

# CONNECT HELP: For On Campus Courses Only

For further assistance please email or call Kerry Cirillo

## New classes

- ⇒ Multiple classes at Mildred Elley utilize CONNECT
- ⇒ Each class has a unique “classroom” website
- ⇒ Your instructor will provide you with the course website if your class is on campus
- ⇒ At the beginning of the module the first thing you will need to do is register for each new class
- ⇒ If you are repeating a class you will need to register for a new class section in CONNECT
- ⇒ Please access your work early to allow time for questions if you run into a concern

## Course Registration

You will need:

- ⇒ Access code (in book)
- ⇒ Link to course (provided by instructor)

Directions:

- ⇒ Type in course website
- ⇒ Follow prompts to **REGISTER**
- ⇒ Enter email address—WATCH SPELLING
- ⇒ If you already have a CONNECT account, you will be prompted to enter your password
- ⇒ If you **do not** have a CONNECT account, you will be directed to create an account
- ⇒ You will then be prompted to enter your access code
- ⇒ When registration is complete it will direct you to your course site

## Common Questions:

**I typed in the course website and it took me to my old classes.**

**How do I find the new one?**

- ⇒ Open a new tab in your browser
- ⇒ go to the CONNECT website ([connect.mheducation.com](https://connect.mheducation.com)) and make sure you are LOGGED OUT—you cannot register for a new class if you are already signed in to CONNECT.

**How do I know if I can use my device to do my work?**

- ⇒ Check device for compatibility:  
<https://connect.mheducation.com/connect/troubleshoot.do>
- ⇒ Make sure you are using a supported computer operating system
  - Macintosh
  - Windows
- ⇒ ChromeBooks are not compatible with many features
- ⇒ Tablets and smart phones will only work for multiple choice assignments with no graphics.

**CONNECT is not loading when I try to do my work. Why not?**

- ⇒ Make sure your pop-up blocker is turned off
- ⇒ Make sure updated Java and Flash installed
- ⇒ Make sure you are using Firefox as your browser
  - Google Chrome is not optimal
  - Internet Explorer is NOT compatible

**Email or call your instructor with additional questions. It may take up to 24 hours to hear back from your instructor, please be patient.**

**If your instructor cannot answer it immediately, they will find the answer for you and get back to you.**

**IT and online support cannot answer questions on course information or CONNECT.**

## More Questions

**I did not get in to do an assignment before the due date and now it won't let me in. What can I do?**

- ⇒ Extensions on assignments may be granted only by your instructor
- ⇒ Please contact your instructor immediately to:
  1. Let them know *WHY* you did not complete your work
  2. Provide them with any documentation you may have
  3. Ask if they would approve an extension on the missed assignment(s)
- ⇒ If you wish to appeal this decision you must contact your department chair for direction.

**I logged in yesterday, but I cannot log in today. What could cause this?**

- ⇒ Check the spelling of your email address (typing errors often cause log in issues)
- ⇒ Recheck the spelling of your password—capitol letters, numbers, etc.
- ⇒ Click “forgot password” to get help resetting your password
  - If your email address is not recognized, ask your instructor to check the CONNECT roster to confirm the email address you first used to register for the class

**What do I do if my code has expired?**

- ⇒ Please contact your instructor or department chair immediately.
- ⇒ Did you purchase a book?
  - If you did, we will work with McGraw Hill to extend your access
  - If you did not and you are using courtesy access, you **MUST** purchase a book