

Teaching & Learning Tools

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Brightspace Learning Management System (LMS)

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.

Brightspace Learning Management System (LMS)

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Withdrawn/Dropped Course still listed in Brightspace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This section includes information on withdrawn or dropped courses still showing in Brightspace.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.

Classroom Technology

How do I use the Document Cam?

Overview

This guide covers how to use the Cameras and Mics in the classrooms.

Getting Started

<https://www.youtube.com/embed/vYmJMlCk-lc>

Smart Classroom Instructions

Overview

These are the guides for using the Smart Classroom Technology.

Getting Started

- These instructions are located in each classroom, attached to the podium.
- The instructions can also be found in the attachments (at the right side of the screen) or at https://www.mclennan.edu/tech-support/docs/Smart_Classroom_Instructions.pdf

How do I use the Touch Monitor

Overview

This guide covers how to use the Touch Monitor in the classrooms.

Getting Started

<https://www.youtube.com/embed/FNNfd05DzJA>

- Touch screen where you may use your finger or a stylus pen to write or select. You may adjust the monitor up, down, or tilt to write at a more comfortable position.

How do I use the Touch Panel

Overview

This guide covers how to use the Touch Panel in the classrooms.

Getting Started

<https://www.youtube.com/embed/mAbMI9nsB4A>

How do I use the Wireless Presentation

Overview

This guide covers how to use the Wireless Presentation in the Classrooms.

Getting Started

<https://www.youtube.com/embed/M1tSBI892U0>

How to use Cameras and Mics in Classroom

Overview

This guide covers how to use the Cameras and Mics in the classrooms.

Getting Started

<https://www.youtube.com/embed/TUVe6dGbpME>

Troubleshooting Monitor and Projector Display

Overview

This guide covers troubleshooting the monitor and projector display in the classroom.

Getting Started

<https://www.youtube.com/embed/JuaebS1q6W0>

Respondus

Lockdown Browser on Chromebooks

Overview

These are troubleshooting steps for installing the Respondus Lockdown browser on Chromebooks.

Getting Started

Lockdown Browser not working

- Uninstall the **LockDown Browser**.
- **Clear** cache/cookies for All Time, temp files and browsing history.
 - Backup all local data to ensure that no files are deleted from your device before clearing your data.
- Restart the device.
- Reinstall the **Lockdown Browser** from the link in Brightspace.
 - If the Lockdown Browser continues to not load, disable the **Popup Blocker**. See instructions below.

Disable Popup Blocker

- Select the three dots (top, right side of the screen) and click settings > Security and Privacy > Site Settings > Pop-ups and redirects.
- Under **Default behavior** allow sites to send pop-ups and redirects.
- After your quiz is complete, you can disable pop-ups and redirects again.

Can't add Chrome to Browser

- If the **Add to Chrome** button is missing, verify you are not signed into the Chromebook as a Guest or using a managed device (e.g. corporate or high school-owned).
 - Guest accounts and managed devices may be unable to install apps/extensions.

McGraw-Hill Lockdown Browser

The McGraw-Hill Connect LockDown Browser does NOT support Chromebooks.

Lockdown Browser lost internet connection

Overview

These instructions are for what to do when the Lockdown Browser lost an internet connection during a exam or quiz. Help Desk is not able to restart the exam or quiz or recover any information like questions already answered.

Getting Started

- If disconnections to the Internet are brief, Respondus Monitor will attempt to re-establish the connection every 5 seconds.
 - You will likely be unaware of a brief interruption.
- If the Internet (or wi-fi) connection is lost for an extended period of time, you will not be able to continue with the exam.
- Please restart the LockDown Browser and attempt the exam again.

Internet Connection Type

Respondus recommends using a wired connection during exams to help prevent disruptions.

Exam data after extended loss of internet connection

Help Desk is not able to restart the exam or quiz and is not able to recover any information like questions already answered.

Lockdown Browser will not install on Windows S-Mode

Overview

These instructions are for removing S-Mode from your Windows 10/Windows 11 computer to allow the installation of the lockdown browser. S-Mode is a more limited, locked-down version of Windows and only allows installing applications/software from the Microsoft Store. Once the device is switched out of S mode, it cannot be switched back.

Getting Started

Proceed with caution. Once the device is switched out of S-Mode, it cannot be switched back. S-Mode can be removed in two ways, via the About Pane or the Activation Pane. Both options are included below.

Remove S-Mode 'About Pane' Instructions

- Go to Settings > System > About pane.
- Scroll down to the Windows Specification section.
- Look for the Edition entry. If it says Windows 10 in S Mode or Windows 11 in S Mode the operating system is in S Mode.
- To leave S Mode, go the Microsoft Store app. In the search box, type in **Switch out of S Mode** and press **Enter**. This should take you to the S Mode page.
- Press the blue **Get** button and restart the computer.
 - The computer should now be out of S Mode and the LockDown Browser should install normally using the link provided in Brightspace.

Remove S-Mode 'Activation Pane' Instructions

- Go to Settings > System > Activation pane.
- In the Switch to Windows 10 Home section, select Go to the Store.

- (If you also see an **Upgrade your edition of Windows** section, be careful **not** to click the **Go to the Store** link that appears there.)
- On the Switch out of S mode (or similar) page that appears in the Microsoft Store, select the **Get** button.
- You see a confirmation message on the page.
 - you will be able to install apps from outside of the Microsoft Store (including the LockDown Browser) if not prompted to restart your device.
- Restart the computer, if prompted, to apply the change.

Unable to switch out of S-Mode

If you are attempting to disable S-Mode on your personal-owned computer but are getting a message indicating that you need to check with IT or System Admin, despite being signed into your personal account or am an admin on the device, you may be signed into the Microsoft Store with a work or school account with app install restrictions in place (as with our MCC accounts). Follow the instructions below to verify you are signed into such an account on your device and remove it:

- Open the Start Menu and then click on the gear icon on the left for Settings.
- Select Accounts.
- Select the Access work or School tab on the left-hand side.
- Click on the businesses account (school or work), then click on Disconnect or Remove.
 - Removing these accounts will not actually remove your organization email from individual apps. It will only remove it from the operating system. Make sure to remove all organization accounts, as these may have the install restrictions associated with them.
- Close out of the Microsoft Store, where the button is greyed out.
- Go back to the article, and click on the Open Microsoft Store button again. 'Get' should be enabled now.

Resources

- Microsoft Support- <https://support.microsoft.com/en-us/help/4456067/windows-10-switch-out-of-s-mode>

- S-Mode FAQ- <https://support.microsoft.com/en-us/windows/windows-10-and-windows-11-in-s-mode-faq-851057d6-1ee9-b9e5-c30b-93baebee8c85>

Computer Requirements (OS & Software MDT checklist)

Computer System Recommendations

Overview

These recommendations are for what computer works best with McLennan Community College Applications.

Getting Started

Windows/Mac

Requirement	Recommendation	Comments
Operating System (OS)*	Windows 10/Windows 11 or macOS	These systems offer excellent performance and compatibility with a wide range of MCC services.
RAM	8GB or more	8GB RAM is the minimum recommendation. More RAM will further improve overall system performance.
Storage	500GB or more	500GB is the minimum recommendation to accommodate the OS, applications, and user data.

Chromebook/ChromeOS

- Chromebooks/ChromeOS is **not** recommended to access all MCC services.
- While ChromeOS is a lightweight and fast operating system, it lacks the extensive software compatibility (such as with Office 365) offered by Windows and macOS.