

## How a Student Can Enroll in a myITcertificationlabs Course

In this walkthrough you will learn how to redeem your myITcertificationlabs student access code to gain access to your instructor's Pearson myITcertificationlabs course.

This document includes the three procedures, the first two of which cover the situations that apply to students:

- You already have your myITcertificationlabs access code (either bundled with the textbook or sold separately as a physical access code card)
- You do not already have an instructor access code and need to purchase access online

The third procedure teaches you how to join your instructor's myITcertificationlabs course instance (you will need to have your instructor's Course ID in order to complete this procedure).

## PROCEDURE: For Students Who Already Have a Student Access Code

1. Visit [www.myitcertificationlabs.com](http://www.myitcertificationlabs.com) and click **Students**.

The screenshot shows the homepage of myITcertificationlabs.com. The navigation bar includes 'HOME', 'PRODUCTS', 'TOURS & TRAINING', and 'SUPPORT'. On the left, there are two main sections: 'Returning Users' with a 'Log In' button and 'Need help?' link, and 'Register or Buy Access' with a 'New user? Start here...' message and two dropdown menus: 'Students' (circled in red) and 'Instructors'. The main content area features a 'Welcome to myITcertificationlabs!' message, a description of the platform, and an 'ANNOUNCEMENTS' section with three entries. A red circular badge on the right says 'Browser Tune-Up'. The footer contains copyright information and links for 'Legal Notice', 'Privacy Policy', and 'Permissions'.

2. On the **Student Registration** page, click **I already have an access code**.

The screenshot shows the 'Student Registration' page. The navigation bar is the same as the homepage. The main heading is 'Student Registration' with a sub-heading 'Register your access code or buy access'. Below this, there is a blue box with two links: 'I already have an access code' (circled in red) and 'I need to buy access'. To the right of these links are three help icons with text: 'If you do not have an access code card, choose "I need to buy access."', 'Watch a step-by-step tutorial on how to register for myITcertificationlabs and enroll in a course.', and 'I need more registration help'. The footer is identical to the homepage.

3. On the **License Agreement and Privacy Policy** page, click **I Accept**.

**PEARSON**

### License Agreement and Privacy Policy Help ?

By registering to use a Pearson Education online learning system, I certify that I have read and agree to the **Pearson License Agreement** and the **Pearson Privacy Policy**.

I understand that my personal information may be stored in and/or accessed from jurisdictions outside of my resident country. I consent to this storage and/or access.

The personal information that I use with a Pearson Education online learning system can include my name and contact information, my answers to questions that are part of the course, my marks on tests or other course requirements, and any comments about me made by my instructor.

**Privacy Policy** ?

#### Pearson Education Privacy Statement

Pearson Education ("Pearson") recognizes the importance of protecting the privacy of Personally Identifiable Information about you as a user of our online learning applications, websites and educational evaluation tools ("applications"). Follows is an overview of Pearson's Privacy Policy which is wholly contained within the [Pearson End-User License and Privacy Agreement](#) to which end users consent when registering for a Pearson application.

Information considered by Pearson to be Personally Identifiable Information ("PII") is: your full name, address.

**License Agreement** ?

#### Pearson End-User License and Privacy Agreement

Please print and keep a copy of this End-User License and Privacy Agreement ("Agreement"). Use of this Website constitutes acceptance of this Agreement. If you do not agree to abide by the terms and conditions of this Agreement, please do not register for this Website.

Pearson may change any of the terms in this Agreement at any time. Changes will become effective upon

4. On the **Access Information** page under **Do you have a Pearson Education account?**, fill in the appropriate information. If you already have a Pearson Education account, then select **Yes** and fill in your details. Otherwise, select **No** to create a login name and a password to create a new account.

Finally, under **Access Code**, type or paste in your student access code.

**TIP:** If you have copied the access code to your computer's clipboard, then you can click **Switch to a single box for pasting your access code** and simply paste the code in as a single string.

PEARSON Steps to Register

Access Information Account Information Confirmation & Summary

Access Information \* Fields are required [Video Tutorial](#) [Help](#)

Do you have a Pearson Education account?

Yes

No

**\* Create a Login Name**

tsw2002

Create a login name and password. Choose something that is easy to remember.

It is recommended that you use your email address. It must be at least four characters. [See acceptable characters.](#)

**\* Create a Password**

●●●●●● Strength: Good

Your password cannot be the same as your login name.

Create a password. It must be at least 8 characters with at least one letter and one number. [See acceptable characters.](#)

**\* Re-type your Password**

●●●●●●

Not Sure

Access Code

Enter your access code.

**\* Access Code**

KSPAPL - FUSIL - STAND - NEAGH - ASTAR - DICES

[Switch to a single box for pasting your access code](#)

**Example**  
SIMPLE-FRILL-TONLE-WEIRS-CHOIR-FLEES

Cancel **Next**

5. In the **Account Information** page, complete all of the required fields. If your school is not listed in the **School Name** drop down list, then select **Other** and fill in the details. Click **Next** to continue.

Account Information \* Fields are required [Video Tutorial](#) [Help](#) ?

MyITCertification: A for Soper/Mueller/Prowse, A Cert Guide, 1/e, Self-Study Version STU

**Personal Information** ?

\* First Name  \* Last Name  Instructors might send course information to your email address. Important subscription and system information will also be sent to you.

\* Email Address  Enter a valid email address. [See acceptable characters.](#) [Don't have an email address?](#)

\* Re-type Your Email Address

**School Location** ?

\* School Country

\* School Zip or Postal Code  Enter your ZIP or Postal Code to see a list of schools in your area. [Need help finding your school's Zip or Postal code?](#)

\* School Name  Select the name of your school from the list. If your school is not listed, select "Other" at the bottom of the list.

**Security Question** ?

If you contact us, we will ask you this question to confirm your identity.

\* Security Question

\* Your Answer

**May we contact you?** ?

Let me know about other Pearson Education products and services to help me succeed.

6. On the **Confirmation & Summary** page, click **Log In Now**.

**NOTE:** Do not click **Join a Class** in this screen. We explain how to join your instructor's class in the section named **PROCEDURE: How to Join Your Instructor's Course**, later in this document.

**PEARSON** Steps to Register

✓ Access Information ✓ Account Information ● Confirmation & Summary

### Confirmation & Summary Print This Page

You have subscribed to a Pearson Education online product. Please [print this page](#) as your receipt. You will also receive a confirmation email for your records.

**Register for a class** ?

Need to join an online class? ( [Not Sure?](#) ) Have your Class ID ready and click the following button:

**Join a Class** ▶

**You now have access to...** ?

#### Pearson Pegasus Learning Management System

**Log In Now** ▶

If you need to review or edit your account information, visit your [Account Summary](#) page.

Role: Student	Account ID: 28039682
Expiration Date: Sep 13, 2011	Order ID: 53717313
Section or Module: myITcertificationlab: A+ for Soper/Mueller/Prowse, CompTIA A+ 220-701 and 220-702 Cert Guide, 1/e Student Access	Login Name: tsw2002

**About Your Transaction** ?

If you have any problems logging into or using this site, please contact [Customer Technical Support](#). If you need to review or edit your account information, visit your [Account Summary](#) page.

Transaction Date: Mon Sep 13 17:06:31 EDT 2010  
Order ID: 53717313  
Email Address: ██████████@comcast.net

# PROCEDURE: For Students Who Need to Purchase Online Access to myITcertificationlabs

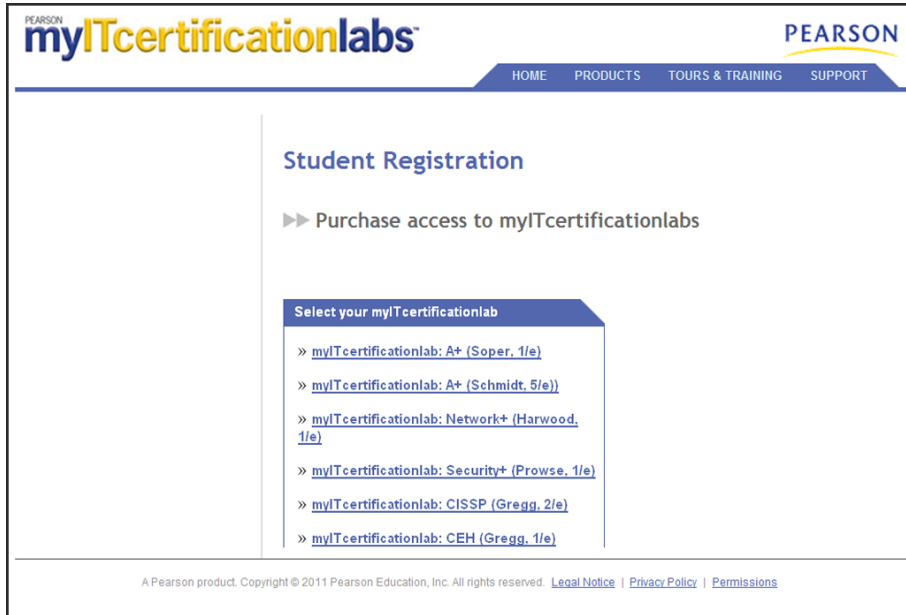
1. Visit [www.myitcertificationlabs.com](http://www.myitcertificationlabs.com) and click **Students**.

The screenshot shows the homepage of myITcertificationlabs.com. The navigation bar includes HOME, PRODUCTS, TOURS & TRAINING, and SUPPORT. The main content area features a 'Returning Users' section with a 'Log In' button and a 'Need help?' link. Below that is the 'Register or Buy Access' section, which contains a 'New user? Start here' message and two links: 'Students' (circled in black) and 'Instructors'. To the right, there is a 'Welcome to myITcertificationlabs!' message and an 'ANNOUNCEMENTS' section with three entries. A red circular 'Browser Tune-Up' button is located on the right side of the page.

2. On the **Student Registration** page, click **I need to buy access**.

The screenshot shows the 'Student Registration' page. The navigation bar is the same as the homepage. The main content area has a heading 'Student Registration' and a sub-heading 'Register your access code or buy access'. Below this, there are two links: 'I already have an access code' and 'I need to buy access' (highlighted with a red box). To the right of these links are three help icons with text: 'If you do not have an access code card, choose "I need to buy access."', 'Watch a step-by-step tutorial on how to register for myITcertificationlabs and enroll in a course.', and 'I need more registration help'.

Next, from the **Select your myITcertificationlabs** list, click the appropriate product link.



The screenshot shows the myITcertificationlabs website interface. At the top left is the Pearson myITcertificationlabs logo. At the top right is the Pearson logo. Below the logos is a navigation bar with links for HOME, PRODUCTS, TOURS & TRAINING, and SUPPORT. The main content area is titled "Student Registration" and includes a link to "Purchase access to myITcertificationlabs". Below this is a section titled "Select your myITcertificationlab" which contains a list of certification options, each with a right-pointing arrow and a link:

- » [myITcertificationlab: A+ \(Soper, 1/e\)](#)
- » [myITcertificationlab: A+ \(Schmidt, 5/e\)](#)
- » [myITcertificationlab: Network+ \(Harwood, 1/e\)](#)
- » [myITcertificationlab: Security+ \(Prowse, 1/e\)](#)
- » [myITcertificationlab: CISSP \(Gregg, 2/e\)](#)
- » [myITcertificationlab: CEH \(Gregg, 1/e\)](#)

At the bottom of the page, there is a footer with the text: "A Pearson product. Copyright © 2011 Pearson Education, Inc. All rights reserved. [Legal Notice](#) | [Privacy Policy](#) | [Permissions](#)"



3. Agree to the licensing agreement by clicking **I Accept**.

**PEARSON**

### License Agreement and Privacy Policy [Help ?](#)

By registering to use a Pearson Education online learning system, I certify that I have read and agree to the **Pearson License Agreement** and the **Pearson Privacy Policy**.

I understand that my personal information may be stored in and/or accessed from jurisdictions outside of my resident country. I consent to this storage and/or access.

The personal information that I use with a Pearson Education online learning system can include my name and contact information, my answers to questions that are part of the course, my marks on tests or other course requirements, and any comments about me made by my instructor.

#### Privacy Policy [?](#)

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Information considered by Pearson to be Personally Identifiable Information ("PII") is: your full name, address, email

#### License Agreement [?](#)

**Pearson End-User License and Privacy Agreement**

Please print and keep a copy of this End-User License and Privacy Agreement ("Agreement"). Use of this Website constitutes acceptance of this Agreement. If you do not agree to abide by the terms and conditions of this Agreement, please do not register for this Website.

Pearson may change any of the terms in this Agreement at any time. Changes will become effective upon posting. If you do not choose to accept the changes to the terms of this Agreement, you may cancel your access to the Website as

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[Customer Technical Support](#) | [Privacy Policy](#) | [License Agreement](#)

4. On the **Product Selection** page, fill in the appropriate information. If you already have a Pearson Education account, then select **Yes** and fill in your details. Otherwise, select **No** to create a login name and a password to create a new account. Then click **Next**.

**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

**Product Selection** \* Fields are required [Video Tutorial](#) [Help](#) ?

**Purchase Price** ?

myITcertificationlab: A for Soper, 1/e Second Edition Online Purchase  
Price: \$65.00 USD

**Do you have a Pearson Education account?** ?

**Yes**

\* **Login Name**

\* **Password**

[Forgot your Login Name or Password?](#)

**No**

**Not Sure**

Cancel **Next** ▶

5. On the **Account Information** page, fill in the rest of your account details. If your school does not appear in the **School Name** drop-down list, then select **Other** and complete the rest of the details manually. Click **Next** to continue.

**PEARSON** Steps to Register

Product Selection  Account Information  Payment Information  Confirmation & Summary

### Account Information

\* Fields are required [Video Tutorial](#) [Help](#) ?

myITcertificationlab: A for Soper, 1/e Second Edition Online Purchase  
Price: \$65.00 USD

Welcome back, Tim. Review your account information and update as needed.

#### Personal Information

\* **First Name**  \* **Last Name**  Instructors might send course information to your email address. Important subscription and system information will also be sent to you.

\* **Email Address**   
Enter a valid email address. [See acceptable characters.](#)  
[Don't have an email address?](#)

\* **Re-type Your Email Address**

#### School Location

\* **School Country**

\* **School Zip or Postal Code**  Enter your ZIP or Postal Code to see a list of schools in your area.  
[Need help finding your school's Zip or Postal code?](#)

\* **School Name**   
Select the name of your school from the list. If your school is not listed, select "Other" at the bottom of the list.

\* **Other School Name**

\* **School City**

\* **School State**

#### May we contact you?

Let me know about other Pearson Education products and services to help me succeed.

6. On the **Payment Information** page, fill in your payment information and billing address. Then click **Continue**.

**PEARSON** Steps to Register





Product Selection  Account Information  Payment Information  Confirmation & Summary


### Payment Information

\* Fields are required [Video Tutorial](#) [Help](#) [?](#)

Item(s) for Purchase	Quantity	Price
myITcertificationlab: A for Soper, 1/e Second Edition Online Purchase	1	\$65.00 USD
Coupon Code <input type="text"/> <input type="button" value="Update"/>		
Appropriate sales tax will be applied		Merchandise Subtotal
		\$65.00 USD

#### Enter Payment Information

Pay by Credit Card    

Pay with PayPal 

\* Cardholder's Name

\* Credit Card Number

\* Expiration Date 01-January  2011

#### Billing Address

Enter the billing information for the payment method selected above.

\* Address

Address Line 2

Address Line 3

\* City

\* State or Province

\* ZIP or Postal Code

\* Country

\* Phone Number

\* Your Name

E-mail Address tldubb@gmail.com

This purchase will appear on the credit card statement or PayPal account as **Pearson Education**.

7. On the **Order Summary** page, verify your information and then click **Place Order** to process the order.

**PEARSON** Steps to Register

Product Selection  Account Information  Payment Information  Confirmation & Summary

### Order Summary

[Video Tutorial](#) [Help](#)

**Billing Address** [Change](#)

Timothy L Warner  
7802774444444444  
Apartment 101, 123 45678  
1234567890  
9876543210  
tldubb@gmail.com

**Payment Method** [Change](#)

Credit Card: American Express | Last 4 digits: 1234

Item(s) For Purchase	Quantity	Total Price
myITcertificationlab: A for Soper, 1/e Second Edition Online Purchase	1	\$65.00 USD
	Merchandise Subtotal	\$65.00 USD
	Tax	\$0.00 USD
	<b>Total</b>	<b>\$65.00 USD</b>

[Back](#) [Cancel](#) [Place Order](#)

8. On the **Confirmation & Summary** page, click **Print This Page** if you'd like to save a copy of your purchase receipt. Next, click **Log In Now** to access the myITcertificationlabs Web application.

**PEARSON** Steps to Register

Product Selection Account Information Payment Information Confirmation & Summary

## Confirmation & Summary Print This Page

Thank you! Your purchase and registration are complete. Please [print this page](#) as your receipt.

**Start your work right away!** Simply click a Login button below to begin using that website with the login name and password you created.

There is no need for an access code or additional registration steps. You have immediate access to the website(s) listed below and can start your work right away!

You will receive a confirmation email containing your purchase information, and your login name and password.

You now have access to...

### Pearson Pegasus Learning Management System

**Log In Now**

If you need to review or edit your account information, visit your [Account Summary](#) page.

<b>Role:</b> Student	<b>Account ID:</b> 24425063
<b>Expiration Date:</b> Feb 01, 2013	<b>Order ID:</b> 60473466
<b>Section or Module:</b> myITcertificationlab: A+ for Soper, 1/e Second Edition Student Access	<b>Login Name:</b> tdubb@gmail.com

You also have access to...

### eBook+ Simple URL Linking

**Role:** Student  
**Expiration Date:** Feb 3, 2036  
**Section or Module:** eBook+ Simple URL Linking-A+ Cert Guide, Soper, 1e

About Your Purchase

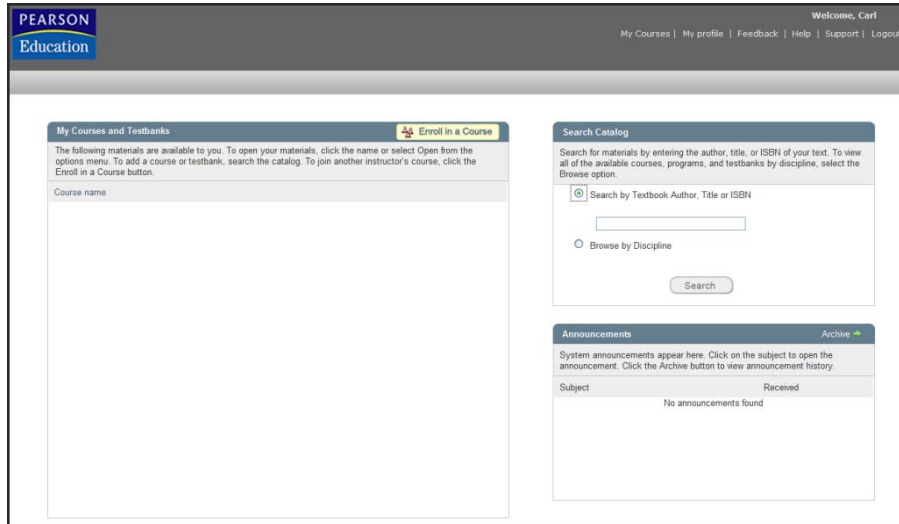
Your purchase in the amount of **\$65.00 USD** has been processed and will appear on the credit card statement or PayPal account as **Pearson Education**.

If you have any questions about this purchase, contact our [Customer Service](#) and have the following information ready:

**Purchase Date:** Thu Feb 03 10:21:47 EST 2011  
**Transaction Number:** WEBE210912096259  
**Order ID:** 60473466  
**Email Address:** tdubb@gmail.com

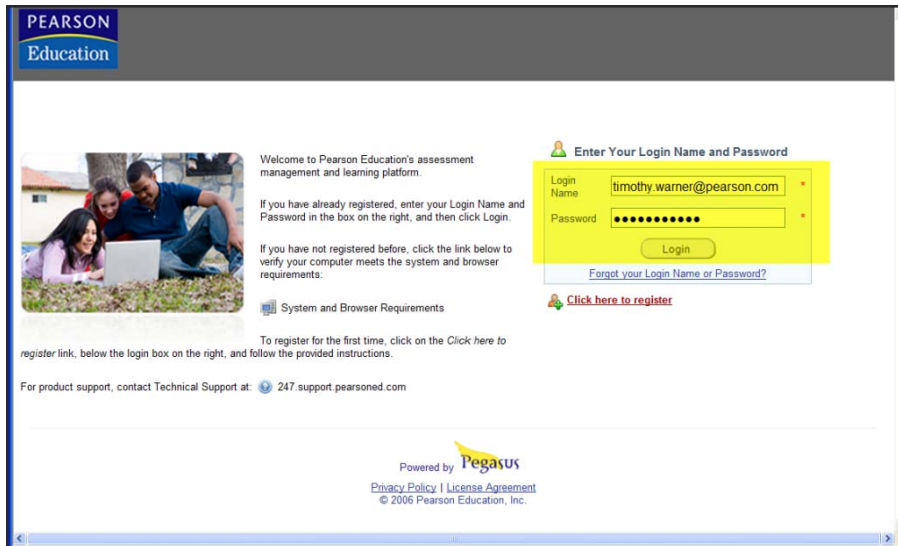
Copyright Pearson Education, 1997-2011  
[Customer Technical Support](#) | [Privacy Policy](#) | [License Agreement](#)

9. You are now ready to join your instructor's course. Please see the next section, **PROCEDURE: How to Join Your Instructor's Course**, for more information.



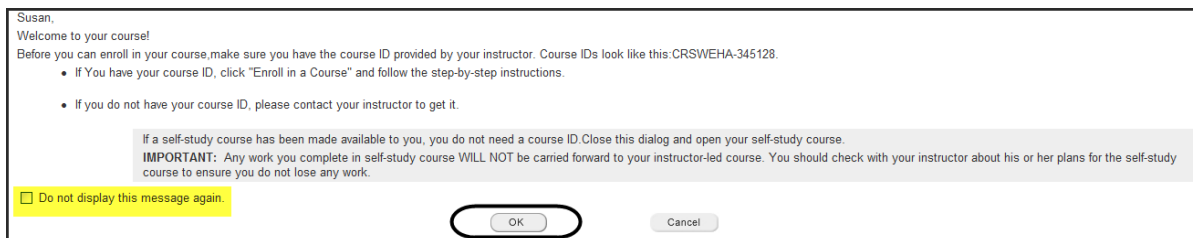
## PROCEDURE: How to Join Your Instructor's Course

1. Log into myITcertificationlabs (<http://pegasus2.pearsoned.com/Pegasus>) by using your previously created Pearson account credentials.



2. The first time that you log into myITcertificationlabs, you may see the following dialog boxes; these are intended to help you gain familiarity with the system.

In the **Student Help Text** dialog, read the course enrollment information. Next, place a check in the **Do not display this message again** box and click **OK**.





3. In the **Course Assistant Intro** dialog box, read the welcome text and then click the **Next** arrow.

### Course Assistant Intro

Welcome to your Pearson MyLab or MyTest.


Throughout your experience, these Course Assistant screens will appear when you click certain tabs. The Course Assistant provides information about the most common tasks you will need to perform to get the most out of your online course or testbank.

From any Course Assistant page, you can click any icon to:

- Navigate through a quick on-screen tutorial about how to complete a task
- Learn more about what you can do on the applicable MyLab or MyTest page
- Find out what a term means
- Print the tips for future reference

You can access the Course Assistant at any time from the **Course Assistant** link in the upper-right corner of the page. To prevent the Course Assistant from appearing, click the **Don't show this Course Assistant again** link in the bottom right of the window.

Click **Next** to continue.

**NEXT** 

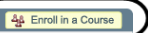
4. Next to **My Courses**, click **Enroll in a Course**.

PEARSON Education



Welcome, Susan Warner

My Courses | My profile | Feedback | Help | Support | Logout

#### My Courses

 Enroll in a Course

The following courses are available to you. Click the course name or select Open from the options menu to open the course you want to work with. To join another course, click the Enroll in a Course button.

Course name
myITcertificationlab: A+ (Soper/Mueller/Prowse, 1/e), OLP no eBook R2

myITcertificationlab: A+ (Soper/Mueller/Prowse, 1/e), OLP with eBook R2


#### Announcements

Archive →

System announcements appear here. Click on the subject to open the announcement. Click the Archive button to view announcement history.

Subject	Received
<a href="#">IMPORTANT Course Maintenance ...</a>	9/7/2010 5:25:00 PM

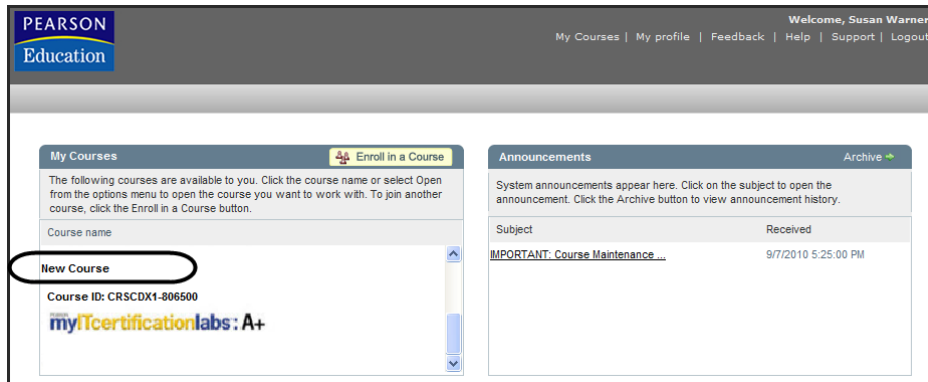
5. Type the Course ID that was provided to you by your instructor in the **Course ID** box and then press **Submit** (labeled **1** in the below screenshot). Click **Confirm** to agree to the License Agreement and Privacy Policy (2). Finally, click **Enter Course Now** to access the course (3).

**NOTE:** It is crucial that your instructor have his or her myITcertificationlabs course already configured and share his or her Course ID with you for you to join the class.

The screenshot displays the 'Steps to Register' page on the Pearson Education website. It is divided into three main sections, each with a numbered step indicator:

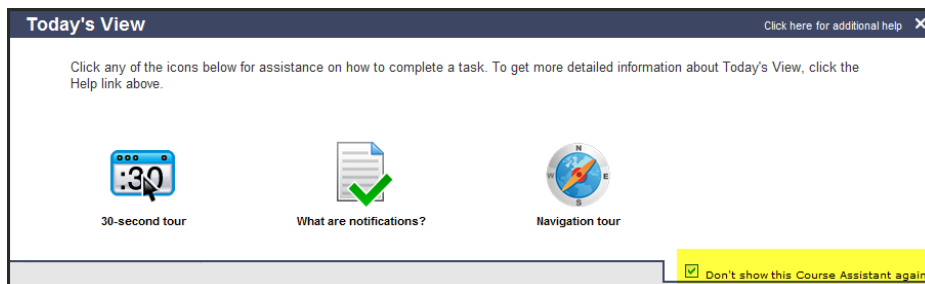
- Step 1: Course ID**
  - Includes a 'Need help?' link and a note: '\* Fields are required'.
  - Contains a text input field for 'Course ID' with the value 'CRSCDX1-806500' and a 'Submit' button labeled '1'.
  - Text below the field: 'A Sample Course ID looks like: CRSWE9D-10000000378'.
  - Text to the right: 'The instructor is the only person who can provide your Course ID. If you do not have a Course ID, please contact your instructor to obtain your Course ID.'
- Step 2: Confirm Course**
  - Section header: 'Verify Course and Instructor'.
  - Text: 'The Course ID you entered matched the following instructor and course.'
  - Course details: 'Course: New Course', 'End Date: 9/13/2011 12:00:00 AM'.
  - Instructor details: 'Instructor: Edward Niespodziany', 'Instructor E-mail: niespode@cf.edu'.
  - Text: 'Please verify that the course information above is correct. If the course name is incorrect, confirm the Course ID with the instructor, enter correct CourseID and Click the "Confirm" button to continue.'
  - Section header: 'License Agreement and Privacy Policy'.
  - Text: 'By submitting this page, you indicate that you have read, understood, and agree to our [license agreement](#) and [privacy policy](#)'.
  - 'Confirm' button labeled '2'.
- Step 3: Summary**
  - Text: 'You have successfully subscribed to a Pearson Education online product. You will receive a confirmation e-mail shortly. We encourage you to [print a copy](#) of this page for your records.'
  - Section header: 'Login Name and Password'.
  - Text: 'You will be prompted to enter your Login Name and Password each time you want to access a product listed below.'
  - Login details: 'Login Name : tsw2002', 'Password : \*\*\*\*\*'.
  - Section header: 'You Now Have Access To'.
  - Text: 'New Course (CRSCDX1-806500), taught by Edward Niespodziany (niespode@cf.edu)'.
  - 'Enter Course Now' button labeled '3'.

6. In the **My Courses** list, click the title of your instructor's course.

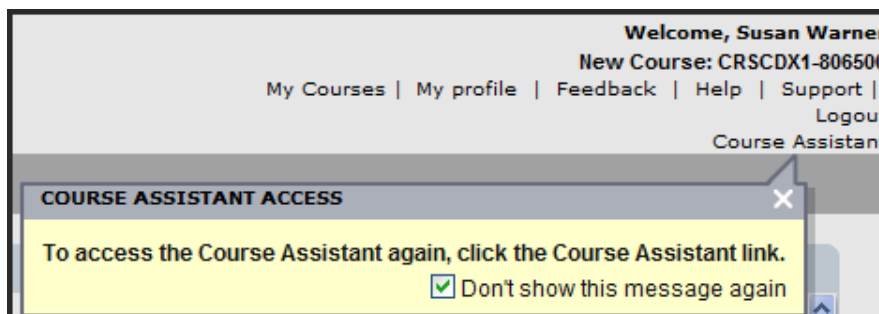


7. The first time that you log into a myITcertificationlabs course, you may see the Course Assistant. This wizard is intended to help familiarize you with the product.

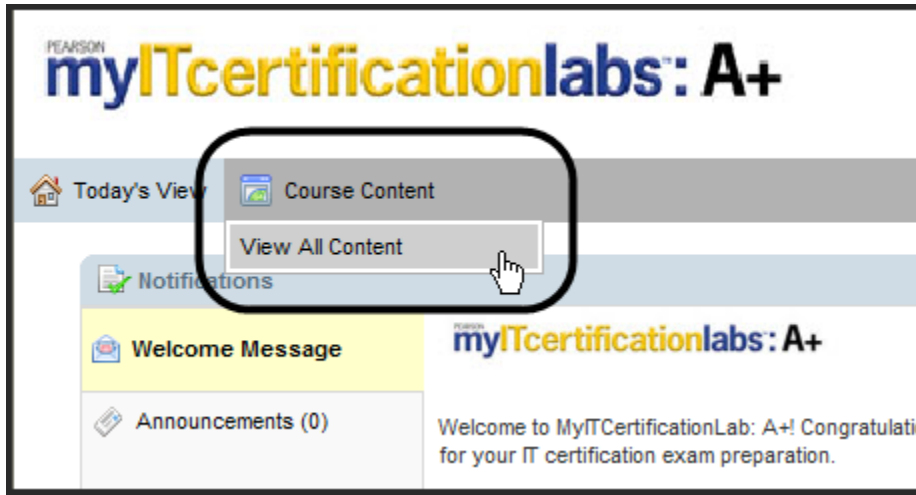
In the **Today's View** dialog box, place a check in **Don't show this Course Assistant again** and then close this window.



You will then be prompted to close the **Course Assistant Access** dialog box:



8. You can access the course table of contents (TOC) by opening the **Course Content** menu and selecting **View All Content**.



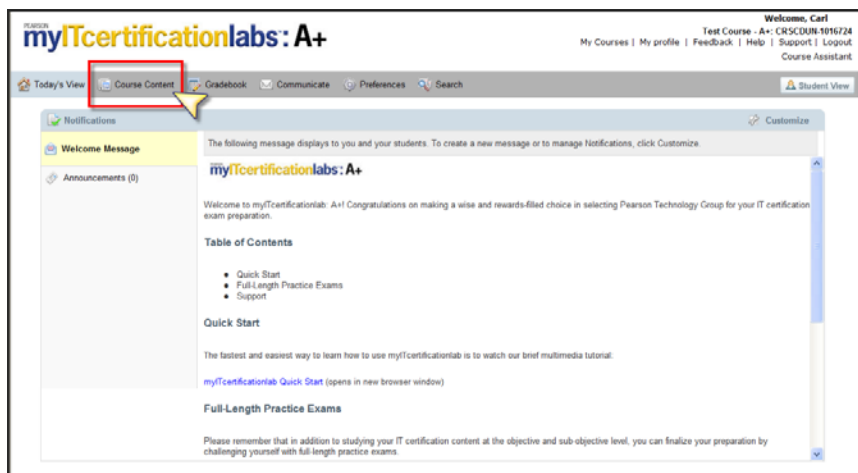
## How to Link your eText to Your Instructor

In this walkthrough you will learn how to connect your eText to your instructor's shared copy. This will allow your instructor to add annotations to his or her eText and have them show up in your copy.

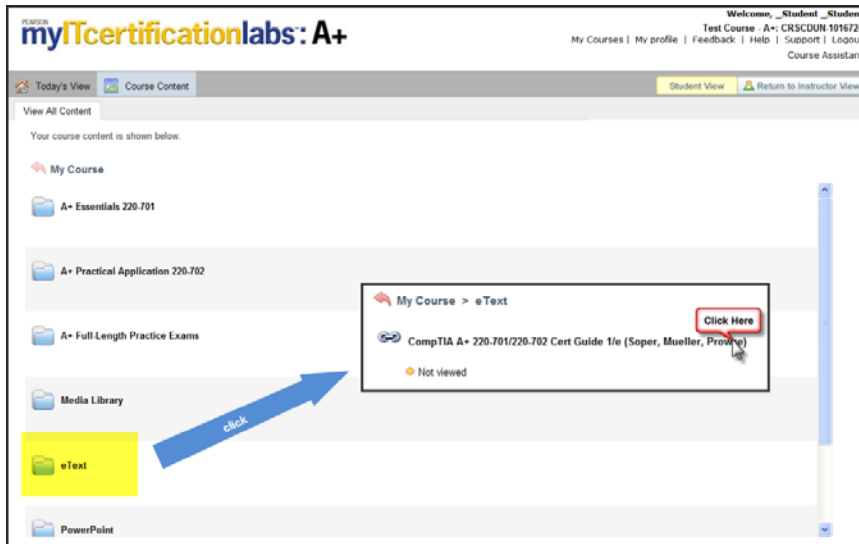
### PROCEDURE: Join Your Instructor's eText

Before we begin, make sure that you obtain your instructor's eText Course ID for the eText.

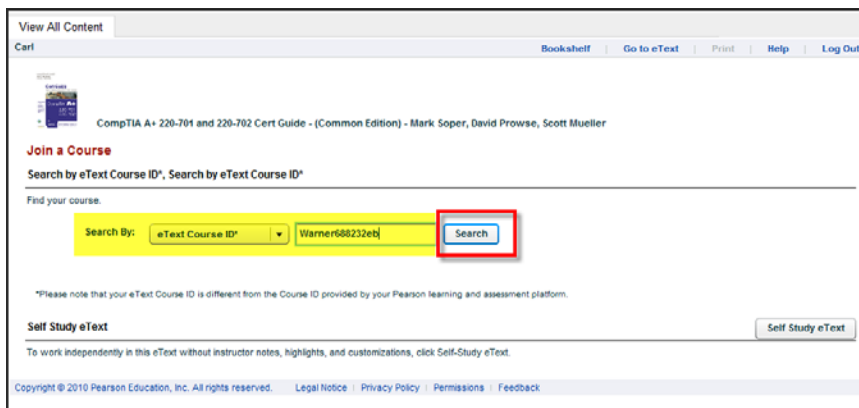
1. From the course home page, click **Course Content** > **View All Content** to access the course table of contents (TOC).



2. In the TOC, click the eText folder, and then the eText hyperlink inside.



3. On the **Join a Course** page, make sure that the **Search By** filter is set to **eText Course ID**. Next, type the eText Course ID that you have already received from your instructor. Click **Search** to continue.



4. The **Join a Course** page expands to show a match on the eText Course ID. After you verify the correct eText Course ID, Instructor Name, etc, click **Join**.

	Course Title	Section Name	eText Course ID*	Instructor Name	Institution
<a href="#">Join</a>	CompTIA A+ 220-701 and	NET102 - Fall 2011	Warner688232eb	Timothy Warner	Test School

5. On the **Course Joining Complete** page, verify the title of the eText, instructor, eText Course ID, etc., and then click **Go to eText**.

View All Content

Bookshelf | Print | Help | Log Out

eText Course ID: Warner688232eb  
Courses: CompTIA A+ 220-701 and 220-702 Cert Guide - NET102 - Fall 2011  
CompTIA A+ 220-701 and 220-702 Cert Guide - (Common Edition) - Mark Soper, David Prowse, Scott Mueller

**Course Joining Complete**  
You have successfully joined Instructor Timothy Warner's CompTIA A+ 220-701 and 220-702 Cert Guide, NET102 - Fall 2011 Course.

**Course Details**

Instructor: Timothy Warner  
eText Course ID: Warner688232eb  
Course Title: CompTIA A+ 220-701 and 220-702 Cert Guide  
Section Name: NET102 - Fall 2011

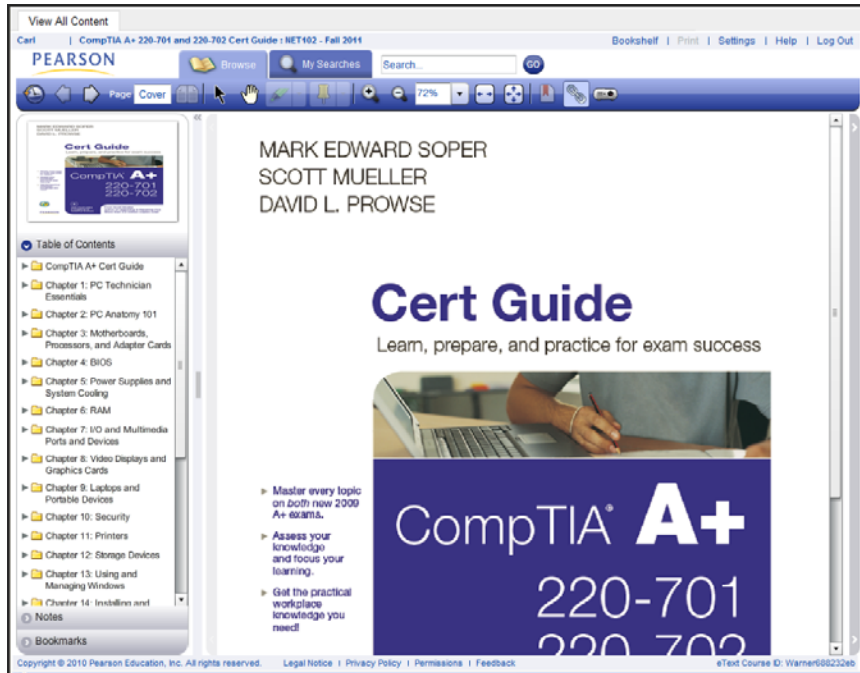
You may view your course information, join additional courses, and set preferences by selecting the Settings link in your eText.

[Go to eText](#)

Please note that your eText Course ID is different from the Course ID provided by your Pearson learning and assessment platform.

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6. You can now highlight, perform and save searches, and so forth, within your eText. Students can also now see any notes that the instructor may have added to the eText.





## How to Access the myITcertificationlabs Virtual Labs

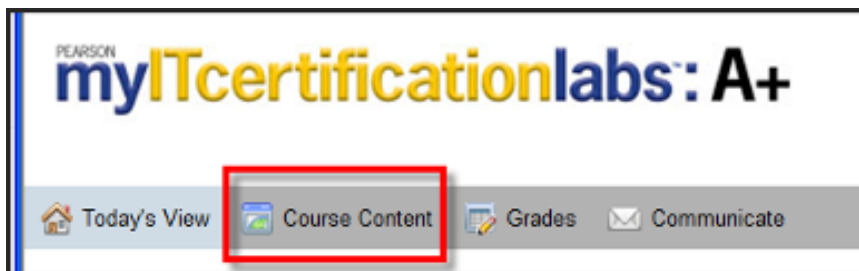
In this walkthrough you will learn how to gain access to the Virtual Lab content in myITcertificationlabs courses.

**NOTE:** Virtual Labs are available only in the **myITcertificationlabs A+ with Virtual Labs** product.

### PROCEDURE: Gaining Access to Virtual Labs

Make sure that you have the Toolwire Virtual Labs access code before you begin this procedure.

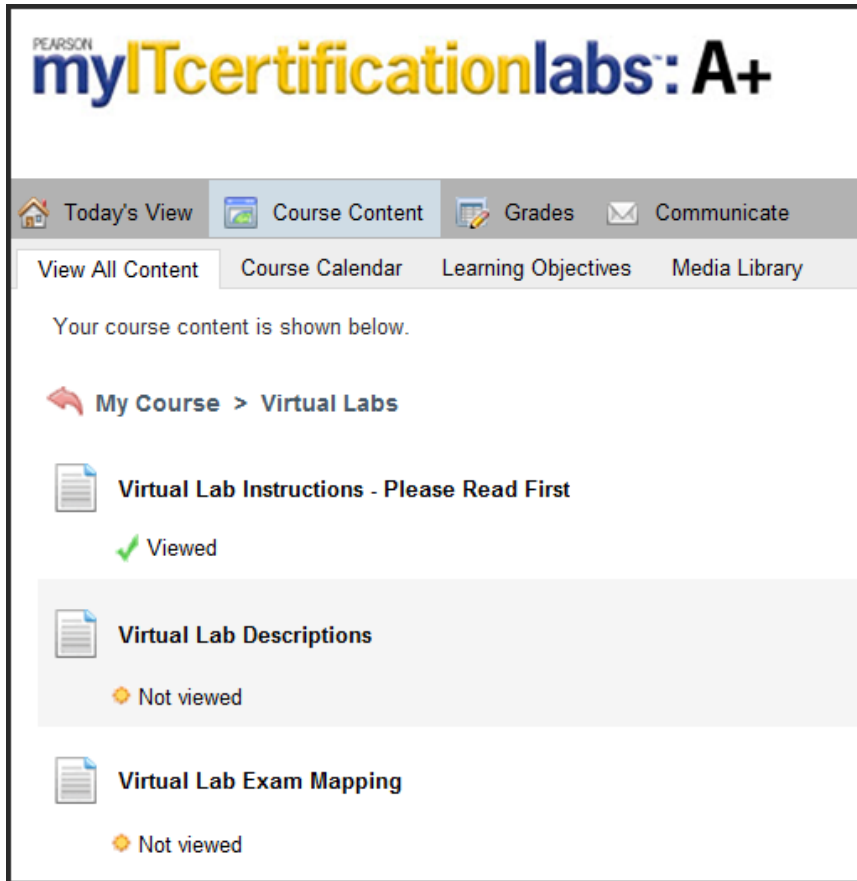
1. Log into your myITcertificationlabs course and click **Course Content**.



2. In the Course Table of Contents (TOC), click the Virtual Labs folder. Note the purpose of the three included documents:

- **Virtual Lab Instructions – Please Read First:** This document contains directions for accessing the Virtual Labs
- **Virtual Lab Descriptions:** This document provides detailed explanations of the included Virtual Labs

- **Virtual Lab Exam Mapping:** This document associates the Virtual Lab content with the associated IT certification exam that they support



3. Open the document **Virtual Lab Instructions – Please Read First** and click the Virtual Lab access hyperlink:

<https://campus.toolwire.com/pear/start.asp?RID=pearson>

Next, follow the three-step instructions on the Toolwire landing page. These steps ask you to:

- Verify your computer settings
- Create a Toolwire account and redeem your Toolwire Access Code
- Login to the Virtual Lab content

## Verify Your Computer Settings

1. Simply follow the instructions in this section of the page and install any necessary components on your computer.

WINDOWS 2000, XP OR VISTA REQUIRES INTERNET EXPLORER 5.5, FIREFOX 3 OR GREATER  
Other browsers are not supported. If you are using Windows Vista, open Internet Explorer > Internet Options > Security tab > Trusted Sites > Sites > **un-check**, Require server authentication (https)... > **type**, \*.toolwire.com > Add.

DISABLE ALL POP-UP BLOCKERS  
Some pop-up blockers can cause problems when accessing our hands-on labs. Disabling them ensures you will have a trouble free experience.

INSTALL THE JAVA CLIENT  
[Java](#) is required to access our Windows Servers through the Internet. Please follow the installation instructions on the Sun website.

INSTALL THE CITRIX ICA WEB CLIENT FOR INTERNET EXPLORER  
The [Citrix ICA Web Client](#) is required for Internet Explorer to access our Windows Server through the Internet. Select "Run" and follow the installation instructions.

VERIFY FLASH 8 OR HIGHER IS INSTALLED  
If you don't see the animated bouncing steel balls to the right then you need to upgrade your Flash player to version 8 or higher. [Click to update your Flash Player to the latest version](#). Once you update your Flash version, you will need to close all your open browsers and try again.

## Create a Toolwire Account

1. On the **Account Creation** page, provide your e-mail address and agree to the license agreement. Next, click Create Toolwire Account. You will receive instant e-mail confirmation. The e-mail message contains your initial account password.

**TOOLWIRE.**

### Account Creation

1. FILL OUT THE FORM BELOW. We'll send you an email containing a login link, username, and password.
2. CLICK THE EMAIL LOGIN LINK. Enter your login information on the Login page. Once logged in you'll be prompted to enter your Access Code if you have no active Labs--click the activate Labs link.
3. ENTER THE ACCESS CODE(S). Access Codes are 14 digit Toolwire codes that activate your lab subscription. Contact your education provider if you don't have one.
4. LAUNCH LABS

Email:

Confirm Email:

License Agreement

**End User License Agreement**

PLEASE READ THIS AGREEMENT CAREFULLY.

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I do NOT accept the agreement.  I have read and accept the agreement.

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## Activate Your Toolwire Access Code

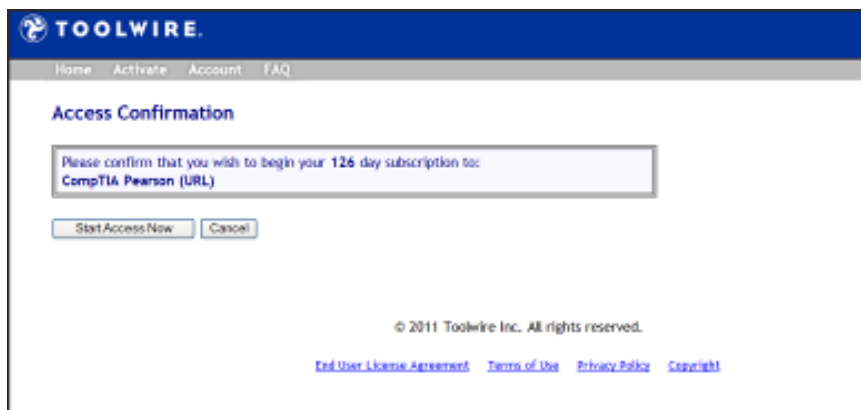
1. On the **Activate Access** page, type in your Virtual Lab Access Code and click **Start Lab Access**.

Students receive their Virtual Lab Access Code from their Student Access Pack; instructors receive their code from their Pearson sales rep.



**NOTE:** The Toolwire Access Code and the myITcertificationlabs access code are completely different code types and are therefore not interchangeable.

2. On the **Access Confirmation** page, confirm your Virtual Lab access and then click **Start Access Now**.



## Log Into the Virtual Labs

1. Once you've logged into Toolwire, you can access your Virtual Labs. Simply click the lab you want to start and you're off and running!

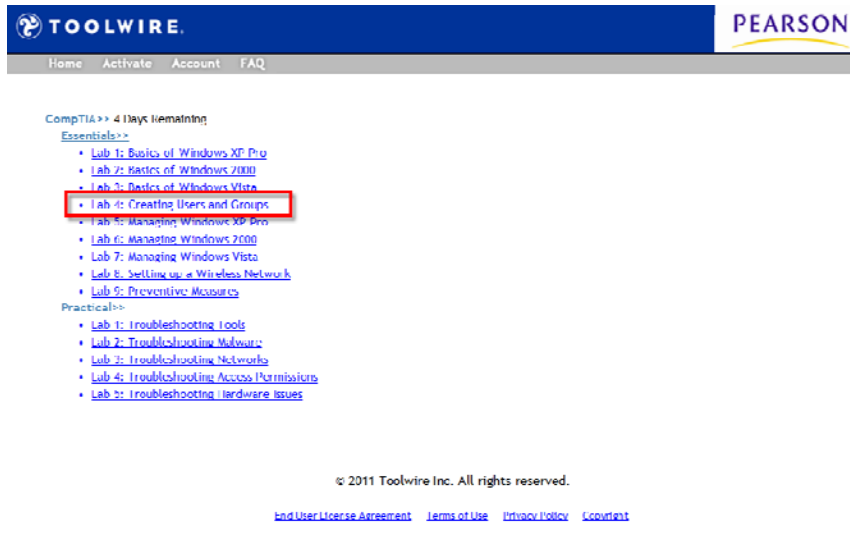


**TIP:** Once you're logged into Toolwire, please click **Account** and change your password. You will also want to set a Web browser bookmark for the Toolwire lab list page (<https://campus.toolwire.com/pear/home.asp>) to make future visits more convenient.

## PROCEDURE: Using the Virtual Labs

In this lesson, we will learn how to use the CompTIA A+ virtual lab content.

1. Log into Toolwire and choose a virtual lab from the list. In this example, we will select the **Creating Users and Groups** virtual lab from the **Essentials** section.



The screenshot shows the Toolwire website interface. At the top, there is a blue header with the 'TOOLWIRE' logo on the left and the 'PEARSON' logo on the right. Below the header is a navigation bar with links for 'Home', 'Activate', 'Account', and 'FAQ'. The main content area displays 'CompTIA >> 4 Days Remaining' and a section titled 'Essentials >>'. Under this section, there is a list of virtual labs:

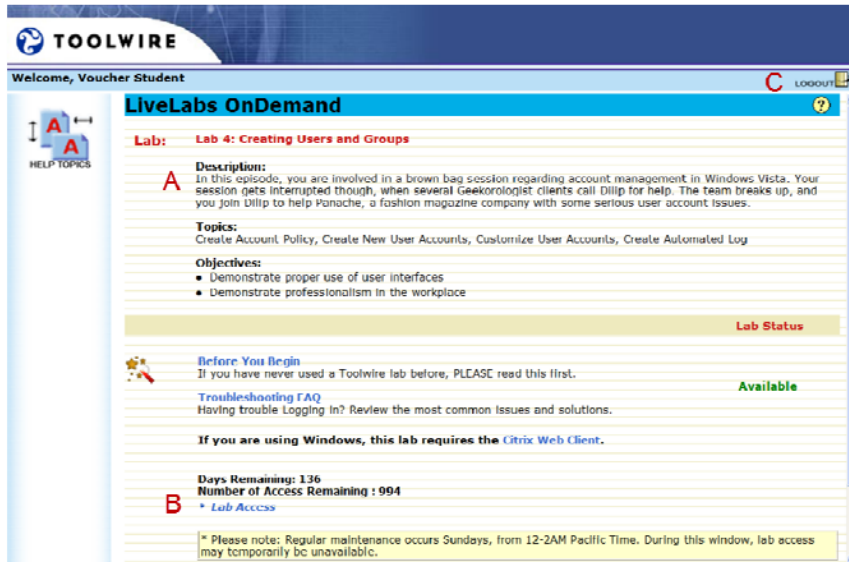
- [Lab 1: Basics of Windows XP Pro](#)
- [Lab 2: Basics of Windows 2000](#)
- [Lab 3: Basics of Windows Vista](#)
- **[Lab 4: Creating Users and Groups](#)**
- [Lab 4: Managing Windows XP Pro](#)
- [Lab 4: Managing Windows 2000](#)
- [Lab 7: Managing Windows Vista](#)
- [Lab 8: Setting up a Wireless Network](#)
- [Lab 9: Preventive Measures](#)

Below the 'Essentials' section is a 'Practical >>' section with a list of labs:

- [Lab 1: Troubleshooting Tools](#)
- [Lab 2: Troubleshooting Malware](#)
- [Lab 3: Troubleshooting Networks](#)
- [Lab 4: Troubleshooting Access Permissions](#)
- [Lab 5: Troubleshooting Hardware Issues](#)

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2. In the **LiveLabs OnDemand** screen, read through the lab scenario (**A** in the following exhibit). When you are ready to start the lab, click **Lab Access** (**B**).



The screenshot shows the 'LiveLabs OnDemand' interface. At the top, it says 'TOOLWIRE' and 'Welcome, Voucher Student'. The main heading is 'LiveLabs OnDemand'. Below this, the lab title is 'Lab 4: Creating Users and Groups'. A red letter 'A' is placed next to the 'Description' section, which reads: 'In this episode, you are involved in a brown bag session regarding account management in Windows Vista. Your session gets interrupted though, when several Geekorologist clients call Dillip for help. The team breaks up, and you join Dillip to help Ponoche, a fashion magazine company with some serious user account issues.' Below the description are sections for 'Topics' (Create Account Policy, Create New User Accounts, Customize User Accounts, Create Automated Log) and 'Objectives' (Demonstrate proper use of user interfaces, Demonstrate professionalism in the workplace). A 'Lab Status' section shows 'Available'. There are links for 'Before You Begin', 'Troubleshooting FAQ', and 'If you are using Windows, this lab requires the Citrix Web Client.' At the bottom, it shows 'Days Remaining: 136' and 'Number of Access Remaining: 994'. A red letter 'B' is placed next to the 'Lab Access' link. A note at the bottom states: '\* Please note: Regular maintenance occurs Sundays, from 12-2AM Pacific Time. During this window, lab access may temporarily be unavailable.'

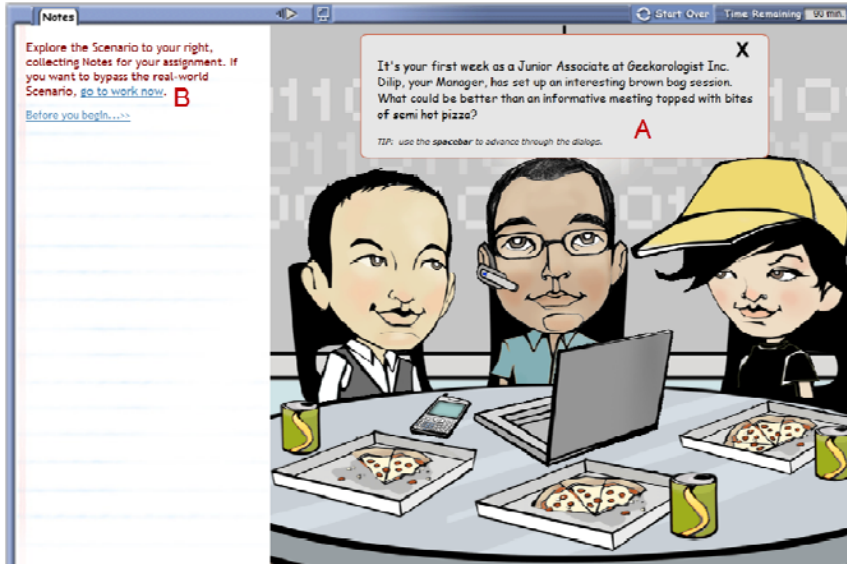
3. Please wait while the Citrix browser plug-in is loaded and the lab session is prepared.



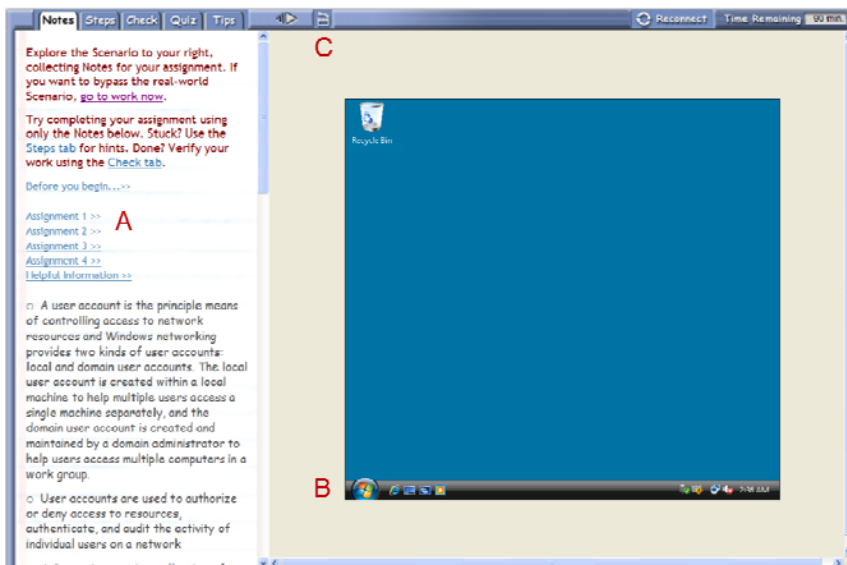
**Please wait while your lab session is being prepared.**

Executing Lab Setup Scripts...

4. Read through the scenario by pressing **SPACEBAR** or clicking your mouse to advance through the dialog screens (shown as **A** in the next exhibit). When you are ready to begin work, click **go to work now** (**B**).



5. Complete each lab assignment by using the Notes panel (A). Work within the virtual machine as if you were sitting at a physical computer (B). To revisit the lab scenario, click the appropriate button (C).





6. Review the purpose of the Virtual Labs toolbar buttons. The following list explains each one, from left to right.

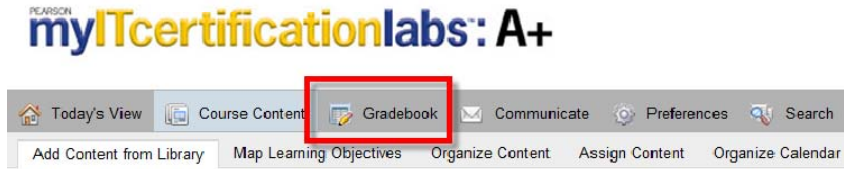


- **Notes:** Brief lab instructions
- **Steps:** Step-by-step explanation of lab instructions
- **Check:** Self-check to see how successfully you completed the lab steps
- **Quiz:** Discussion questions pertaining to lab-specific subject matter
- **Tips:** Shortcuts and alternative ways to complete the lab tasks
- **Expand Instructions Pane:** Widens the text area; click again to contract the panel
- **Return to Scenario:** Review the scenario animation
- **Reconnect:** Reestablishes a "stuck" or hung session
- **Time Remaining:** Lab sessions are 90 minutes

## PROCEDURE: Using the Gradebook

In this exercise we will learn how to use the myITcertificationlabs Gradebook.

1. From the main toolbar, click **Gradebook**.



2. Students can see only their own grades in their copy of the course. Instructors can see grades for all enrolled students. Navigate through the course content by using the tree view (shown as **A** in the following image).

Besides simply reviewing your work, you can also generate reports (**C**) and export grade information in a delimited file format (**D**).

