

# 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 MyMCC.

## Access to Brightspace and Course Listing

New students attempting to log into Brightspace before the account is created (three (3) days prior to the start of classes) will receive an error message regarding their username or password.

# 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 technical support which is 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>

\*For issues logging in, please contact McLennan Community College Tech Support for assistance:  
<https://techsupport.mclennan.edu>

# Withdrawn/Dropped Course still listed in Brightspace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This section includes information on withdrawn or dropped courses still showing in Brightspace.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](mailto: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.

# Classes Missing on Brightspace

## Overview

Brightspace classes are updated twice a day and only available on the class start date.

## Getting Started

New classes will normally be viewable starting three days before the class's start date but may only be accessed on the start date itself. If your class is in 'Registered But Not Started' status on the Student Planning page and payment has been arranged before the deadline, your class will be added when new student data is uploaded the evening before. Brightspace classes are added when the student data is uploaded at 12pm noon and 11pm Monday through Friday.

## Course Changes

Course changes (late registration, registration on the first day of class, late enrollment, and course add/change/drop) may take up to 24 business hours to update or appear in Brightspace, even if the change or late enrollment was completed within three days of the class starting or on the first day.

# Brightspace Account Creation

## Overview

The article goes over Brightspace account creation timelines and how to determine when your account will be created.

## Getting Started

New Brightspace accounts are created three (3) days before classes start. Once your account has been created, you will be able to sign in using your MCC username and current MCC password. If your class is in the 'Registered But Not Started' status on the Student Planning page and payment has been arranged **before** the payment deadline, your Brightspace account will be created when the new student data is uploaded three (3) days before classes start.

New students attempting to log into Brightspace before the account is created (three days prior to the start of classes) will receive an error message regarding their username or password

## To check your registration status

- Go to MyMCC: <https://mymcc.mclennan.edu>
- Sign in using your MCC username and password
- Click on 'Student Planning'
- Under Step 2, click the 'Go to Plan & Schedule' link
- On the left side, confirm the status for the course(s) is 'Registered But Not Started'

## To determine the payment deadline

- Go to the MCC events calendar: <https://www.mclennan.edu/calendar.html>
- Under the Event Type column on the left, click the 'None' link next to 'Select:' under the available categories
- Check the box next to the upcoming semester to view dates related to it (including the payment deadline)

**Please Note:** During "Last Chance Registration" designated by "[Semester] Registration Continues", payment is due immediately after registering.

# Cannot log out of Brightspace

## Overview

When using Single Sign-On (SSO), Brightspace will keep you logged in due to cookies or cached data that automatically logs you back in. Clearing data from your browser helps fully log you out of Brightspace, especially when SSO is re-authenticating you automatically.

## Getting Started

You will need to clear your cookies and cached data in your web browser to log out of Brightspace. If you want Brightspace to ask for your login credentials each time, please refer to the instructions in the [Shared Computer](#) section.

1. Log out of Brightspace.
2. Clear your cookies and cached data.
  1. Instructions can be found at [Clear your cookies and cached data](#) to clear all cookies and cached data.
  2. Instruction below to only clear cookies to log out of Brightspace.
3. Close and reopen your browser.

## Clear cookies only for Brightspace

Brightspace uses cookies named authn.mclennan.edu or mclennan.edu to keep you logged into Brightspace. You will need to delete the cookie to stop Brightspace from logging in automatically.

You do not have to restart the browser, but in some cases, particularly if you have multiple tabs or sessions open, the browser may not fully clear cached data or cookies until the browser is restarted. Restarting ensures that all changes are properly applied, and any session data is reset.

## Microsoft Edge

1. Open Microsoft Edge.
2. Click the three-dot menu (ellipsis) in the upper-right corner.
3. Select Settings.
4. Select Cookies and Site permissions on the left side of the screen.
5. Select Manage and delete cookies and site data.
6. Select See all cookies and site data.
7. search for authn.mclennan.edu.
  1. The cookie may be located under mclennan.edu

2. Drop down mclennan.edu
8. Delete the cookie authn,mclennan.edu by selecting the trashcan.
9. Close and reopen your browser.

## Mozilla Firefox

1. Open Firefox.
2. Navigate to Brightspace.
3. Click the three horizontal lines (hamburger menu) in the upper-right corner and select Settings.
4. In the left sidebar, click Privacy & Security.
5. Scroll down to the Cookies and Site Data section and click Manage Data....
6. In the Manage Cookies and Site Data window, type mclennan.edu in the search bar.
7. Select mclennan.edu from the list and click Remove Selected.
8. Click Save Changes and confirm by clicking Remove again.
9. Close and reopen your browser.

## Google Chrome

1. Open Google Chrome.
2. Click the three-dot menu in the upper-right corner.
3. Select Settings.
4. Select Privacy and Security.
5. Select Third-party cookies.
6. Select See all site data and permissions.
7. Search for authn.mclennan.edu.
  1. The cookie may be located under mclennan.edu
  2. Drop down mclennan.edu
8. Delete the cookies authn,mclennan.edu by selecting the trashcan.
9. Close and reopen your browser.

## Safari (Mac)

1. Open Safari.
2. Navigate to Brightspace.
3. In the top menu, click Safari > Settings (or Preferences).
4. Go to the Privacy tab.
5. Click Manage Website Data....
6. In the search box, type mclennan.
7. Select mclennan.edu and click Remove.
8. Click Done.
9. In the menu bar at the top of the screen, click Safari.
10. From the drop-down menu, select Quit Safari.
11. Optionally to close Safari, you may press Cmd + Q.

# Shared Computer?

Brightspace will automatically remember your username and password, keeping you logged in. If you need to share or borrow a computer, use a private browsing tab to log into Brightspace. When you log out and close the private tab, your session will end, and the last person logged into Brightspace won't be automatically logged back in.

## Microsoft Edge

1. Shortcut: Press Ctrl + Shift + N (Windows) or Cmd + Shift + N (Mac).
2. Manual Steps:
  1. Open Microsoft Edge.
  2. Click the three-dot menu (ellipsis) in the upper-right corner.
3. Select New InPrivate window.

## Google Chrome

1. Shortcut: Press Ctrl + Shift + N (Windows) or Cmd + Shift + N (Mac).
2. Manual Steps:
  1. Open Google Chrome.
  2. Click the three-dot menu in the upper-right corner.
3. Select New Incognito Window.

## Mozilla Firefox

1. Shortcut: Press Ctrl + Shift + P (Windows) or Cmd + Shift + P (Mac).
2. Manual Steps:
  1. Open Mozilla Firefox.
  2. Click the three horizontal lines (menu) in the upper-right corner.
3. Select New Private Window.

## Safari (Mac)

1. Shortcut: Press Cmd + Shift + N.
2. Manual Steps:
  1. Open Safari.
  2. In the menu bar, click File.
3. Select New Private Window.