

CONNECT HELP: For Online 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
- ⇒ For online courses, the link for Connect—McGraw Hill Campus is located on the main page of your online course
- ⇒ At the beginning of the module the first thing you will need to do is register for each new class through the link in your online course on Moodle/eLearn
- ⇒ If you are repeating a class you will need to register for the current class section in Connect—McGraw Hill Campus through the link in your current course in Moodle/eLearn
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 Connect—McGraw Hill Campus in your course on Moodle/eLearn

Directions:

- ⇒ Click on the Connect-McGraw Hill Campus link in your online course
- ⇒ Agree to the terms of Use and click GET STARTED
- ⇒ Click on “Connect” under the picture of your textbook
- ⇒ Enter your email address—WATCH SPELLING—click on Find my account
- ⇒ **If you already have a CONNECT account**, you will be prompted to enter your password . After you have done this, you will be prompted to enter your registration code. You will then confirm your email and complete registration.

Course Registration, cont’d

- ⇒ **If you do not have a CONNECT account**, you will be directed to create a new account. Next, click on Create a new Connect account and complete your registration. Create your password and answer security questions.
- ⇒ You will then be prompted to enter your registration code. You will confirm your email and complete your registration.

Once you register for Connect—McGraw Hill Campus for the first time through Moodle/eLearn, you will not have to log in again. When you access Connect—McGraw Hill Campus through your online course in Moodle/eLearn, you will automatically be recognized.

Common Questions:

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

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.

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

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.