

Brightspace Learning Management System (LMS)

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Brightspace Down?

Overview

This page includes several places to check if Brightspace is currently down.

Getting Started

- Check the McLennan Community College Tech Support page at <https://www.mclennan.edu/tech-support/index.html>.
- Check the McLennan Community College Tech Support's Alerts and Outages page at <https://www.mclennan.edu/information-systems-and-services/AlertsAndOutages.html>.
- Check the Brightspace D2L Status page at <https://status.d2l.com/brightspace.mclennan.edu>.

Brightspace Login

Overview

These instructions are how to log into Brightspace.

Getting Started

- Go to <https://brightspace.mclennan.edu/d2l/login>.
- Use your first name initial, last name initial and seven-digit MCC ID (i.e. jd1234567) to log in.
- Your password will be the password you created for Webadvisor.

Access to Brightspace and Course Listing

- All changes take 24 hours to update; this includes: late registration and/or registration on the first day of class, late enrollment and course add/change/drop.
- Course access is available 24-48 hours before a course is scheduled to start.

Submit and Confirm a Submission of an Assignment

Overview

This video guide is on how to submit and confirm submission of an assignment.

Getting Started

<https://www.youtube.com/embed/HY0ogyh-lhQ>

Resources

Brightspace Tutorials YouTube Page- <https://www.youtube.com/@BrightspaceTutorials>

Brightspace Support 24/7

Overview

These instructions are how to access Brightspace support available 24/7.

Getting Started

You can contact D2L Brightspace 24/7 Technical Support by following the instructions below. There are several options to contact them:

- On all Brightspace pages, you will find a blue button located on the lower, right side of the screen. The button will look like 2 chat boxes. That will allow you to chat with support or email them.
- Call support at [1-877-325-7778](tel:1-877-325-7778)
- Go the Brightspace Tech Support page at <https://community.brightspace.com/support/s/contactsupport>

Withdrawn/Dropped Course still listed in Brightspace

Overview

This section includes information on withdrawn or dropped courses still showing in Brightspace.

Getting Started

- It can take between 12 to 24 hours for a class to be dropped from Brightspace.
- If your course is still listed after that time, please submit a ticket to online@mclennan.edu.

Not able to submit an assignment to Brightspace

Overview

These instructions are for troubleshooting issues with submitting an assignment through Brightspace.

Getting Started

- Confirm you are uploading with the correct file format. Brightspace will accept the most common files.
 - Word document files (.doc or .docx)
 - PDF files
- Confirm there are no special characters in the file name of your document (underscores and dashes are fine).
- Restart (close and reopen) your browser and attempt another submission.
- Attempt the upload with an alternate web browser.

Resources

- If you are not able with the above guides to upload your document, please contact [Brightspace Support 24/7](#)
- Not able to get correct Office 365 document to upload to Brightspace- [Downloading Office 365 document to upload to Brightspace](#)

Downloading Office 365 document to upload to Brightspace

Overview

These are instructions for saving a Office 365 document to your computer and uploading to Brightspace. Sometimes Office 365 has a 'Save As' or 'Save' feature that just saves a digital copy of a paper onto a OneDrive account, and isn't a real docx file.

Getting Started

- click the **File** button on your document.
- Click **Save As**.
- Click **Download as a copy**.
- **Download as a copy** will allow you to download the actual .docx file for submitting into Brightspace.