

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) 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