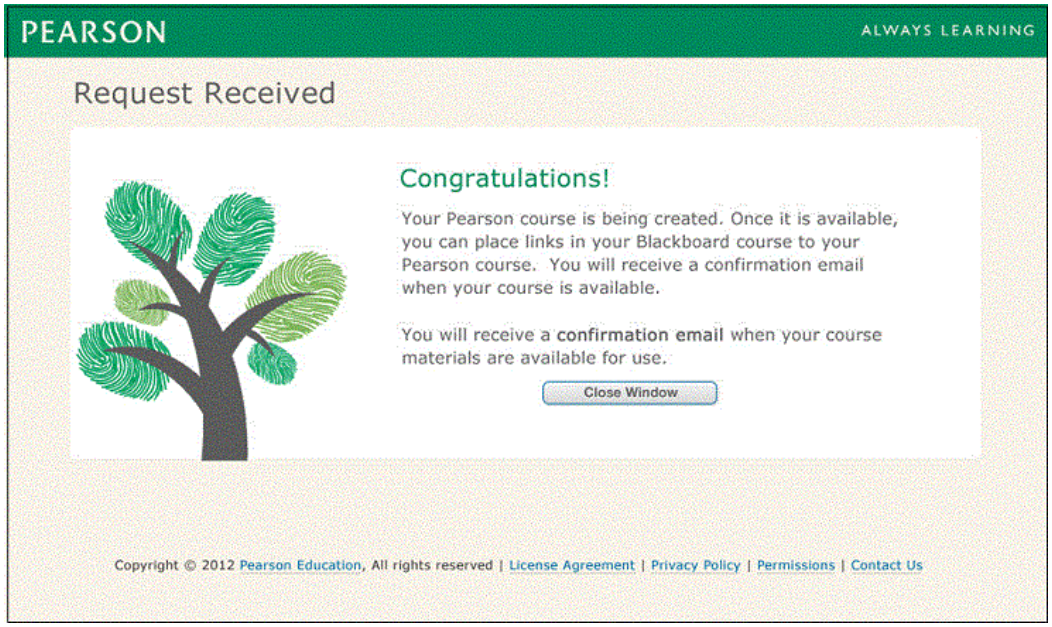
5. Enter the course information for your MyLab and Mastering course.



6. Enter a title for the MyLab and Mastering course you are creating.
7. Enter the course date range.
8. Optionally, give permission for other instructors to copy your Pearson course. If you plan to give your course ID to other instructors so they can copy it, you must grant permission here.

Confirmation of linked course

Once you have entered all the information for the MyLab and Mastering course, a confirmation page appears. The MyLab and Mastering course you created is now linked to your Blackboard course.



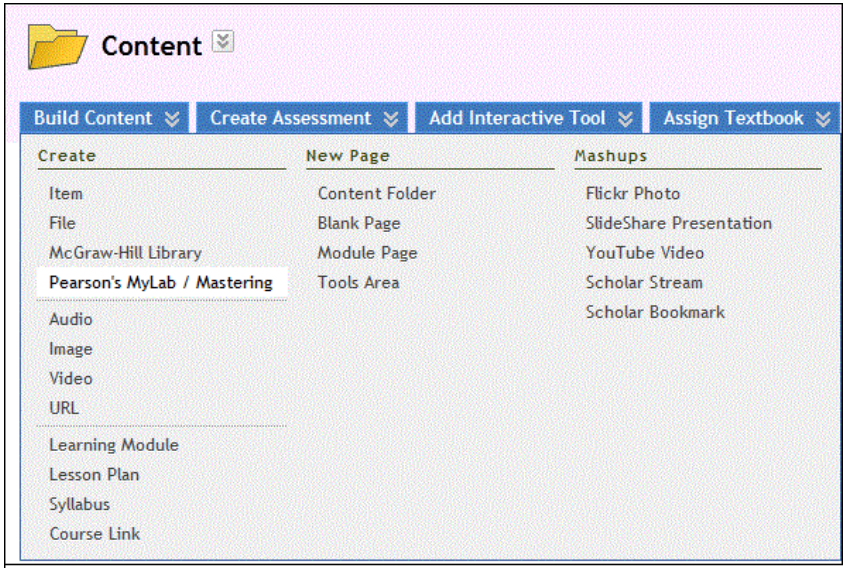
Note: Look for the confirmation email that lets you know when your MyLab and Mastering course is available and ready for use. Links from your Blackboard course to MyLab and Mastering will not work until you have received this email.

You should receive the email within an hour, but it may take up to 24 hours depending upon the server traffic. If you do not receive the email within 24 hours, check your spam filter. The emails will come from support@pearsonmylabandmastering.com so you may want to add this address to your approved senders list.

Add component links

You can add links to your MyLab and Mastering course components from within Blackboard Learn. A component is a part of the course, for example, the page where students can access all their homework assignments.

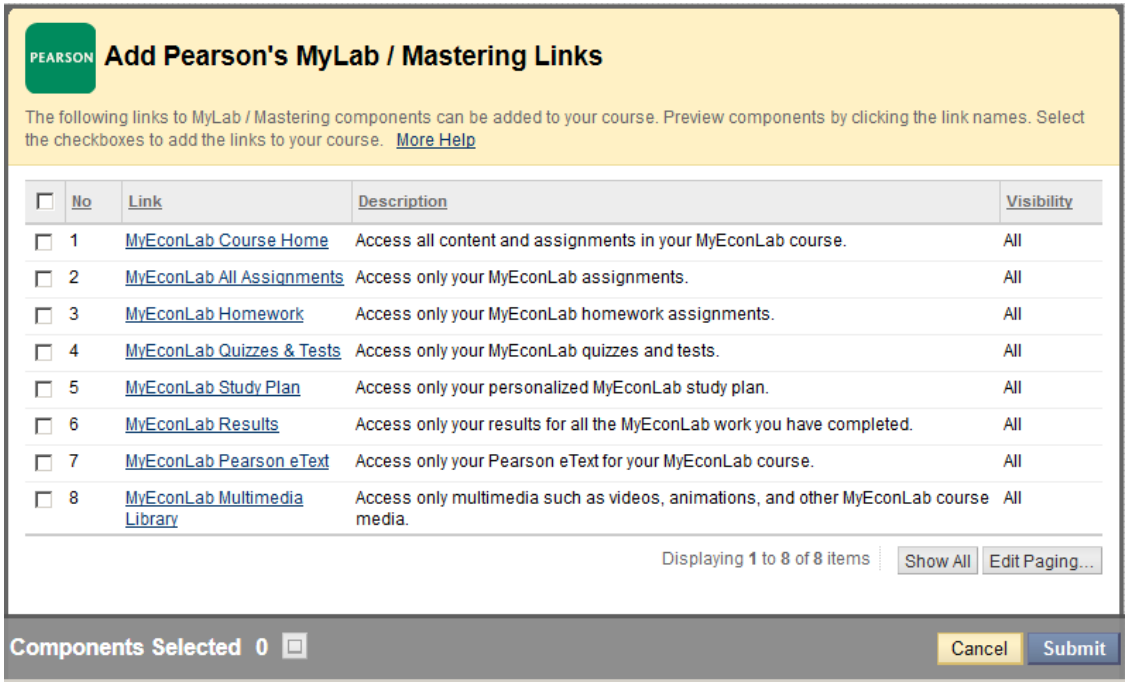
1. Click any content area in the left navigation bar.
2. From the **Build Content** tab, click **Pearson's MyLab / Mastering.**



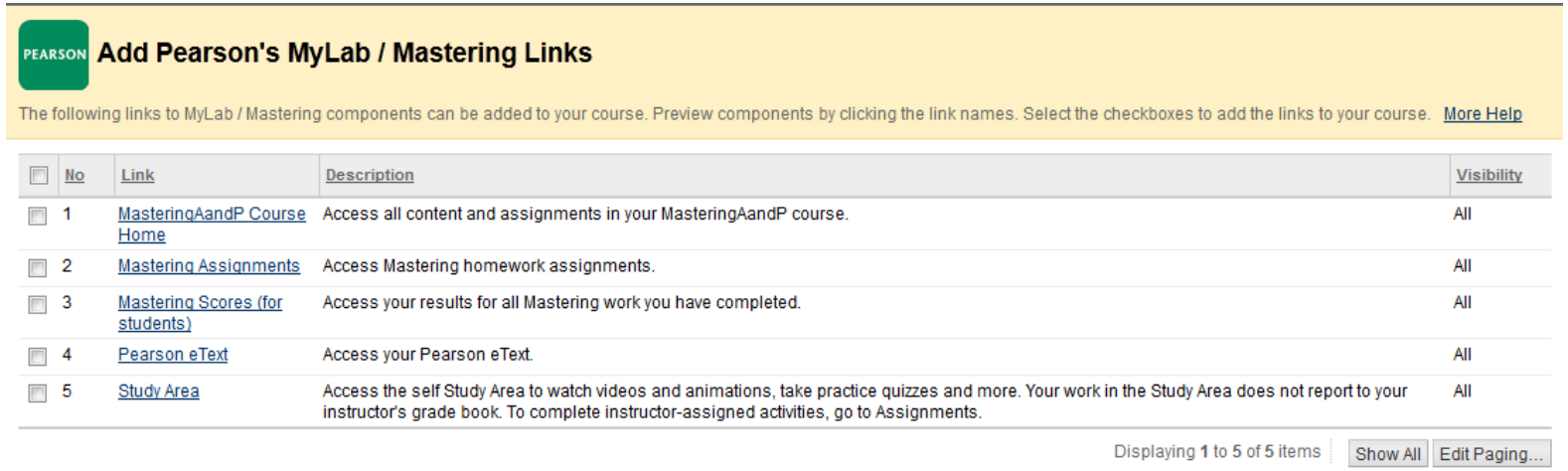
3. You see a list of the available links, as shown in the following example. The links you see depend on your MyLab and Mastering course. You can preview each component by clicking its name.
   Note: You cannot preview course components until you have received the email confirming that your course was created.

Sample "Add Link" pages for different products

MyEconLab links



MasteringA&P links



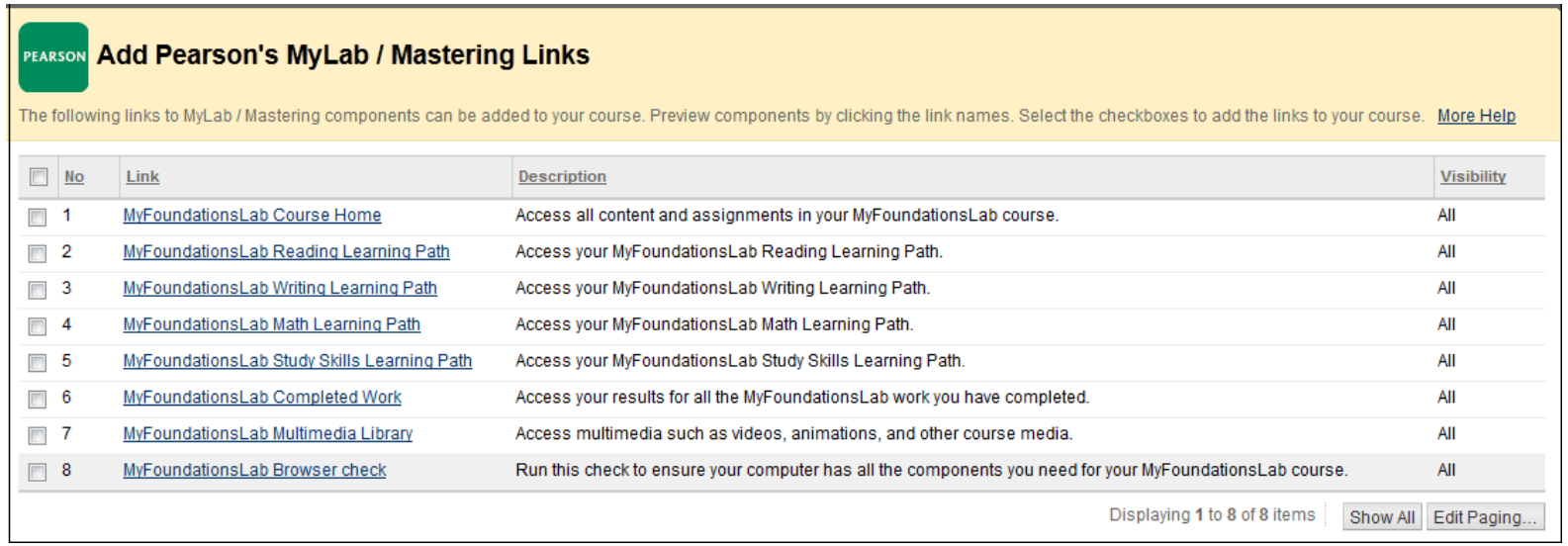
PEARSON **Add Pearson's MyLab / Mastering Links**

The following links to MyLab / Mastering components can be added to your course. Preview components by clicking the link names. Select the checkboxes to add the links to your course. More Help

No	Link	Description	Visibility
1	MasteringAandP Course Home	Access all content and assignments in your MasteringAandP course.	All
2	Mastering Assignments	Access Mastering homework assignments.	All
3	Mastering Scores (for students)	Access your results for all Mastering work you have completed.	All
4	Pearson eText	Access your Pearson eText.	All
5	Study Area	Access the self Study Area to watch videos and animations, take practice quizzes and more. Your work in the Study Area does not report to your instructor's grade book. To complete instructor-assigned activities, go to Assignments.	All

Displaying 1 to 5 of 5 items Show All Edit Paging...

MyFoundationsLab links



PEARSON **Add Pearson's MyLab / Mastering Links**

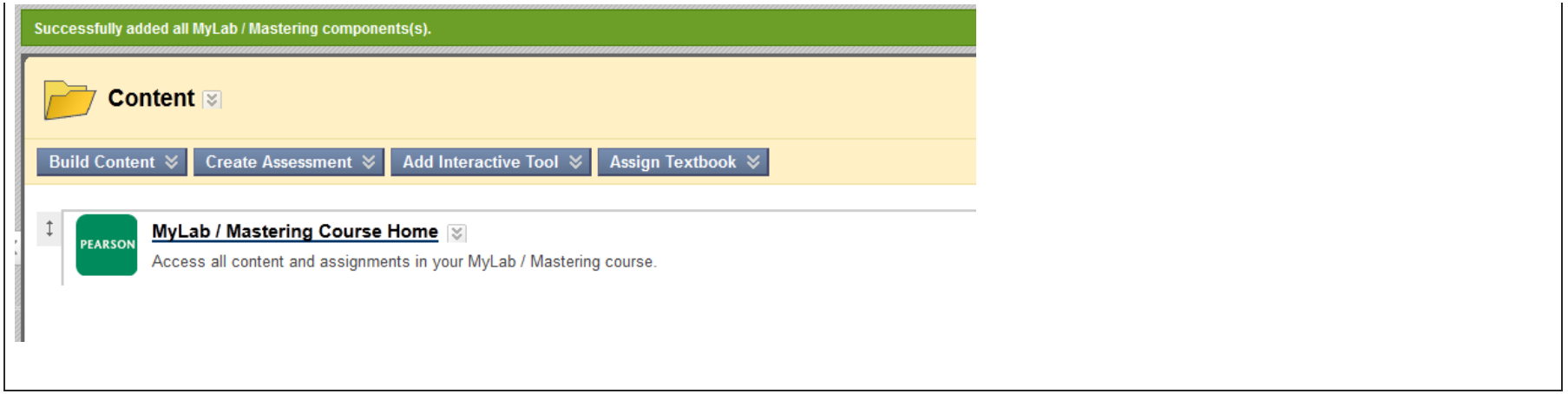
The following links to MyLab / Mastering components can be added to your course. Preview components by clicking the link names. Select the checkboxes to add the links to your course. More Help

No	Link	Description	Visibility
1	MyFoundationsLab Course Home	Access all content and assignments in your MyFoundationsLab course.	All
2	MyFoundationsLab Reading Learning Path	Access your MyFoundationsLab Reading Learning Path.	All
3	MyFoundationsLab Writing Learning Path	Access your MyFoundationsLab Writing Learning Path.	All
4	MyFoundationsLab Math Learning Path	Access your MyFoundationsLab Math Learning Path.	All
5	MyFoundationsLab Study Skills Learning Path	Access your MyFoundationsLab Study Skills Learning Path.	All
6	MyFoundationsLab Completed Work	Access your results for all the MyFoundationsLab work you have completed.	All
7	MyFoundationsLab Multimedia Library	Access multimedia such as videos, animations, and other course media.	All
8	MyFoundationsLab Browser check	Run this check to ensure your computer has all the components you need for your MyFoundationsLab course.	All

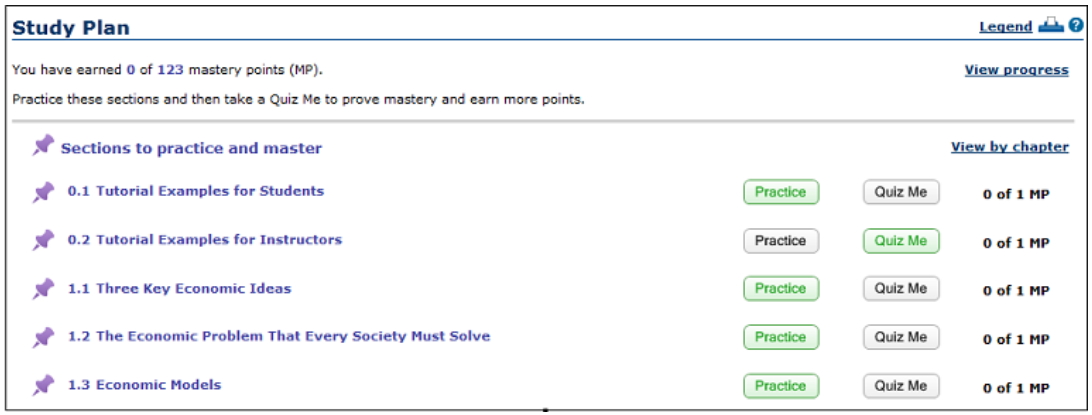
Displaying 1 to 8 of 8 items Show All Edit Paging...

MyDevelopmentLab links

Note: Some courses only offer one link—to the Course Home. In these courses, the link gets added automatically when you choose the Pearson's MyLab / Mastering from the Build Content menu, and you will not be presented with the Add Pearson's MyLab / Mastering Links page.



4. The course home includes all the course navigation tools. Other components, such as the **Study Plan** or the **Homework** page, appear as pages without the ability to navigate to other areas of the course.
5. To preview any component before you link to it, click the link. The following example shows a preview of MyEconLab Study Plan.

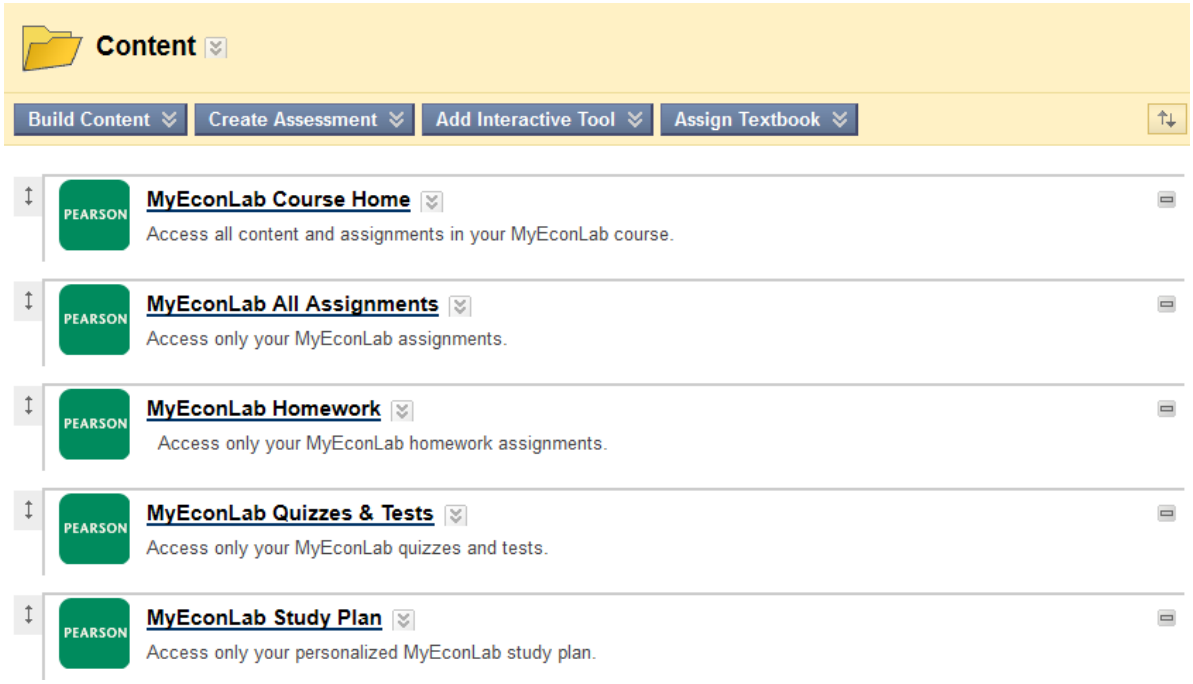


6. Close the window to return to the **Add Links** page.
7. Check the box to the left of the component you want to link to from your content area.

	No	Link	Description	Visibility
☑	1	MyEconLab Course Home	Access all content and assignments in your MyEconLab course.	All
☑	2	MyEconLab All Assignments	Access only your MyEconLab assignments.	All
☑	3	MyEconLab Homework	Access only your MyEconLab homework assignments.	All
☑	4	MyEconLab Quizzes & Tests	Access only your MyEconLab quizzes and tests.	All
☑	5	MyEconLab Study Plan	Access only your personalized MyEconLab study plan.	All
☐	6	MyEconLab Results	Access only your results for all the MyEconLab work you have completed.	All
☐	7	MyEconLab Pearson eText	Access only your Pearson eText for your MyEconLab course.	All
☐	8	MyEconLab Multimedia Library	Access only multimedia such as videos, animations, and other MyEconLab course media.	All

Displaying 1 to 8 of 8 items Show All Edit Paging...

8. Once you have selected the components, click **Submit** at the bottom of the page. You can rearrange the order of the links using the standard Blackboard tools for ordering content. The following is a sample of MyEconLab contents.



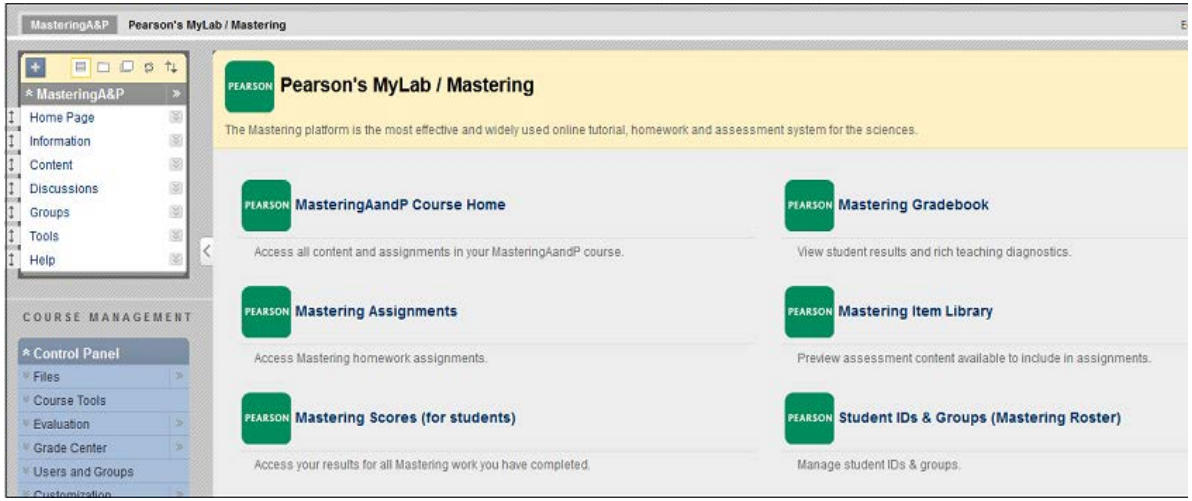
9. After you have added all your links, the components you have added appear as links in your content area. The links can be copied or moved.

Course Tools

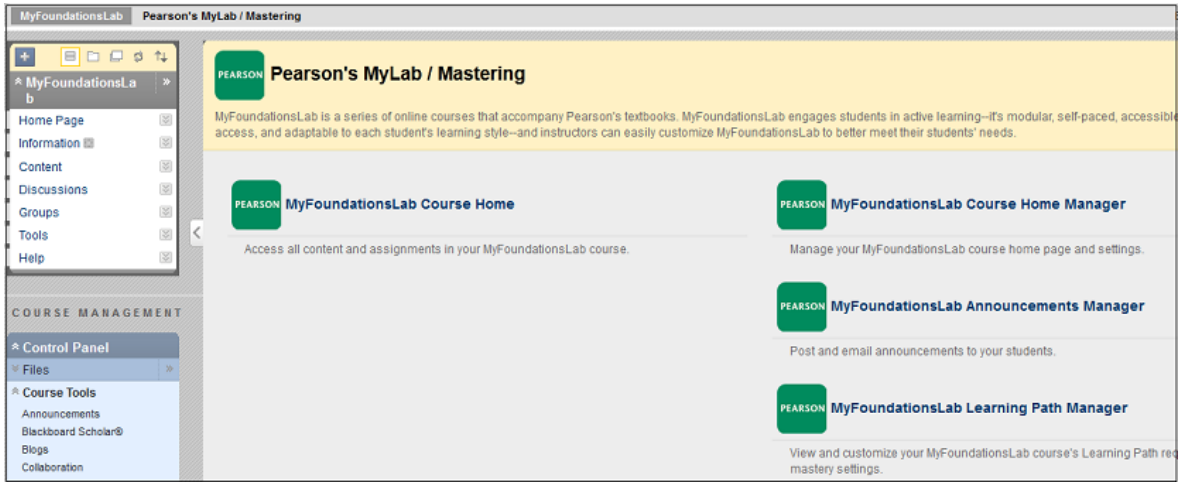
After you have set up your MyLab and Mastering course, course-specific links are displayed on the Pearson's **MyLab / Mastering Tools** page.

Sample Tools pages for different products
MyEconLab tools

MasteringA&P tools



MyFoundationsLab tools



MyDevelopmentLab contents

Note: Some courses only offer one link—to the Course Home.

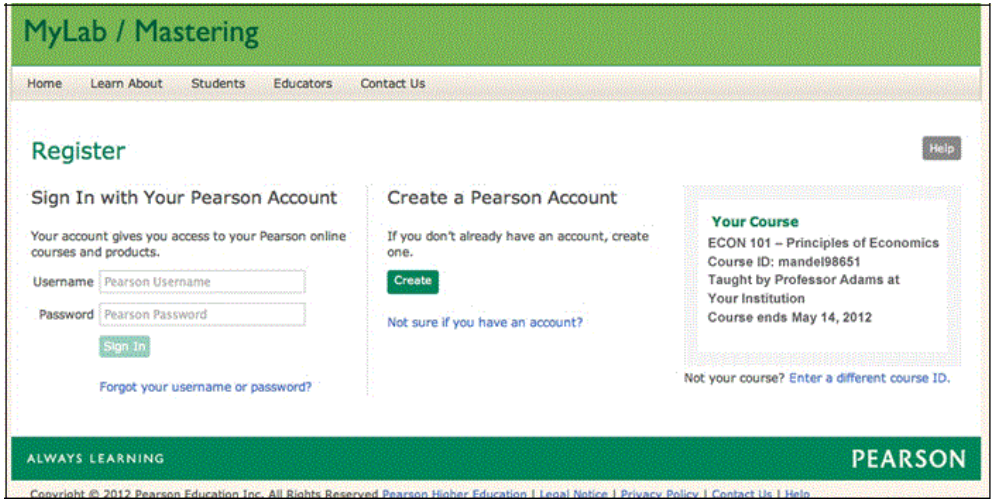
Student access

Your students can also link their Pearson and Blackboard accounts. After the first time they sign in to your MyLab and Mastering course, they won't need to sign in separately. Students never have to leave Blackboard to link the two accounts.

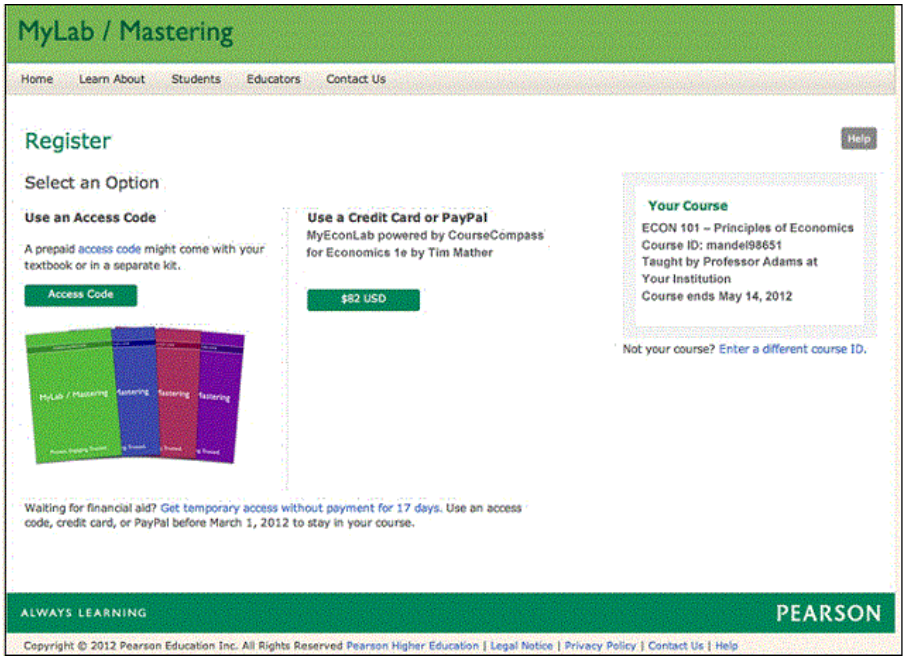
Note: If you plan to transfer grades from MyLab and Mastering into the Blackboard Grade Center, be sure that all students access MyLab and Mastering through Blackboard at least once to link their accounts.

How students access their MyLab and Mastering course work:

1. Under **Tools**, select **Pearson's MyLab / Mastering** and click a MyLab and Mastering content link. Alternatively, they can click any link that you placed in the course.
2. The first time students access their MyLab and Mastering course through Blackboard Learn, they are prompted to sign in with their Pearson username and password. If they do not have a Pearson account, they can create one.



3. After signing in or registering, the student payment options page appears:



4. Students can then choose to:
   - Purchase access with a credit card
   - Redeem a MyLab / Mastering access code that they already purchased
   - Request temporary access so they can pay later

After this one-time process, the student can click a link and their MyLab and Mastering course launches in a new window. After they have linked their accounts, students are never prompted to sign in to MyLab and Mastering again from within Blackboard Learn.

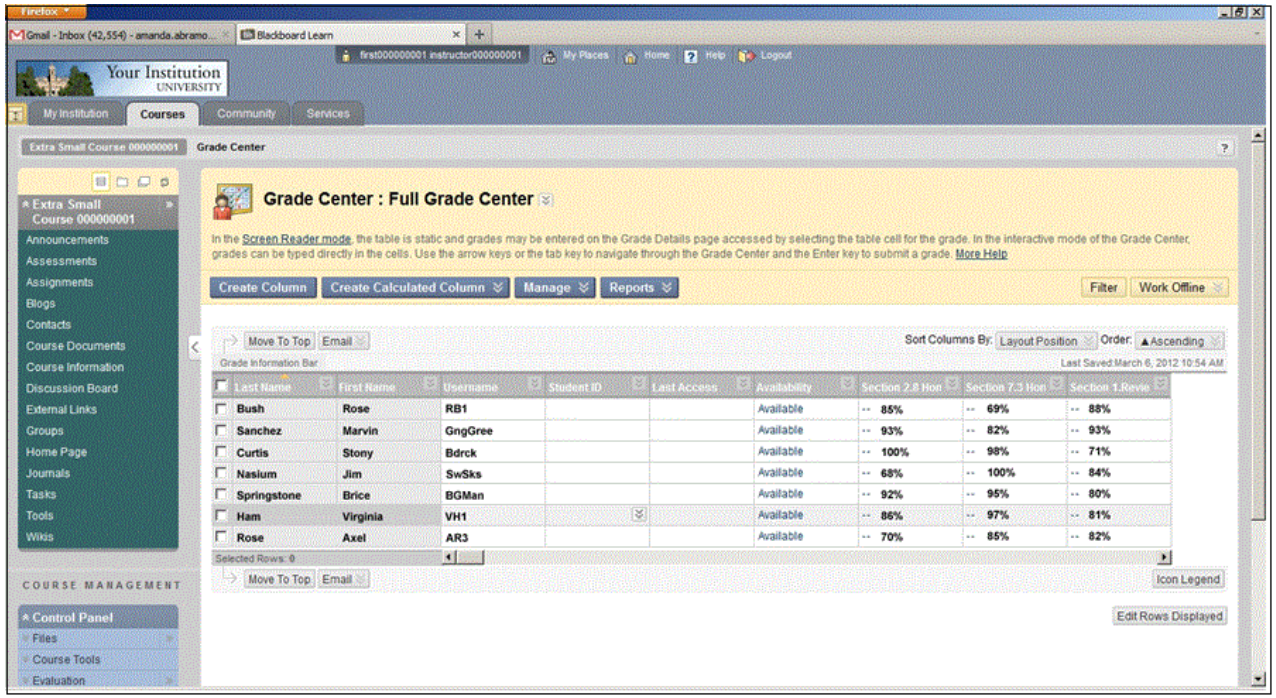
Students do not need to enter a course ID during registration. This is different from other MyLab and Mastering courses which do require you to provide this information.

Transfer grades

You can transfer grades from your MyLab and Mastering gradebook into your Blackboard Grade Center using a guided process that helps you map assignments between the two systems.

To transfer your MyLab and Mastering grades into the Blackboard Grade Center:

1. From the MyLab / Mastering gradebook, export the gradebook data. This process varies by product. See the online help in your MyLab and Mastering course for information on how to export your Gradebook results. Make sure that the export is in the Blackboard-My Lab / Mastering format.
2. From within **Blackboard Learn,** you can import grades from one of two places:
   - Click **Tools** from the left navigation bar and select **Pearson's MyLab / Mastering**. Click **Upload Pearson's MyLab / Mastering Grades**
   - From the Control Panel, click **Full Grade Center** and click the **Manage** button. Select **Upload Pearson's MyLab / Mastering Grades.**



3. Browse for the exported CSV file that you have saved locally. Select the file to upload into Blackboard Learn.
4. Choose:
   - Which assignments to import to the Blackboard Learn Grade Center.
   - Whether to have Blackboard Learn create assignment columns for you or whether to match the assignments with existing columns previously created through this process.
5. Click **Submit**.

Unenrolled users

When you upload grade data into the Blackboard Grade Center, users or students are recognized automatically and their grades are added to the Grade Center. If there is a discrepancy between the names of the users or students in the Blackboard Learn Grade Center and the Pearson gradebook, this discrepancy is flagged in the grade transfer process. The names of the users or students who are enrolled in the MyLab and Mastering course but are unenrolled in Blackboard Learn appear on the bottom of the upload results page.

There are a number of reasons why the names of users or students enrolled in the Blackboard course may differ from the list of students enrolled in the Pearson course.

- Students may have dropped a course in Blackboard (because of financial aid issues or because they simply dropped the course) but are still enrolled in MyLab and Mastering.
- Students may appear in Blackboard but not in MyLab and Mastering because they have not linked their Blackboard and Pearson accounts or paid for their Pearson course access.
- A student might be enrolled in your Blackboard course but the student enrolled in the Pearson MyLab / Mastering course directly on the Pearson site and has not clicked a link in your Blackboard course to the MyLab / Mastering course. Crossing from the Blackboard course to Pearson's MyLab / Mastering course links the student's Blackboard account with the Pearson account. To resolve this issue, the student must sign in to their Blackboard course and click any one of the links to Pearson's MyLab / Mastering and follow the instructions to link their Blackboard account to their Pearson account.

MyLab course groups

In MyLab and Mastering you can set up a course group to manage multiple sections of the same MyLab course. A course group consists of:

- A **coordinator course** that is customized and then copied to make individual section or member courses.
  A coordinator course is used only as a template, and students do not enroll in it. A coordinator course is owned by the **primary instructor**, also referred to as the **course coordinator**.
- Any number of **member or section courses** that are copies of the coordinator course.
  Students enroll in the member/section courses. A member course is owned by the primary instructor but may be taught by a **section instructor**.

To set up a course group, you work in both Blackboard Learn and MyLab and Mastering. First, create a coordinator course and populate it with a MyLab's course components. Next, customize the coordinator course and then copy it to create its member sections.

To learn more about course groups, their functionality and benefits, and the setup of coordinator and member/section courses, see the following table. Find your product* in the table below and then follow the link for product-specific information:

Product	Go to the following link
MyAccountingLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mal/get_started_instr_bbi_mal.pdf
MyAnthroLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyArtsLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyDevelopmentLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyEconLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mel/get_started_instr_bbi_mel.pdf
MyEngineeringLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mengl/get_started_instr_bbi_mengl.pdf
MyFinanceLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mfl/get_started_instr_bbi_mfl.pdf
MyFoundationsLab	http://help.pearsoncmg.com/xl/mfdl/instructor/pdfs/mmnd/manage_courses_mlm4bl.pdf
MyHistoryLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyMathLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mml/get_started_instr_bbi_mml.pdf
MyMusicLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
my**om**lab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/moml/get_started_instr_bbi_moml.pdf
MyPoliSciLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyPsychLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyReadingLab	http://help.pearsoncmg.com/xl/mfdl/instructor/pdfs/mmnd/manage_courses_mlm4bl.pdf
MyReligionLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MySkillsLab	http://help.pearsoncmg.com/xl/mfdl/instructor/pdfs/mmnd/manage_courses_mlm4bl.pdf
MySociologyLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyStatLab	http://help.pearsoncmg.com/xl/get_started/instructor/bbi/mml/get_started_instr_bbi_mml.pdf
MyStudentSuccessLab	http://help.pearsoncmg.com/xl/mfdl/instructor/pdfs/mmnd/manage_courses_mlm4bl.pdf

MyThinkingLab**	http://help.pearsoncmg.com/mylabmastering/bbi/instructor/en/bbl_coordinator_course_pegasus.htm
MyWritingLab	http://help.pearsoncmg.com/xl/mfdl/instructor/pdfs/mmnd/manage_courses_mlm4bl.pdf

* If your course is not listed, it may be because:

- Course groups and coordinator courses are not available for your product.
- Detailed information about coordinator courses in your product is still under development. Please visit our 24/7 Support site at http://247pearsoned.custhelp.com for assistance.

** Check with your Pearson sales representative for information on the availability of coordinator courses and course groups for this MyLab product.

Troubleshooting: Logging In and Getting Started

The following section describes issues and errors you might encounter when logging in and linking your courses using MyLab and Mastering for Blackboard Learn:

Issue or Error Message	What this might mean	Resolution
I cannot sign into MyLab / Mastering when I attempt to link my account.	You might be using an incorrect username and password.	Make sure you use your Pearson account username and password (not your Blackboard username and password). If you have forgotten your Pearson username or password, click "Forgot your username or password?" and Pearson will email you this information. If you are not sure if you have a Pearson account, click "Not sure if you have a Pearson account?" and Pearson will inform you if you have an account. If you do not have a Pearson account, contact your sale representative who can create a Pearson account for you. To find out who your sales representative is, visit: http://www.pearsonhighered.com/educator/replocator/
I have signed in, but I am told that my account needs an upgrade.	This might happen if you have a student account, and you are trying to enter as an instructor. This might happen if you have a subscription to another Pearson product that is not part of the MyLab / Mastering product line.	If you have a valid Pearson account but you get the message "Account Upgrade Needed" when you sign in, contact Customer Technical Support for assistance. Your account is active, but it does not have a subscription to the MyLab and Mastering product and a support representative will need to add a subscription for you. To contact Pearson Customer Technical Support, visit: http://247pearsoned.custhelp.com/app/answers/list/kw/+Bb/
Depending on the product, you receive one of the the following error message: **bbErrNoSuchCourse** **We are sorry; your course did not load properly.** **An error occurred while processing the request.** **Error: The link you have accessed is currently unavailable. If this problem persists please contact your site administrator.** **Root cause : Exception in executeEvent** **The server encountered an internal error or misconfiguration and was unable to complete your request.**	You are trying to access an area of your MyLab and Mastering course before Pearson has finished creating your course. When you first set up your MyLab and Mastering course and link it to your Blackboard course, you must wait until you receive an email confirmation that says your course has been created successfully. If you click on a MyLab and Mastering link before your course is created, you and your students will receive an error message.	Wait until you receive an email confirmation from Pearson that your course has been created. Check your spam or junk mail folders in case the message was routed to one of those mailboxes. If you have waited more than 24 hours, try again and if you still have not received a confirmation email, please contact Pearson's Customer Technical Support. To contact Pearson Customer Technical Support, visit: http://247pearsoned.custhelp.com/app/answers/list/kw/+Bb/
The wrong MyLab / Mastering course is	This might happen if you chose the wrong course materials	You need to unlink your MyLab / Mastering course from your

linked to my Blackboard course.	from the Pearson catalog when creating your MyLab / Mastering course, or if you chose the wrong course to copy from your Pearson account.	Blackboard course. To unlink a course: If the students have enrolled **and have not completed any assignments** in the Pearson course, you should: 1. Notify all students of the situation. ▪ Tell students who have not enrolled in the My Lab and Mastering course that they should not enroll in their My Lab and Mastering yet. ▪ Tell students who have enrolled not to work on any assignments (e.g., quizzes, tests) within the My Lab and Mastering course. 2. Request that the My Lab and Mastering course be unlinked from the Blackboard Learn course by contacting Pearson's Customer Technical Support. To contact Pearson Customer Technical Support, visit: http://247pearsoned.custhelp.com 3. After you receive confirmation from Pearson's Customer Technical Support team that the course has been unlinked, you should re-link your Blackboard Learn course to the correct copy of your My Lab and Mastering course. 4. If the newly linked My Lab and Mastering course: ▪ **uses the exact same course materials** as the previously linked My Lab and Mastering course, then the students who had already enrolled in their My Lab and Mastering course should be able to access the newly linked course without being prompted to log in or pay for the course again. ▪ **uses a different set of course materials** than the previously linked My Lab and Mastering course, then students will need a new access code. In this situation, you should contact your sales representative to request replacement access codes. To find out who your sales representative is, visit: http://www.pearsonhighered.com/educator/replocator/
Some of my students are not in the MyLab / Mastering course linked to my Blackboard course, but say they are enrolled and doing work in the course.	This might happen if you created your course directly in MyLab and Mastering, and some students enrolled into that course. When you linked your Blackboard course to a MyLab / Mastering course, you created a copy, and some students are now enrolled in that course.	You must create your MyLab and Mastering course by linking over from Blackboard to Pearson's MyLab / Mastering. In creating a course, you can either choose course materials from the Pearson catalog or copy an existing course. You cannot link to an already existing course, a course already in progress, or a course with students enrolled. It must be a new course.
Your students received the following error message: **An Error Has Occurred** **We are sorry, requested course materials have not yet been created:** **You cannot access this portion of your course until your instructor has logged in at least one time. Please try again later or contact your instructor.**	Your student has clicked on a MyLab and Mastering link in their course but the instructor has not yet set up the MyLab and Mastering course. This might happen if your Blackboard course already had links to MyLab / Mastering in it but you have not linked a MyLab / Mastering course to your Blackboard course yet.	You must click the MyLab and Mastering link in the course to complete the MyLab and Mastering course setup. After the email confirmation has been received by the instructor, the MyLab and Mastering links in the course will begin working for the students.
If you have previously been able to access your MyLab / Mastering courses from either the Tools page or a content area, and now these links are not working, you may receive one of several error messages, including "Unable to load page."	A server may be down, preventing you to connect.	Try again later to see if the issue has been resolved. If the problem persists, contact Pearson Customer Technical Support to report the problem or ask about any known system outage that may be happening. To contact Pearson Customer Technical Support, visit: http://247pearsoned.custhelp.com/app/answers/list/kw/+Bb/

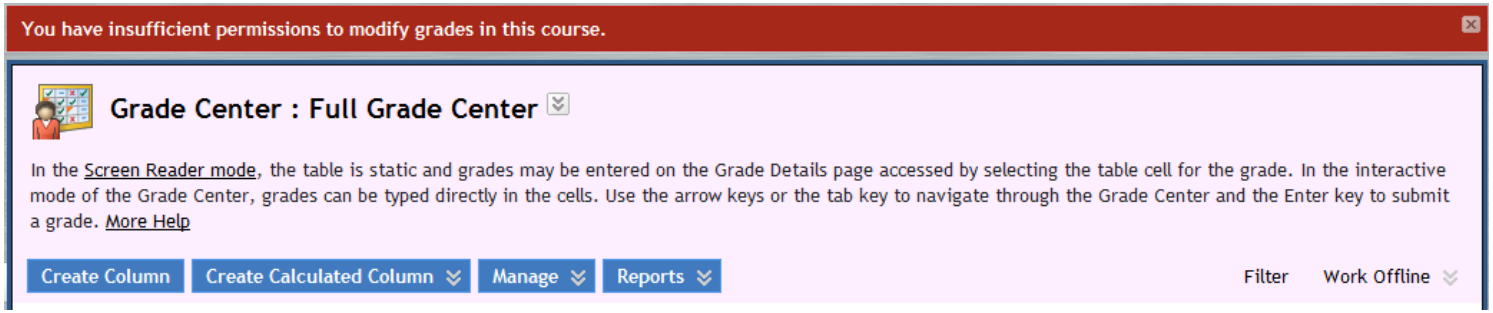
You receive the following error message: **An Error Has Occurred** **We are sorry. We are unable to connect.** **Required message is missing from the URL. Please contact Support and provide this error message.** **Customer Support Code: url3**	You clicked on the link to MyLab / Mastering but the session has timed out.	Restart your browser and log back into Blackboard, then click the MyLab / Mastering link again.

Troubleshooting: Uploading Grades

The following section describes issues and errors you might encounter when you upload grades.

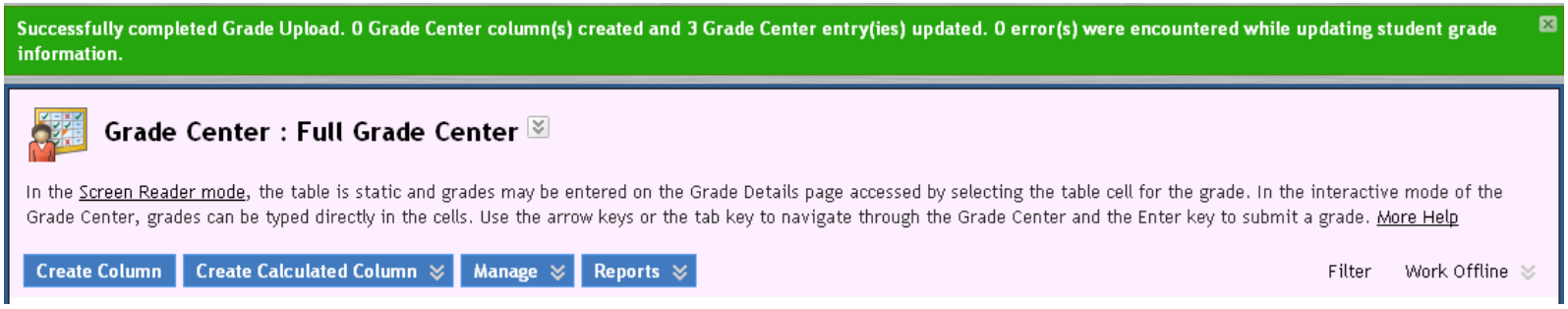
Error Messages Displayed

When you perform a command and you do not receive the results you expect, check at the top of the window to see if there is an error message, similar to the example below which states: "You have insufficient permissions to modify grades in this course." Text in a red band that displays at the top of a window might help you determine what is wrong.



Successful Messages Displayed

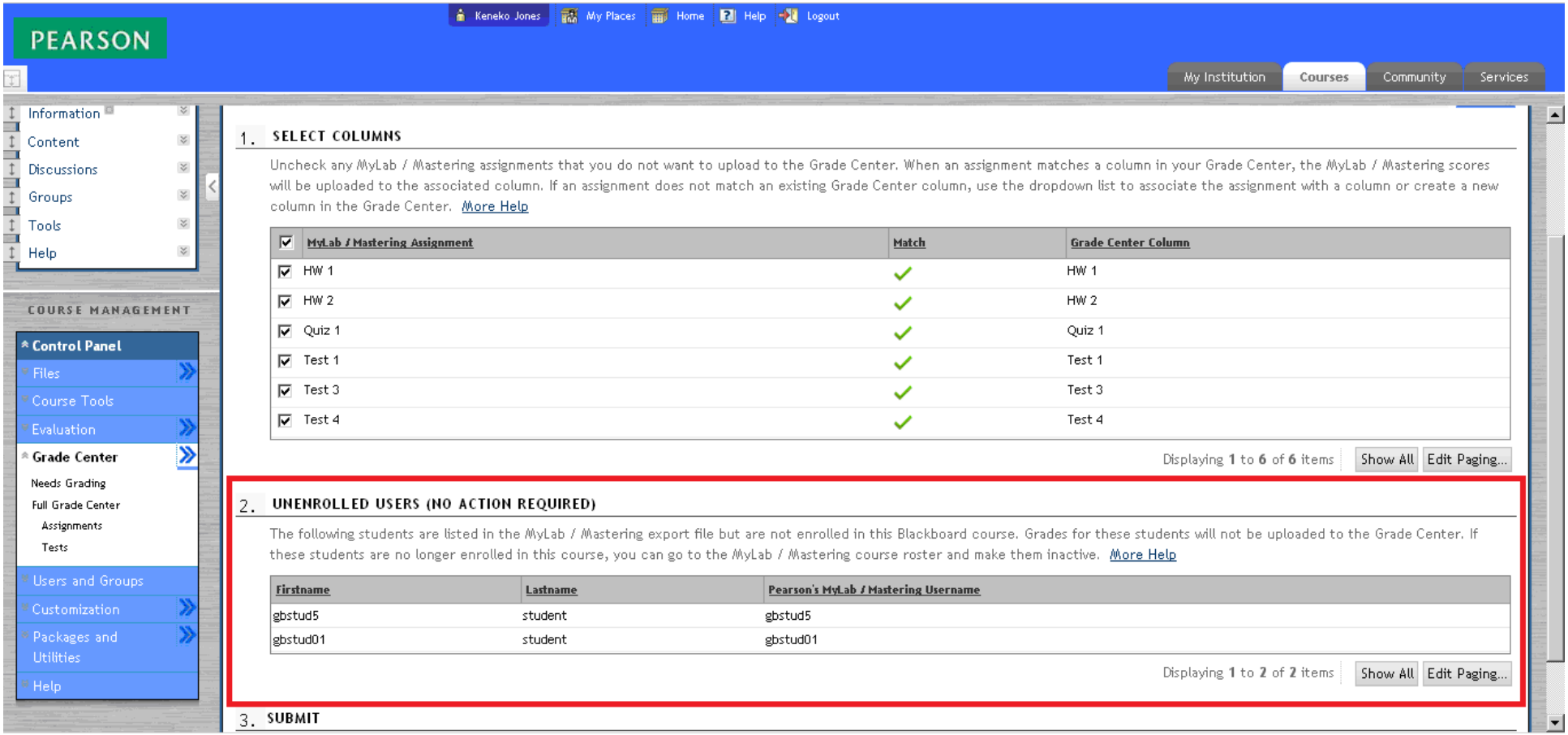
When you perform a command, text in a green band that displays at the top of a window indicates you have performed the task successfully. Similar to the example below which states: "Successfully completed Grade Upload."



What is an unenrolled user?

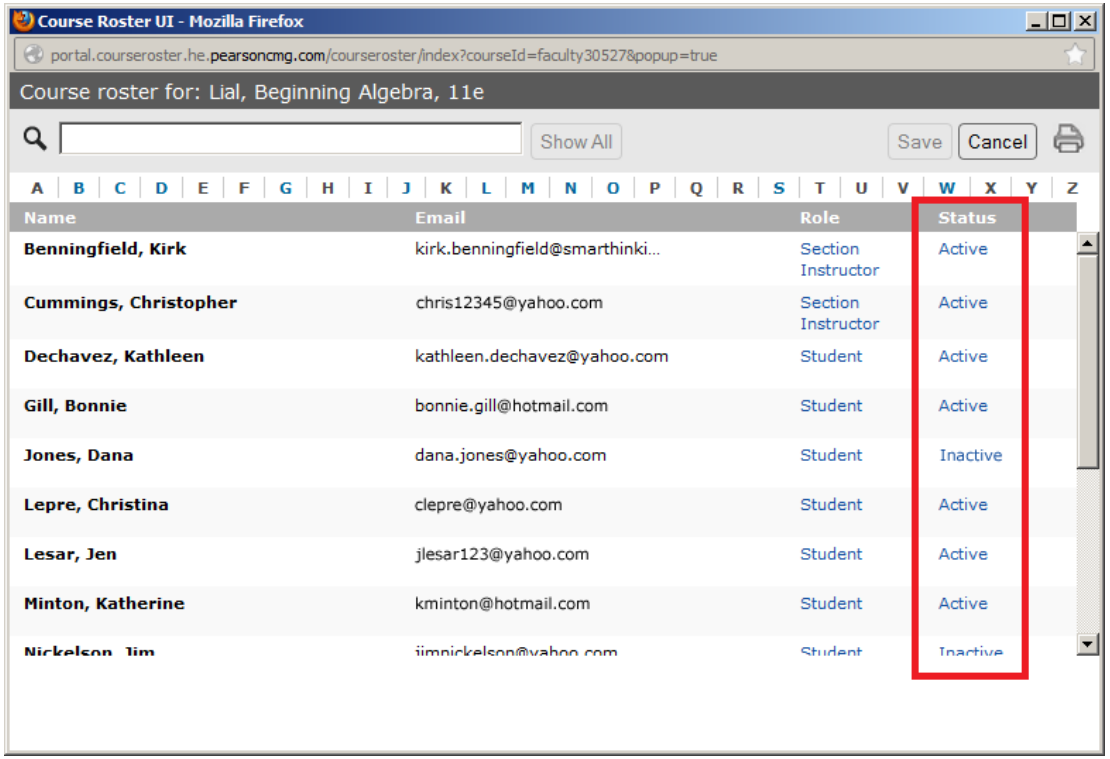
An unenrolled user or student is one who appears in your MyLab and Mastering gradebook but is not currently enrolled in your Blackboard course. When you export grades from MyLab and Mastering, your CSV export may contain information for students who were once enrolled in your Blackboard course and did coursework, but are no longer enrolled in your Blackboard course.

When you upload MyLab and Mastering grades to your Blackboard Grade Center, work for those students will not be uploaded, since they are no longer in your Blackboard roster. These students appear in a list called Unenrolled Users on the Upload Grade Confirmation page shown below.



You can set these unenrolled users or students to "inactive." Go to the MyLab / Mastering Course Roster and make the unenrolled users inactive in the roster. When you click Active in the Status column, a menu appears which allows you to choose Inactive. When you export your grades again in the Blackboard-MyLab/Mastering format, the inactive students should not appear in the CSV export file. If they still do, you can open the CSV and delete the row(s) of student results for the student(s) who are inactive or unenrolled. The file should upload without errors.

Note: There is no problem if you leave the unenrolled students in the course roster or the CSV file. You can proceed with your grade book upload with unenrolled students in your course roster.

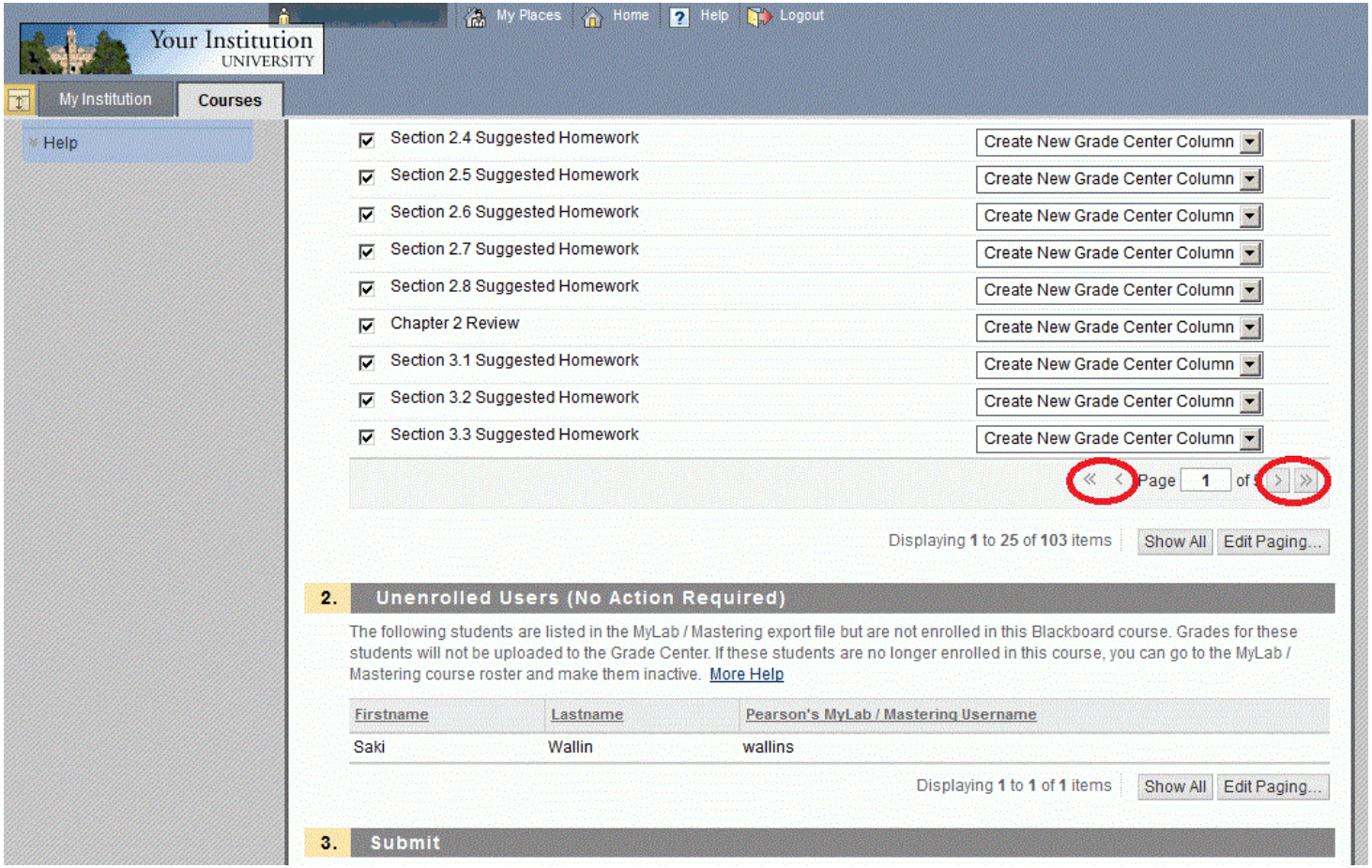


There are a few reasons why a student might appear in your Unenrolled Users list:

- A student might have been enrolled in your Blackboard course, done MyLab and Mastering coursework, then dropped your course or switched to a different course section.
- A student might have been enrolled in your Blackboard course, done MyLab and Mastering coursework, but the registrar removed them from your Blackboard course because of an outstanding tuition balance.
- A student might be enrolled in your Blackboard course but the student enrolled in the Pearson MyLab / Mastering course directly on the Pearson site and has not clicked a link in your Blackboard course to the MyLab / Mastering course. Crossing from the Blackboard course to Pearson's MyLab / Mastering course links the student's Blackboard account with the Pearson account. To resolve this issue, the student must sign in to their Blackboard course and click any one of the links to Pearson's MyLab / Mastering and follow the instructions to link their Blackboard account to their Pearson account.

Not all grades upload when I click Select All.

When you upload MyLab and Mastering grades to the Blackboard Grade Center, a list of all assignments you exported from MyLab and Mastering appear on the screen. If you have a large number of assignments, your list might display over several pages. Use the paging buttons (circled in the screenshot below) to scroll through all pages.



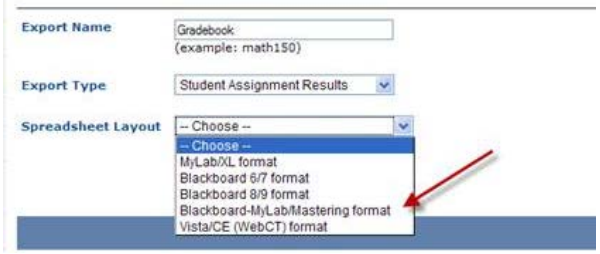
Click the box to the left of the assignment name to choose which grades to upload. Click the check box at the top of the column to select all. If you Select All, note that only the assignments visible on the page at that time are selected. Therefore, if you want to select all assignments on all pages, you must first click "Show All" and then use the Select All check box.

I receive an error when I try to upload grades.

You might receive an error when you attempt to upload your grades.

Error: The MyLab / Mastering Grade Upload Tool found that none of the users in your MyLab / Mastering gradebook export file are enrolled in this course, the users have not yet linked their Blackboard and Pearson accounts, or that there were no users in the file. Ensure you have uploaded the correct gradebook export file.

Resolution: Make sure you have chosen the correct CSV file. You might have multiple courses, each with their own CSV file. Also, make sure you select the Blackboard-MyLab/Mastering format (instead of Blackboard 8/9) for your Spreadsheet Layout.



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