MyLabsPlus Troubleshooting

In order to use the MyLabsPlus system successfully, make sure you do the following:

- Disable your pop-up blocker
- Use either the Mozilla Firefox or Google Chrome browser (not Internet Explorer)
- Update your plugins, including Adobe Flash Player

If you have trouble with any of these steps, you can contact the HelpDesk at 477-1639 or by email at helpdesk@ship.edu.

Common Problems

- **Help! I’m getting this error: “Your session has expired.”**
  
  When you receive this error, you need to clear your browser’s cache and cookies. Here are links explaining how to do this:
  
  Chrome: [https://support.google.com/chrome/answer/95582](https://support.google.com/chrome/answer/95582)
  

- **Help! I forgot my username/password!**
  
  Remember that the default username is your Ship email address (including the @ship.edu), and the default password is 1234. If you need additional help, there are links to technical support below the login boxes on the main MyLabsPlus page.
  
  If you have issues resetting your password, let me know. There may be an issue with the spam filter blocking the password reset email.

- **Help! My computer crashed and I couldn’t do my homework/quiz!**
  
  In general, you will not be allowed to make up any homework or quiz that you fail to turn in, regardless of the reason why. If your computer stops working, you should be able to access your MyLabsPlus account from any of the 24-hour computer labs on campus. It is your responsibility to complete assignments on time.

- **Help! I’m having a technical issue and I don’t know how to fix it!**
  
  If you are having problems accessing the MyLabsPlus site, there is usually nothing I can do to fix it for you. You may be having a technical problem with your computer, or the site may be experiencing difficulties. Keep in mind that during peak hours (evenings and weekends), the MyLabsPlus site can be slow. I recommend working on your homework and quizzes during off-peak hours if possible.
  
  You may contact the publisher’s 24/7 help line by going to [http://247support.custhelp.com](http://247support.custhelp.com).