

# MyLabsPlus

## الدعم والمساعدة

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إعداد

فريق دعم البلاك بورد

2015 م

## MyLabsPlus الدعم الفني :

للوصول إلى الدعم الفني ل MyLabsPlus يرجى اتباع الخطوات الآتية :

1- تسجيل الدخول إلى كتاب الرياضيات ، ثم الضغط على تبويب Help & Support

The screenshot shows the MyMathLab interface for course 10420. The top navigation bar includes 'Courses', 'Hello,', 'Help & Support' (highlighted with a red box and a red arrow), and 'Sign Out'. The course title '10420' is displayed in a blue header. Below the header, there is a 'Course Home' section with a sidebar menu containing 'Course Home', 'Homework', 'Quizzes & Tests', 'Gradebook', 'Chapter Contents', 'Multimedia Library', and 'Course Tools'. The main content area features a calendar for May, 'Upcoming Assignments...' with a 'Next Due' timer showing 04:20, 'Announcements' with a 'Welcome to MyMathLab' message, and 'My Results' showing an overall score of 75 and a course timeline. A 'My Progress' section shows homework at 11% and a study plan at 0/4.

2- ستظهر الصفحة التالية . اختر منها Support

The screenshot shows the 'MyMathLab Help & Support' page. The URL is 'help.pearsoncmg.com/mlp/mlp\_stu/mlp\_mml\_stu\_help\_support\_bridge.html'. The page title is 'MyMathLab Help & Support'. The content includes links for 'Student Help', 'Search the Knowledge Base', 'MyMathLab', 'Tours & Training', 'Support' (highlighted with a red box), 'System Requirements', and 'Accessibility'. Below these links, there is a section for 'For Pearson 24/7 Technical Support assistance:' with a link to 'Search the knowledgebase, send a question, or chat with a representative.' and a phone number 'To speak with a representative, call 888-883-1299.'

أو يمكنك الوصول إلى الدعم الفني لكتاب الرياضيات بالضغط على تبويب **BB Support** في صفحة البلاك بورد كما هو موضح :

**SEU Support**

**Blackboard Support**  
8:00 AM to 2:00 PM - Sunday to Thursday  
You should submit a support ticket - Submit a Bb support ticket  
Note: Any ticket opened after 2:00 PM will receive reply by next working day

**Call Center (for general SEU inquiries)**  
Phone: 920001590 - Contact us here  
8:00 AM to 8:00 PM - Sunday to Thursday  
Sending an email to this address will open a support ticket  
Note: Any ticket opened after 8:00 PM will receive reply by next working day

**MyLabsPlus Support**  
Find answer on MyLabsPlus - click here  
Send question to MyLabsPlus support team - click here

**Blackboard FAQ**  
Blackboard frequently asked questions

**Faculty Support Materials**  
Blackboard Videos  
Blackboard Guides  
FAQs

**On Demand Help and Learning Catalog**  
Learn more about Blackboard Learn through our [On Demand Learning Center](#). The On Demand Learning Center includes short, interactive video lessons called Quick Tutorials and short documents, called Getting Started Guides, designed to get you familiar with a feature in 15 minutes.

**Other SEU Services**  
Banner System  
EF System  
Services Portal  
Email

**Plug-ins and Tools**  
Icons for various software and tools including Adobe Acrobat, Java, and various web browsers.

**Browser Settings**  
Use the button below to check if your web browser is properly configured to use Blackboard  
Test Browser