

Tips for Students on Mastering Biology

How do students gain access to Mastering?

Students need to register online

Students register online from the Mastering login page for your discipline (www.masteringchemistry.com, www.masteringphysics.com, www.masteringbiology.com, etc.) to gain access for a specific duration.

- **Registration requirements:** Students need either a student access code (usually provided with their purchase of a new book or standalone access code card from the school bookstore) or they can purchase access online by going to the Mastering login page and clicking **Students**, then **No**. If you need more information about student access codes, contact your instructor.

Log in to Mastering

1. Go to the Mastering login page for your discipline: www.masteringbiology.com, etc.).
2. Enter the login name and password you created during [registration](#).
3. Click **Log In**.
For increased security, your password is encrypted before your credentials are authenticated. After you log in for the first time, you're guided through the process of creating your first course.

If you forget your login name or password: Click [Forgot your login/password?](#) from the Mastering login page. If you can supply either your login name or the email address on record for your account, Pearson will send an email with your login name and password as soon as possible.

Log out

When you finish your Mastering session: Always log out explicitly, by clicking **Log Out** at the top right. Avoid just closing the browser window because this may not end your personal session.

How students join (enroll in) a course: Registered students who log in to Mastering for the first time are asked to either enter their Course ID to access the online course, or select a book and go to its [Study Area](#) and/or [eText](#) self-study resources (if available for their book selection). You can get the course ID from your instructor.

Log in

To ensure that you can work in Mastering: Please check that your computer is compatible with the [system requirements for Mastering](#). You may need to adjust a system setting or download a player to see all available content. Students are also advised to check these.

Edit your user account information

You can update your user account information for Mastering, such as your email address or your password, anytime after you [register](#).

Edit your account information

1. [Log in](#) to the Mastering login page for your discipline (www.masteringchemistry.com, www.masteringphysics.com, www.masteringbiology.com, etc.).
2. Click your name beside "Logged in as" in the upper right.
3. Click **Edit Profile**.
4. Enter your login name and password (to verify your identity) and click **Log In** in the lower right. (You may have to scroll to see the button.)
If you have forgotten your password:
Click **Forgot your Login Name/Password?** and follow the on-screen instructions. Pearson will email your credentials to you as soon as possible.
5. Click **Edit Account Information**, make your edits, and click **Save**.
Allow an hour or so for changes to propagate through the system, more at the beginning of semesters.
6. To have a copy of your settings emailed to you, click **Email Account Profile** at the top right.

Time limit for Assignments

Most assignments are timed. Please do not deviate away from the assignment. The clock runs even though you have logged out. Attempt your assignments only if you have time to complete them in one sitting.

Security issues and solutions

If you cannot see Hints or submit answers, your computer may have its security levels incorrectly set.

Check Mastering [system requirements](#) to make sure your computer meets minimum requirements, in particular:

- *If you have a popup blocker:* Make sure that it accepts popups from the Mastering site.
- *If Javascript isn't enabled:* Enable it.
- *If you can't see assignment applets:* Check to see that your Flash Player version is current.

If that doesn't work, try a clean reinstall of your browser, or try another browser. Firefox is particularly robust: <http://www.getfirefox.com>

Is your computer on a network?

If the computer you are using is on a network (such as a university network, library, or computer lab), are other people seeing the same problem? Does the same problem occur with a computer not on the same network? If everyone on the network is having the same problem, it's a network security issue.

Network security issues

In rare cases, educational networks identify students' Mastering answers as insecure communications, and stop all answers getting through to us. This is due to network security issues. Usually it's promptly caught when an alert student realizes that their answers are not being posted to the Scores area. ([How to check your Mastering assignment scores](#)) If you don't see your answers, please contact [Customer Technical Support](#) to report this issue.

Five ways to improve your grade with Mastering

Give yourself enough time to complete assignments.

- **You can see at a glance which assignments are due in the next 7 days** when you log in to your Course Home page in Mastering. Completing assignments on time will avoid any late penalty that may apply.
- **[Check the system requirements](#)** at the beginning of your school term, if you get a new computer, or if you plan to work on a different computer than you normally do. This can help you avoid losing valuable time during an assignment. [Possible browser or setting issues](#)
- **Once you start a [timed assignment](#), you need to complete it within its time limit.** The assignment due date and time take precedence over the time limit for an assignment.
- **You could lose time on assignments if your Internet service goes down unexpectedly.** Losing your Internet connection or logging out will NOT stop the timer for a [timed assignment](#) which you have started. Contact your instructor if you need to request an extension.

Keep working even if you don't know the answer.

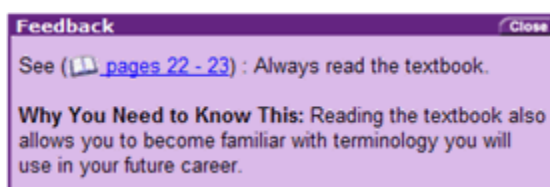
- **When available, use the Hint button available below the answer box.** Hints can provide a simpler question or a contextual clue. If you don't know the answer to a main Part question, it's usually to your advantage to open and/or answer hints. [More on Hints](#)
- **Avoid guessing on multiple choice questions.** You'll almost always lose points if you're wrong. [About the grading of multiple-choice questions](#)
- **Avoid choosing Show Answer or Give Up.** Although this will allow you to move on, you will lose all credit for the Part.

How answer feedback can help you.

You may see some feedback responses after you [submit an answer](#). Feedback is not available for all questions. Instructors can restrict the appearance of feedback for an assignment.

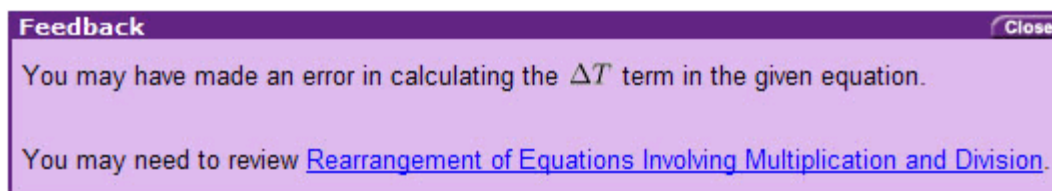
- **Correct, Completed, Try Again, and x Attempts Remaining** - These are common responses when you submit an answer. "Completed" is what you see if your instructor has turned off the display of whether your answer is correct. [Info about number of answer attempts](#)
- **Purple feedback box** - You might also see answer feedback in a purple box or in a box labeled Feedback without the purple shading, as shown in the samples below. *If you think the feedback is unclear or have another issue with it:* Please [submit your comment as you complete the assignment item](#) or contact [Customer Technical Support](#).

Sample 1 - Feedback box with eText page link



The link opens the eText for immediate access to the textbook material about which you just answered incorrectly.

Sample 2 - Feedback box with link to math review



Based on the weakness identified in your incorrect answer, the link leads to targeted practice on a similar math problem or to math learning aids.

Sample 3 - Answer box and feedback box when your numeric answer doesn't match the officially correct answer but is within the grading tolerance

Express your answer numerically to at least three significant figures.

sum = 1.250×10^4

Correct

submit hints my answers show answer review part

Feedback

Close

Your answer 12504 was either rounded differently or used a different number of significant figures than required for this part.

When your answer doesn't match the official correct answer in Mastering but is within grading tolerance of the full-precision answer, your answer is accepted as correct. (Whether you see Correct or Completed in the answer box depends on your instructor.) The *Feedback box* displays the answer you entered with a message saying that your answer was either rounded differently or used a different number of significant figures than required. *If you need this result for any later calculation in this assignment item:* Keep all the digits and round only as the final step before submitting your answer. [More on significant figures and rounding](#)

Pay attention to the way assignments are graded.

- **The grading policy can vary from assignment to assignment.** Check the [grading policy for individual assignments](#) for details about the number of answer attempts allowed, late penalties, and more.
- [How grading works](#)
- **Find out about [grading tolerance and significant figures](#),** for physics or other math-intensive disciplines.
- **Don't lose credit to cheaters.** A student may tell you that he or she wants your login information to "try out" Mastering, "just to see how it works." The student may actually use your student account to try out answers. The wrong answers will count against your grade and cannot be erased. Your account may also be flagged and you could be [suspended from the course](#).

Use provided study resources and answer feedback

- **Assignment resources - When working assignments, click Resources in the upper right** to open the eText, Constants, Periodic table, or Study Area that may be available.
- **Study area -** When available, check out the Study Area for additional online learning and practice.

- **Answer feedback** - Clicking a link from a purple feedback box may lead to applicable pages in your eText for review or to math practice. For some types of problems, answer feedback can also provide you with the "officially correct" Mastering answer to use in later Part calculations. [More about answer feedback](#)
- **Rework items for practice** - You may be able to rework some assignment items for practice to help prepare for exams. Your instructor controls whether this is allowed for an assignment.

Why Mastering assignments can help your overall course performance.

- Most students don't like Mastering the first week of the course. That's because you have to work in a different way. Instead of waiting for your assignment to be graded, you can get immediate feedback.
- Studies show that if you work a little each day on your assignments, you will do better overall in the course. Students who have used Mastering in the past would agree. By the end of the term, about 90% of the students not only like Mastering, they would recommend it to other professors and students.