I forgot my login/password. What should I do?

Your instructor has access to your user name, but does not have your password, so there is no need for you to contact your instructor about your password. On MySpanishLab® site there is a “Need help?” link right underneath the Login option. Click on that link, then on “Forgot your login info?” and your information will be retrieved. An email containing your login name and password will be sent immediately to the email address on record for you.

How do I know when the activities are due?

The easiest way to see the deadline is by going to the last page of your syllabus and looking for the homework deadline summary. Alternatively, you can also find the deadlines by simply logging into MySpanishLab® and looking for the dates on the calendar. When a little blue clock appears under a certain date, that means that you have homework due that day.

At what time are the activities due?

Except for the in-class compositions, all activities are due by 11:59 p.m.

Both the Syllabus and the online calendar say that a particular chapter is due on a particular day, but when I look at my calendar, the date is off by one day. Why do I have different due dates?

The program default time is set on Eastern Time, so you will have different due dates when you do not change your time to Central Time. As soon as you register, you need to click on “My Profile” on the top right corner and then choose “Central Standard Time (US and Canada)” from the dropdown option. If you do not do that, all your due dates will be incorrect.

I can login, but when I click on the activities, nothing happens. What do I need to do?

There are two possible issues: browser type and pop-up blockers. Please remember that MySpanishLab® only works with Explorer 6.0 or 7.0 (for PCs) and Safari 2.0 (for Macs). It is strongly recommended that you do a browser tune-up before you log in. Just go to www.MySpanishLab.com and click on the link that says “Browser Tune-up” on the bottom of the page.

If it is a pop-up blocker issue, when you see the pop-up message, click on “Always accept pop-ups from this site”, and that will take care of the pop-ups. If it is not one of these problems, then you need to contact technical support, which can be done by clicking on the tab “Support” from the main page.
What do I do if I am working on my homework and I have other technical difficulties?


How many times can I submit the same activity, how do I know what my score is and what grade does my instructor see?

You can submit the same activity up to 100 times! As soon as you submit it, the program lets you check your score for that particular activity. If you are not satisfied with the results, you may click on “Try again” until you get the maximum score. The program will record on your gradebook the highest score that you receive. Your instructor will see what you see when you click on “Grades”.

How do I know that I have done all activities that are due for a particular chapter?

An accurate way to check that you have done all activities is by clicking on “Grades”. You will then locate the item you want to check under “Course Content” on the left side of your gradebook. Click on the item (Compositions, SAM or Textbook) and scroll down to make sure that there is a satisfactory score in front of each activity.

Do I lose points if I do not insert the proper accent marks? How do I insert the accent marks?

Yes. Since your activities are automatically graded, the program will not recognize words without accent as the correct answer. If you meant to write café, for example, but you wrote cafe, without an accent, it will count off and it will not give you any credit for that answer.

When you open any activity that requires the insertion of an accent mark in the answers, you will see a pallet with letters and written accent marks in the toolbar. All you need to do is to place the cursor on the space where you want to insert the accented letter, click on the letter and the program will transfer it to your answer. Make sure the letter is placed in the correct order.

How do I post my compositions?

You post your compositions the same way you would work on a regular activity. You find the due date, open it and you start typing your sentences in the activity body. You will be able to use the tutorial, e-Book, glossary, verb chart and the accent pallet when writing your composition. You cannot copy and paste your text, so you need to write it using the text box. Once you are satisfied with your
composition and the number of words, click on “submit” or “save for later”. Saving it for later will allow it to review details or finish it later, in case you need to quit writing it. Your composition will not be submitted until you actually click on “Submit” and “Finish”. A message saying “Your Score: Pending Instructor Review” will appear.

**What should I do about my homework if I get sick?**

After the due date, you can still do your activities for practice, but they will not count towards your final grade. Essentially, you have more than a week to start working on your homework, and unfortunately getting sick and not doing your homework will hurt your grade. The best way to prevent this from happening is by doing a set of activities right after your instructor covers that particular subject in class. If you are taking Span 121 or 201, there are also the textbook activities, which need to be done before your instructor explains the subject. By working ahead of the due date, you will always be caught up with your homework. If you get sick, you will have little or no work left to do.

**How do I know what my current grade is?**

MySpanishLab® grades are weighted according to their percentages, so more likely you will be informed about your grade twice during the semester: when midterm grades are due and right before the final exam.

For the midterm grade, you can check with your instructor, who will let you know what the current maximum percentage will be. Before taking the final exam, you can also calculate your grade by using a very simple formula: Suppose your final exam is worth 20% of your final grade. To figure out your grade before taking the final exam, just divide your percentage by 80%. Your instructor can show you how to calculate and read each of your percentages.

**There are some word puzzle activities that will not submit; no matter what I do. What am I doing wrong?**

All word puzzle activities on MySpanishLab® will require three clicks to complete submission. After you finish solving the puzzle, you will need to click on “Submit” (nothing is going to happen, but you need to submit it first), then scroll both bars all the way down and click on “FINISH: Submit for grading -->”. You will then be able to confirm that you have finished, by clicking on “Finish” again.

**Should I use the “Communicate” function in MySpanishLab® to send my Instructor a message?**

It is recommended that you use the Instructor’s direct e-mail address, since there is a chance that instructors do not access MSL site every single day.