

Brightspace MyLab and Mastering Standard Configuration Guide for System Administrators

This document describes the configuration for enabling the Pearson MyLab and Mastering solution within the Brightspace (formerly known as Desire2Learn or D2L) Learning Management System, including:

1. **[Request MyLab and Mastering remote plug-in credentials](#)**
How to request the Consumer Key and Secret for the MyLab and Mastering tool configuration
2. **[Add the MyLab and Mastering at the Brightspace plug-in](#)**
How to add the MyLab and Mastering plug-in
3. **[Map roles and organizations unit types](#)**
How to map Brightspace and Pearson roles and organization unit types to ensure that students can successfully register for and access a Pearson course
4. **[Troubleshoot common errors](#)**
How to resolve common errors and Pearson resources for additional assistance

MyLab and Mastering is only available for the Brightspace SaaS-based solution.

SECTION 1: Request MyLab and Mastering credentials

This section describes how to request the consumer key and secret for the MyLab and Mastering remote plug-in configuration. A single set of credentials is requested per Brightspace installation by the Brightspace system administrator.

Credential Request

1. Go to: <https://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l>
2. Enter the following:
 - **Your Institution**
 - **Installation Type** (Select Production, Testing, or Other)
 - **Email Address**
 - **First Name**
 - **Last Name**
 - **Phone Number** (Optional)
 - **Job Title** (Optional)
3. Select the **I'm not a robot** check box and wait until you see a check mark.
4. Select **Submit**. A confirmation page with the consumer key and secret generated for your institution appears.
5. Check your email for a secure message containing the configuration information. You are prompted to create an account with Pearson's secure email provider, Sendinc, to access the email message containing these credentials.


SECTION 2: Add the MyLab and Mastering Plug-in


To configure MyLab and Mastering for Brightspace, you:

1. [Add a remote plug-in](#) for MyLab and Mastering
2. [Add a second plug-in \(course widget\) at the system/instance level](#) or [add the MyLab and Mastering external tool with a link the instructor adds to a course module](#).


Add a remote plug-in for MyLab and Mastering

 **Note:** Before completing the following steps, verify your institution is running a Brightspace SaaS-based solution.

1. Select  to access the Brightspace Admin Tools.
2. Select **Remote Plugins**.
3. Select **New Remote Plugin** to add the external tools required for the MyLab and Mastering integration.
4. Enter the following on the Create a New Remote Plugin page:
 - **Launch Point:** <https://tpi.bb.pearsoncmg.com/highlander/api/o/lti/links>
 - **Secret:** [Consumer secret](#) you obtained previously.
 - **Key:** [Consumer key](#) you obtained previously. The format of this value is *institutionvalue.d2l.com*
 - **Name:** MyLab and Mastering

 Enter the name exactly as it appears in this guide, with no spaces before or after the name. You can enter spaces in between the words.

- **Description:** <https://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l>
- **Small Icon:** <https://tpi.bb.pearsoncmg.com/highlander/resources/img/links/Pearson-Logo-50x50.png>
- **Large Icon:** [Leave this value blank.]
- **System Test:** [Leave this value blank.]
- **Plug-in Type:** Course Builder
- Make the link available to all Org Units and descendants of that Org Unit that use the MyLab and Mastering integration.

 **Note:** The secure email you receive when you request your credentials lists the key ahead of the secret, but, when you configure your remote plugins in Brightspace, the area for the secret appears before the key. The key appears in the format *yourschool.d2l.com*.

5. Select **Save**.

Create a second remote plug-in (course widget) or add an external tool with a link


There are two options to finish adding MyLab and Mastering for Brightspace:

- **Option 1:** Create another remote plug-in (course widget) at the instance/system level.
- **Option 2:** Create the MyLab and Mastering external tool as a link that the instructor adds to a course module.

Option 1: Add a second plug-in (course widget) at the system/instance level

1. Select **New Remote Plugin** to add the second plugin required for the MyLab and Mastering integration.
2. Enter the following on the New Remote Plug-in page:

- **Launch Point:** <https://tpi.bb.pearsoncmg.com/highlander/api/o/lti/minitoolswidget>
- **Secret:** [Consumer secret](#) you obtained previously.
- **Key:** [Consumer key](#) you obtained previously. The format of this value is *institutionvalue.d2l.com*
- **Name:** MyLab & Mastering Links

 Enter the name exactly as it appears in this guide, with no spaces before or after the name. You can enter spaces between words.

- **Description:** <https://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l>
- **Small Icon:** [Leave this value blank.]
- **Large Icon:** [Leave this value blank.]
- **System Test:** [Leave this value blank.]
- **Plug-in Type:** Widget
- **Plug-in Height:** 68
- Make the link available to all **Org Units** and descendants of that Org Unit that use the MyLab and Mastering integration.

3. Select **Save**.
4. Navigate to the Brightspace Admin Tools view, and select **External Learning Tools**.
 - a. Select **MyLab and Mastering launch**. Under Security Settings, select **Use link security settings** and make sure these check boxes are selected:
 - Send tool consumer information to tool provider
 - Send context information to tool provider
 - Send LTI user ID and LTI role list to tool provider
 - Send user name to tool provider


- b. Select **MyLab and Mastering Links launch**. Under Security Settings, select **Use link security settings** and make sure these check boxes are selected:
 - Send tool consumer information to tool provider
 - Send context information to tool provider
 - Send LTI user ID and LTI role list to tool provider
 - Send user name to tool provider
5. From the Brightspace Admin Tools view, select **Manage Extensibility**.
- a. Search for the Pearson's MyLab and Mastering v1.0 application in the Extensibility list. If you do not see Pearson application, select the **Force Application Sync** button to get the latest Brightspace Application updates, which include Pearson's MyLab and Mastering v1.0.
 - b. Enable the Pearson's MyLab and Mastering application, if not enabled by default.

Option 2: Add a content browser link at the course level

For option 2, the system administrator adds MyLab and Mastering as an external tool that the instructor can add as a link in a course module.

Add the external tool (system administrator)

 **Note:** Before completing the following steps, verify your institution is running a Brightspace SaaS-based solution.

1. Select  to access the Brightspace Admin Tools.
2. Select **External Learning Tools**.
3. Select **New Link**.
4. To create a new external tool link, complete these fields:
 - **Title:** MyLab and Mastering
 - **URL:** <https://tpi.bb.pearsoncmg.com/highlander/api/o/lti/tools>
 - **Description:** <https://tpi.bb.pearsoncmg.com/keymaster/ui/u/index?consumer=d2l>
 - **Secret:** The [consumer secret](#) you obtained previously.
 - **Key:** The [consumer key](#) you obtained previously. Note the format of this value is *institutionvalue.d2l.com*
5. Under Security Settings, select **Use link security settings** and make sure these check boxes are selected:
 - Send tool consumer information to tool provider
 - Send context information to tool provider
 - Send LTI user ID and LTI role list to tool provider
 - Send user name to tool provider

6. Under **Make link available to**, select the courses (org units) to which you want to make the link available.

7. Select **Save and Close**.

MyLab and Mastering Tools will now be available as an option when selecting External Learning Tools for Add an Existing Activity.

Add the external tool to a course module (instructor)

1. Login to Brightspace with an instructor account and enter your Brightspace course.
2. Under Course Administration, select **Content**.
3. Under **Table of Contents**, select **Add a module** and enter a name such as **MyLab and Mastering**.
4. Under **Add Existing Activities**, select **External Learning Tools**.
5. Select the **MyLab and Mastering** tool you just created.

The MyLab and Mastering link is now available in the module under Content Browser.

SECTION 3: Mapping roles and organizations unit types

This section describes how to map Brightspace and Pearson roles and organization unit types to ensure that students can successfully register for and access a Pearson course.

Map Roles

1. Navigate to the Brightspace Admin Tools view.
2. Select **IMS Configuration**.
3. Select the **Roles** tab.
4. Ensure that the role types are mapped as follows:

Brightspace Role	Mapped Roles (IMS standard)
Instructor	Faculty, Instructor, Staff
Student	Student, Learner
Super Admin	Instructor, Administrator
Administrator	Instructor, Administrator

Map Organization Unit Types

1. Navigate to the Brightspace Admin Tools view.
2. Select **IMS Configuration**.
3. Select the **Org Unit Types** tab.
4. Ensure that the organization unit types are mapped as follows:

Brightspace Organization Unit Type	Mapped Organization Unit Type (IMS standard)
Course Template	CourseTemplate
Course Offering	CourseOffering
Group	Group
Section	CourseSection

SECTION 4: Troubleshooting common errors

If you encounter errors, check that:

- The current course start and end dates are included for the course or that defaults are used.
- There are no spaces preceding or trailing the course name.
- There are no special characters in the course name or in the user's course role description:
 - UTF8 characters related to non-English characters (acute, grave, cedilla, etc.) can often be used with a workaround by the Product team that usually takes two to three weeks to implement.
 - There is no workaround for special characters in English (parenthesis, double dash, etc.)
- There are no special characters in the institution name.
 - There is currently no workaround for special characters in the institution name.
- The institution name is less than 32 characters.
- The course name is less than 32 characters.
- If you try to add a component link and see a message saying: "An error occurred: Unable to add or update links in your course" make sure you [updated the security settings](#).



How do I find information regarding Pearson system issues?

The Pearson System Status site provides up-to-date performance information for a subset of Pearson Higher Education products. The goal of this site is to improve the customer experience by providing updates about system disruptions and outages.

<https://support.pearson.com/getsupport/s/article/Pearson-System-Status-Site>

Installation support: If you have questions or receive errors when installing and testing this integration, please contact mylab.d2i@pearson.com for support.

End-user support: After installation, instructors and students can contact Pearson Support at <https://support.pearson.com/getsupport/s/>. You can contact a support representative or search for relevant articles by entering **MLMBrightspace** in the search box.