

## McGraw-Hill Connect Frequently Asked Questions

**Q: I don't know how to access Connect for my course:**

**A: *Is this for an online course or an on campus course?***

- a. **Online** – Are you accessing Connect through the link in your course in Moodle with the green puzzle piece?
- b. **On campus** – Do you have the url from your instructor? It should be in your syllabus, if not, ask your instructor or department chair. You must use this url to register for the course the first time!

**Q: How do I register for Connect?**

**A: *Have you used Connect in the past?***

**Yes, I have used Connect in the past**– use the email address you used for Connect in the past. If you forget your password, click the forgot password link to reset it

- If it says it doesn't recognize your email address, try another one (personal vs. Mildred Elley)
- If you can't get it to accept any email addresses and you are positive you have used Connect before, then:
  - What courses have you taken in the past that have used Connect?
  - Reach out to those teachers and see if they can look you up on the roster to see what email address you used for their course (probably just a typo somewhere). Check with Department Chairs about this too – they generally have access to all courses in their departments.

**No, I have never used Connect in the past** – use your student email to register and create a password and register your text.

- Follow on-screen directions carefully, they can be a little redundant and confusing.
- Online courses have step-by-step Connect registration directions in the technical Assistance section of all courses. They are also located on the Student Portal.

**Q: Why won't Connect accept my registration code?****A: *If it says "Expired":***

- Did you take this course before? When? If longer than 6 months, you need a new book/code. The only exception to this is A & P, which lasts for 1 year.
- If the code is brand new and confirmed with the bookstore, then you need either a screenshot or picture of the code. Give this picture to your Department Chair and they will pass it on to Connect.
- If it is a confirmed brand new code that is coming up as expired, at that point Connect can be contacted directly to address the situation.

**A: *If it says "wrong code" or "won't accept code"?***

- Double check the zeros and 'o's – they look a lot alike! The zeros are skinnier!
- Double check the uppercase 'i's and the 1's – they look a lot alike too!

**A: *Are you already registered for this course?***

- Did you switch from an online course to an on campus course in the same mod? Did you switch from an on campus course to the online course in the same mod?
  - Have the instructor from the course you were initially registered for check the email you used to register and just sign back in with that email – it should recognize that you already entered your registration code

**A: *Does it say "used code"?***

- This usually means that you already registered the code with another email address

**Q: I have registered for Connect in the past. How can I register for a new class on Connect?****A: *If you have already registered for Connect in the past, you do not need to create a new account; you only need to register for the new class. Difficulties are usually due to the following:***

- The Course url address is being typed incorrectly (if on-campus course)
- Instructor provided the wrong url for on campus course
- You are trying to register while already logged in to the Connect system
- Email address is wrong/was typed incorrectly to start with (since Connect doesn't verify emails, there are often typos)

**Q: I am repeating a course. Do I need to purchase a new registration card?**

**A:** As long as the course was taken within 6 months (12 months for Anatomy and Physiology Courses), you do not need to purchase a new registration card. All you need to do is log into Connect through the link for your new course and Connect will recognize that you entered the registration code last time the course was taken. *Please note – depending on when the last course started, there is a chance access may expire during the course.*

**Q: Has my license expired?**

**A:**

- Your license will have expired if it is more than 6 months old( 12 months for A&P)
- If you took the class before and failed, the only option is to buy a new book
- New cards with wrong expirations are very rare. If this happens , once confirmed by the bookstore when the card was issued and it is verified by faculty that when they try to enter the code is says it is expired – THEN faculty/student should call MH tech support and tell them the issue – they will issue a new number.
- If you are/were using courtesy access – its runs out after 2 weeks and you must purchase a book/code at this point.

**Q: I threw out my access card, what do I do?**

**A:** The only option is to buy a new one.

**Q: I cannot read my access code, I scratched it off. What do I do?**

**A:** Contact MH and send proof of destroyed card and ask for a new number

**Q: Why can't I see my grades or receive instructor feedback?**

**A:** This is dependent on assignment settings and is determined by instructor when the assignment is designed. The Instructor must be contacted about this.

**Q: Why am I getting the message “you previously received no credit for this question”?**

**A:**

- This may occur on second or third attempts
- This does not mean your current answer is wrong, it is just letting you know that you got it wrong in a previous attempt

**Q: Can I submit my work late on Connect?****A:** This depends on the assignment settings put in place by the instructor

- “No late submissions” – cannot be accessed at all after due date unless instructor extends
- “Reduced credit” – setting states X% reduction per day late – will be clearly stated in syllabus and in the assignment itself when you click on it before you start

### **Additional Connect Tips**

The **“Submit” button is used to submit the whole assignment**; don’t use up attempts trying to submit individual questions.

**Exams and quizzes are timed** – There will be a picture of a clock prior to opening the exam. Once they are started, the clock cannot be stopped EVEN IF you exit the program. You will receive a warning notice about this prior to starting the assignment.

***Remember, when answering questions:***

- **Fill in the blank questions** – spelling matters!
- **Drag and drop** – the answer has to line up; you must click on the actual word, not just box it is in. This will not work on many mobile phones.
- **Categories** – answers may belong in more than one column.
- **Labelling** – the answer has to be dragged and dropped in box
- **Check all that apply** – system grants partial credit, however answers labelled incorrectly or not selected are counted wrong