Hi,

Sometimes you can logout and log back in and that may fix the problem.
Or you may need to restart your computer or maybe try a different computer.

If this doesn't work you should contact the MyMathLab tech support to get help with this or
do an online chat (24 hour 7 days a week) with them at the following address:

https://support.pearson.com/getsupport/s/contactsupport

Phone-1-844-292-7015 (phone support may not be currently done)

DO NOT USE INTERNET EXPLORER WITH MYMATHLAB IT'S NOT COMPATIBLE
Try Chrome, Firefox or Safari. My recommendation would be to use Google Chrome.

Let me know if you get this fixed.

Mr. Barrs