

FAQ MSL/SPAN Guide Sheet

What should I do if I have signed up for MSL and entered the code with which I purchased my text book but the site will not recognize my username and password after I created them?

Please contact your professor to make them aware of the problem. If it cannot be resolved right away, contact MSL support to submit a question to them. <http://247pearsoned.custhelp.com>

You can also view tutorials relating to registration/course key issues on the [MSL Tutorial video section](#).

What should I do if I am no longer enrolled in the course for my class on MSL?

Please contact your professor to make them aware of the problem. If it cannot be resolved right away, contact MSL support in the same manner as outlined above to submit a question to them.

What should I do if MSL is freezing up?

If you are experiencing problems, your first step should always be to run the browser tune up. If that does not work, and you are a Mac user, make sure Safari is running in 32-bit mode.

What should I do if I am having trouble opening a document needed for homework?

Run the browser tune up. If the problem persists, make sure that there is not a problem with the compatibility to run MySpanish Lab. If you are still having problems contact MSL tech support to see if they can't isolate the problem.

What should I do if I am having trouble accessing the e-book on MSL?

Run the browser tune-up if this does not resolve your problem, your computer might not be fully compatible with MSL. Now if this does not work check if pop-up blockers are disabled.

What should I do if MSL tells me that I am not logged in?

Run the browser tune-up if this does not resolve your problem, your computer might not be fully compatible with MSL. You can check the system requirements on the MSL site.

What should I do if I am unable to sign in to the Sakai portal?

Run the browser tune-up if this does not resolve your problem, your computer might not be fully compatible with MSL. You can check the system requirements on the MSL site.

What should I do if the links to my assignments on MSL will not open?

Run the browser tune-up if this does not resolve your problem, your computer might not be fully compatible with MSL. You can check the system requirements on the MSL site.

What should I do if I am unable to begin the pre-test and other online homework assignments?

Run the browser tune up to make sure your browser is compatible for MSL, if this does not resolve the problem and you are Mac user make sure Safari is running the 32-bit compatibility.

What should I do if I need to tie MSL into the Spanish course and I do not have the course ID?

Contact your instructor to obtain access to the course ID.

What should I do if can I buy the access code for MSL on the Pearson website or do I need to purchase it from the Student Stores?

Check with your instructor to make sure that the access code offer is the correct one for your course. If it is not, the UNC Student Store should offer the right access code.

What should I do if I am using a borrowed book, will the access code allow me to register for the online portion of the class?

No, access code only works for one user.

What should I do if the access code that I bought for Span 102 last semester doesn't work for Span 203 that I am taking this semester?

You must buy a new access code because the textbook for Span 203(Anda: curso elemental) is different from the textbook for Span 101 or 102 (Anda: curso intermedio).