

Canvas and MyLabs Plus Troubleshooting Steps

If you are having difficulty logging into MyLabs Plus via Canvas and encounter error codes or you are asked to enter a username and password, follow the directions below. These are "QuickFix" solutions that may or may not work, but they're worth a try before moving on to a more complex solution...

Quick-Fix Solutions

Complete the steps below in order. After each step, completely log out of Canvas, shut-down and reopen the browser, log back into Canvas, and try to open MyLabs Plus.

1. Log out of Canvas, shut-down and reopen the browser, log back into Canvas, and try to open MyLabs Plus.
2. Clear browser history/cache/cookies. Instructions can be found at [Pearson Support](#)
3. Try using another web-browser (install a new one, if necessary). If this step solves the problem, then it may be necessary to make adjustments to setting on the original browser (see below).
4. Try using a different computer. If this step solves the problem, then it may be necessary to make adjustments to setting on the original browser (see below)

If none of the steps above work, then it may be necessary to make changes to the browser's settings. The web-browser must be set to allow/accept cookie (including third-party cookies).

Adjusting Browser Settings

The link below explains how to adjust the browser settings. Since each browser is a little different when it comes to changing settings, there isn't a simple "one-size fits all" fix. Click on the link, scroll down and click the link to your web-browser.

[Pearson Support](#)

If none of these solutions/steps work, send your instructor the following information: short description of issue (include screenshots, if possible), name of web-browser you are using, operating system (Windows, MacOS, Linus, etc), and any other information that may help.