

Frequently Asked Questions

for Students Accessing the NOVA Loudoun Math Lab through Zoom
Fall 2020

To see the answer to each question, click on the question and in the text that appears below the question click "Bookmark."

[How can I login to the Math Lab Zoom?](#)

[What to do if my access code is unreadable?](#)

[Why can't I register to MyMathLab?](#)

[How to download the lockdown browser? Which is the best browser for Pearson?](#)

[What to do when my course does not show up in MyLabsplus...](#)

[How can I download Office 365, which I need for my course?](#)

How can I login to the Math Lab Zoom?

Reach out to the Lab. Either email us at lomathcenter@nvcc.edu or use [our online tutoring request form](#). We'll get back to you quickly with a meeting ID, a passcode, and a link.

You have some options:

- a. To log in from your MyNOVA account:
 - _login to your MyNOVA account
 - _click on the Zoom tile
 - _Click on Join
 - _Type in the Meeting ID and Passcode:

NOVA Northern Virginia Community College

myNOVA / ONE / CONTACT / CAREER ACT

ACADEMICS & PROGRAMS / PAYING FOR NOVA / SERVICES & SUPPORT / STUDENT LIFE / ABOUT NOVA

STUDENT LINKS

myNOVA Login

Forgot your password?

Use myNOVA to access:

- NOVAConnect – Student Information System (SIS)
- Student Email
- Canvas
- Library Services

Fall 2020 Return to Campus

Schedule of Classes

Support Services

Virtual Advising

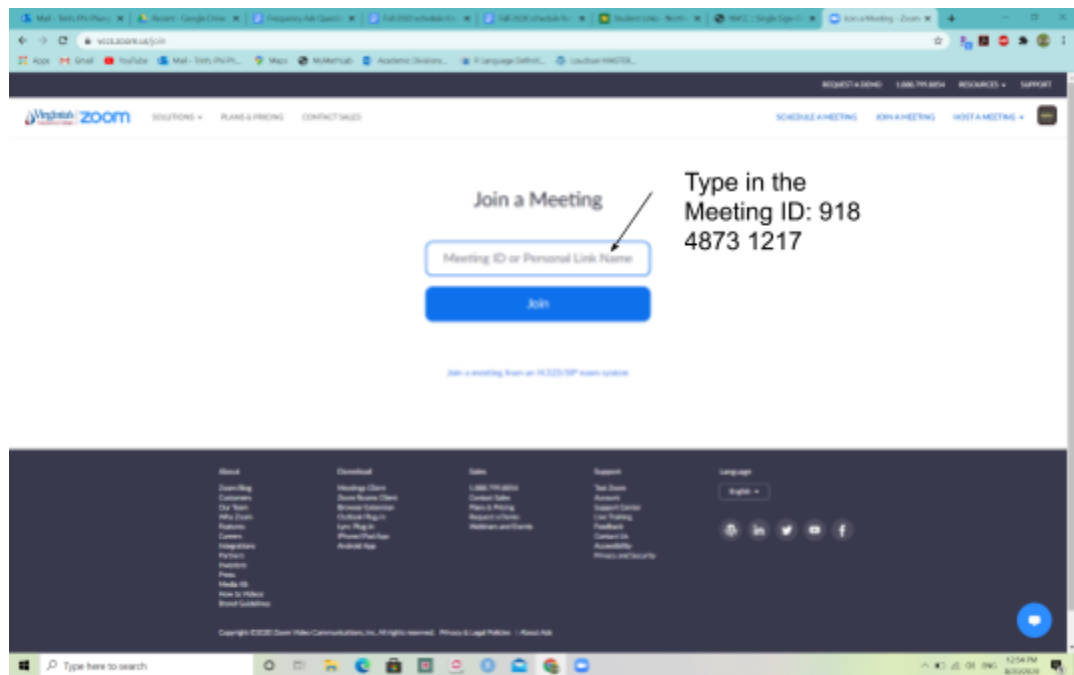
Announcements

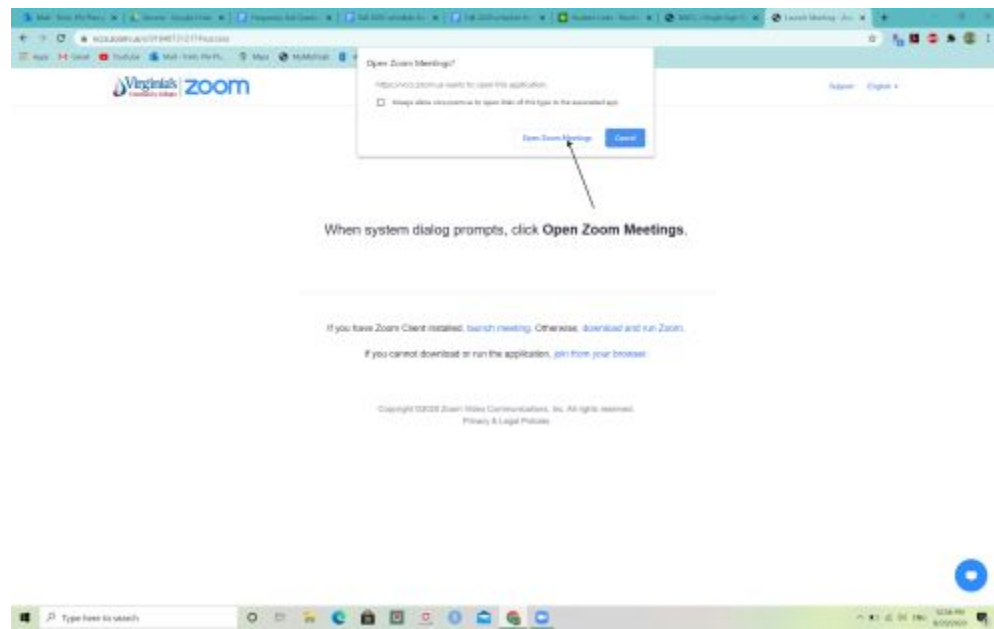
- Technology requirements: Recommended computer specifications for students
- All services are **accessible remotely**
- New Fall 2020 payment plan offers lower down payment and longer time to pay
- Your See Options for Fall Classes: [View PDF](#) | [Watch Video](#)
- NOVA Fall 2020 Academic Calendar: [View PDF](#)

NOVA Northern Virginia Community College

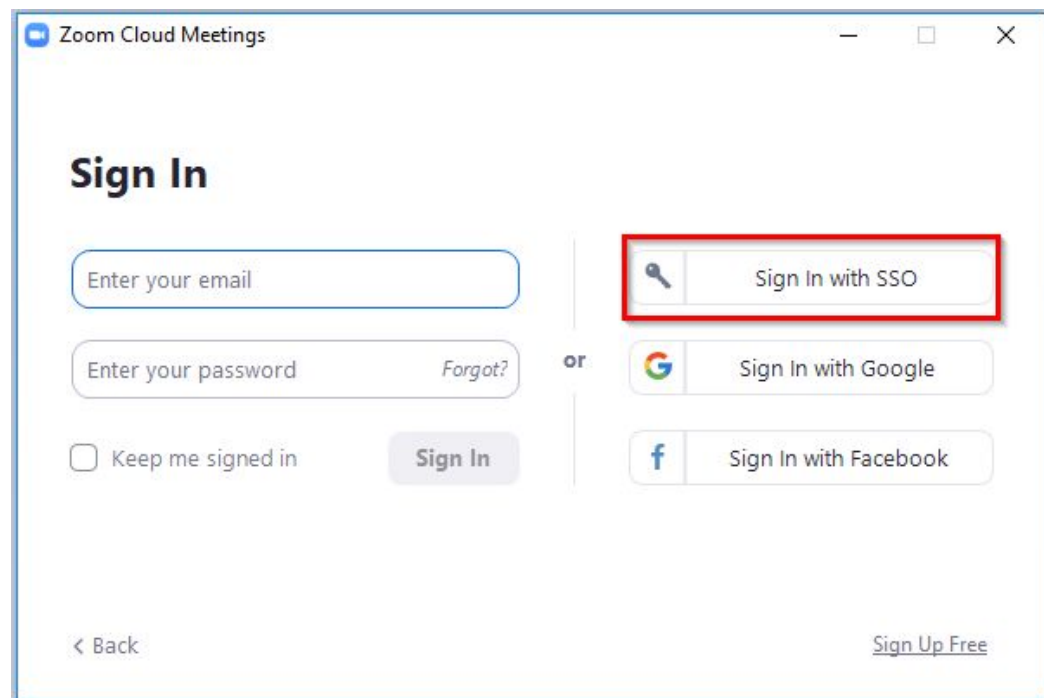
My Apps | View Registration

canvas	Navigate Staff	Mail	QuickSearch Library Catalog	SIS STUDENT INFORMATION SYSTEM
Navigate Student	CREDITS2 CAREERS	Click on this	SIS MOBILE Student Information System	WIZARD
IOTA 360 EVALUATIONS	zoom	HR HUMAN RESOURCE SYSTEM	AMS AIS ADMINISTRATIVE INFORMATION SYSTEM	CHROMERIVER TRAVEL EXPENSE SYSTEM
ICE	Global Learning			





- b. To log in from the Zoom app on your computer, iPad, or cellphone:
 - _Open the Zoom app
 - _click on “Sign in with SSO”
 - _ Type “VCCS” for the company domain
 - _Sign in to VCCS using your myNOVA ID and password
 - _Type in the meeting ID and passcode.



- c. Are we corresponding on your VCCS email account? If so, click on the link we sent you. That should take you to the Zoom meeting.
- d. If you login from Canvas, you have the option to log in through a Web portal or an app. Zoom will work better if you access it via the App. To do that, click on "Open Zoom Meeting". If instead you click on "Join using your Web browser," you will go through the Web portal, and Zoom will have only limited capability.

What to do if my Pearson access code is unreadable? Maybe I scratched too hard.

Student support:

<https://www.pearsonmylabandmastering.com/northamerica/mymathlab/students/support/index.html>

Under "Still need help?", Click on Sign-in Help

At top in Search for support content, type "unreadable". Link to support the article will come up.

You'll see that for an unreadable code, they want you to click on "contact us".

Chat is an option but can be slow. Get the Call phone number and the support person can figure out the missing characters from the part of the code that you can provide. If this doesn't get you there, reach out to us at lomathcenter@nvcc.edu.

Why can't I register at MyMathLab?

Students in NOVAOnline and Lyndsey Buckingham's classes need to access their MyMathLab through Canvas to register for MyMathLab.

To do that:

1. Login to MyNOVA,
2. click on the Canvas tile,
3. click on your class,
4. on the left-hand side, click on the MyMathLab and Mastering link.
5. Click on "Open MyMathLab and Master."
6. Once you have opened MyMathlab through Canvas, you can either register an account with VCCS email or sign-in.

Note: When you register for the MyMathLab through Canvas, you cannot click "back" or "refresh", or stop for more than 20 minutes. If you do, Pearson will lock your account for an hour.

How to download the lockdown browser? Which is the best browser for Pearson?

1. Login into mylabsplus.
 - a. The best **browser** to use is Google Chrome or Firefox
 - b. Pearson does not support the new Edge web browser and they do not fully support Safari. On a Mac you will do better with Chrome than with Safari. You can download Chrome for free.
2. Once logged in, you will see a list of units on the left-hand side. Click on **Introductory Assignments**.
3. On the list of Introductory Assignments, click on "Open in a **new tab**" at the top.
4. Click on **Syllabus Quiz**. You will see a screen that says: "Are you ready..."
5. Before starting the Syllabus quiz, you must download the **Lockdown Browser**. To do so, scroll to the bottom of the screen.
6. Click on the button in the bottom left that says "Download Pearson Lockdown Browser".
7. In the bottom left corner, a ".exe" file will be downloaded. Once the download is complete, click on it. Click on "Run".

Note: when you run the Lockdown Browser, you will be kicked out of Zoom and any other open applications.

If you think you already downloaded the Lockdown Browser to the computer you are on, you can click on "test page" to check. If you can't get the test page, try downloading the Lockdown Browser again.

What to do when my course does not show up in MyLabsplus?

When a student first logs in to Mylabsplus, sometimes the course number does not appear. If that happens, refresh the page and the course may appear in the account. If it still does not appear, contact us at LOMathcenter@nvcc.edu, we will direct you to the right person

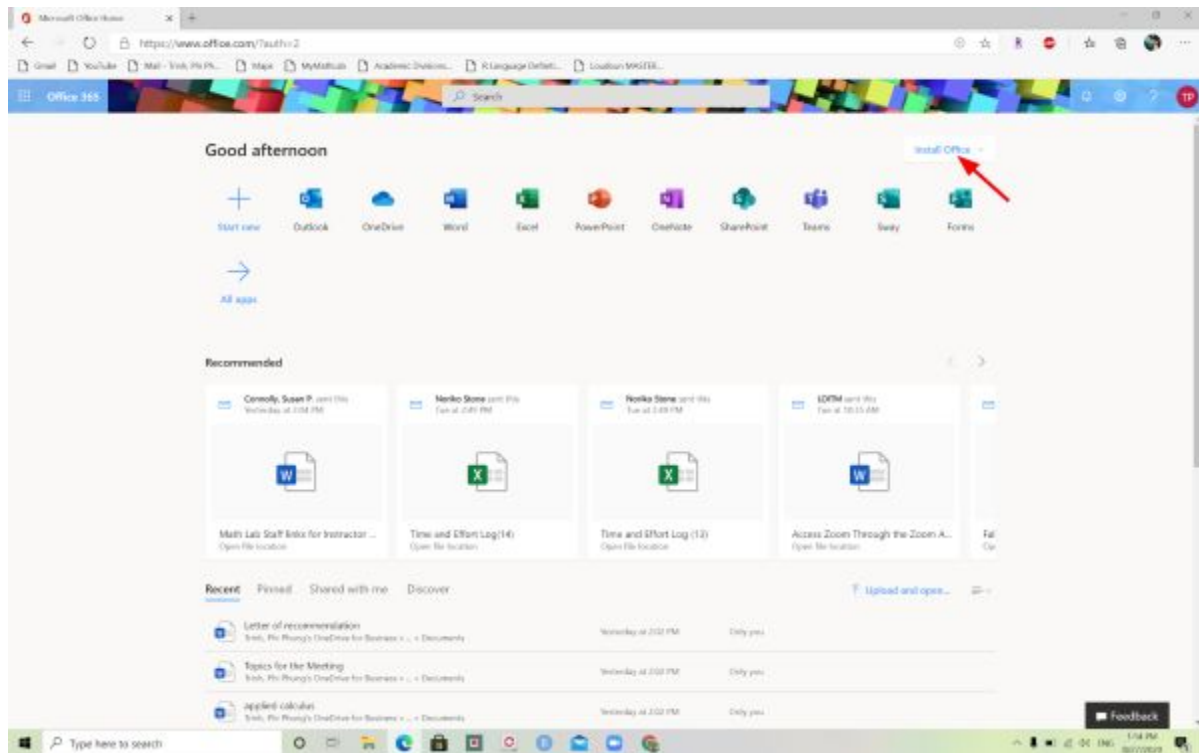
How can I download Office 365, which I need for my course?

As long as you are a student at NOVA, you are able to use Office 365 at no cost. Here is the link to download all the software that college provide:

<https://www.nvcc.edu/ithd/students/software.html>

When you click on this link, then click on Office 365.

After you click on the Office 365 link, click on Install Office,



After you click on Install, the software will be downloaded to your computer. When the software is finished downloading, you can run to install MS office and begin to use Excel, Word.