

Teaching & Learning Tools

Brightspace, Classroom Technology, Respondus Lockdown Browser and third-party learning tools.

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Brightspace Learning Management System (LMS)

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.

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**, D2L is unable to assist. Please close the "Failed to authenticate" page, [reset your MCC password](#), and then retry signing in. If a password reset does not resolve the issue, please contact McLennan Community College Tech Support for further assistance:

<https://techsupport.mclennan.edu>

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.

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>.

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](#)

Cannot log out of Brightspace

Overview

Brightspace uses Single Sign-On (SSO) and may 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 [Brightspace on a Shared Computer](#) article.

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.

Brightspace on a Shared Computer

Overview

Brightspace uses Single Sign-On (SSO) and may keep you logged in due to cookies or cached data, which can automatically log you back 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.

Getting Started

Log out of Brightspace

If you need to log out of Brightspace before sharing a computer or already signed into Brightspace on a public browser, see the [Cannot log out of Brightspace](#) article.

Open a Private Browsing tab

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.

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 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>

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.

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 video guide explains how to use the Wireless Presentation feature in classrooms, allowing you to cast your laptop or other device's screen to the projector using Solstice Screen Share.

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 an 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. A cellular connection is not recommended. If using a WiFi connection, move as close to the router or access point as possible.

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.

Technical Support

If you are unable to remove S-Mode from your computer Help Desk recommends you contact a local computer repair shop for further assistance. Until the issue is resolved, there are workstations available for student use in the library that have the LockDown Browser installed. You may also contact your instructor to request a [IREPO checkout laptop](#).

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-93baebee85>

Lockdown Browser on iPad

Overview

This article covers accessing the Lockdown browser on iPads.

Getting Started

The Brightspace Orientation exam or other Brightspace exams can be taken on an iPad.

- Click the link to read the instructions for [accessing your quiz on an iPad](#).
- Note in step 2 to use the instructions listed For Brightspace, Moodle, Blackboard Ultra, Canvas New Quizzes, Schoology and ALEKS users.

Exam not enabled on iPad

Each instructor controls for each class and quiz or exam if an iPad can be used.

- Contact your instructor about if you can use an iPad for the quiz or exam.
- IT Help Desk will not be able to enable exams to be used on iPads.

Respondus Lockdown Browser Support

Overview

Respondus is a third party company that develops the Respondus LockDown Browser used for quizzes and exams at MCC.

Getting Started

Respondus has a separate process for technical support

- Go to [Respondus Request Support](#) to submit a form for assistance.
- Select system you are using.
 - For the Learning Management System drop-down on the form, please select 'D2L Brightspace'.
 - For LMS Web URL, enter the following: <https://brightspace.mclennan.edu/>
- Support is available on weekdays with a typical response time of within 24 hours.

Respondus Knowledge Base

Respondus recommends searching their knowledge base before opening a ticket at <https://support.respondus.com/hc/en-us/categories/4409595254811-LockDown-Browser-Respondus-Monitor>.

On Campus Resources

While you await their response or if they determine your device is not compatible with the browser, we do have workstations in the library with the LockDown Browser already installed that you may use to complete your exam/quiz.

- If a web cam is required for the test, the library also has web cams available for checkout.
- When using these workstations, select the link from within Brightspace to launch the browser (do not click the link to download/install the browser).
- Click here to find the [library's current business hours](#).

Checkout Laptop

If Respondus technical support determines your device to be incompatible with their browser, we do have checkout laptops available through a grant program. Your instructor would need to submit a form on your behalf requesting one and if approved, and if there are laptops available in inventory, you would be able to check it out for one semester (the process may be repeated each semester if needed).

LockDown Browser not loading

Overview

This article covers the Lockdown browser not loading.

Getting Started

Reinstall Lockdown browser

- Uninstall the LockDown browser.
- Clear cache, temp files and browsing history.
 - Instructions to clear your data can be found at [Clear Cookies and Cache](#).
- Reinstall the browser from the link in Brightspace.

Disable Popup Blocker

If the Lockdown Browser continues to not load, you may need to disable your browsers Popup Blocker.

- Select the three dots (top, right side of the screen) and select settings.
- Select Security and Privacy.
- Select Site Settings.
- Select 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.

How to use the Lockdown Browser

Overview

Respondus LockDown Browser is a specialized web browser designed to create a secure and focused environment for online exams. It restricts access to other applications, websites, or resources during the test and limits actions like copying, pasting, or navigating away from the exam.

Getting Started

Getting the Lockdown Browser.

You will need to install the lockdown browser by getting the extension or downloading the software from Brightspace. The link to get the Lockdown Browser will be located on the same page used to start your exam or quiz. The following articles may be used to assist you in installing the lockdown browser if not being installed on a Windows computer.

- [Lockdown Browser on Chromebooks](#)
- [Lockdown Browser on iPad](#)
- [Lockdown Browser will not install on Windows S-Mode](#)

System Requirements

System requirements may be found at [What are the computer requirements for installations of Respondus LockDown Browser?](#)

Starting an Exam or Quiz

An exam or quiz may only be started from Brightspace. You may not open the Lockdown Browser software to start an exam or quiz. Once you select your exam or quiz in Brightspace, the Lockdown Browser will automatically open.

Troubleshooting

Articles for troubleshooting may be found at [Respondus](#).

Is Lockdown Browser down?

Overview

If you're experiencing issues with Respondus LockDown Browser, it may be due to a service outage. You can check the current status of the LockDown Browser to see if there are any reported issues.

Getting Started

- Go to the [Respondus Status Page](#).
- Look for any reported issues or outages affecting LockDown Browser.
- If the system is down or degraded, please wait for Respondus to resolve the issue.

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 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 installed applications) offered by Windows and macOS.

Associate Degree Nursing Program Software Requirements

Overview

The Associate Degree Nursing Program will require students to own personal laptops for access to resources and testing. On entry into the program, time will be spent during orientation ensuring that all needed programs and accesses are installed and available.

Getting Started

The following is a list of programs which will need to be installed and/or run on all computers used in the program. This list is not comprehensive and is subject to change over time.

Computer minimum system requirements

You can find recommendations for minimum system requirements in the IT Hub article [Computer System Recommendations](#).

Required Software

- Office 365. You may download Office 365 for free at [Microsoft Office 365 Setup and Installation](#)
- Exemplify and its secure browser for testing purposes
- Evolve/Elsevier software as needed, such as Vital Source Bookshelf for textbook access and E360 for many other learning opportunities
- Lockdown Browser

Disable auto-updates

While in the program, it will be important that auto-updates for the operating system on the machines are turned off to ensure functionality with several programs. Most notably Exemplify, as these programs sometimes lag behind Microsoft and Mac and problems may occur if updates are run before they have been vetted. Faculty members will advise all students when updates are approved by our software providers, and emergency machines will be available on a limited basis for use as needed during exams.

Disable Window auto-updates

Instructions for disabling windows auto-updates can be found at [Schedule or pause updates in Windows 11 - Microsoft Support](#)

Disable MacOS auto-updates

- Open System Settings and go to General > Software Update.
- Click the info button next to Automatic updates.
- Turn off the switch for 'Download new updates when available' and click Done.
- On older versions of macOS, like macOS Monterey and earlier, go to System Preferences > Software Update to turn off automatic updates.

Pearson Support

Overview

Pearson (developers of MyMathLab, MyStatLab, etc.) is a third-party company that hosts course content that is linked to books used for classes at MCC.

Getting Started

Pearson has a separate process for doing technical support across their various services, and the process can be started by submitting a support request for your product through their website at [Contact Support](#).

BryteWave Tech Support

Overview

BryteWave is used for textbooks.

Getting Started

BryteWave is a third-party company and has a separate process for contacting technical support. You can reach their support at:

<https://brytewavesolve.zendesk.com/hc/en-us>

Cengage Support

Overview

This article covers clearing your browser's cookies and cached data to try and fix issues with Cengage and how to contact Cengage Technical Support.

Getting Started

Please clear your web browser's cookies and cache using the steps below. If that does not resolve the issue, try accessing it using a different web browser (e.g., Chrome, Edge, Firefox).

Clearing Cookies and Cached Data

To clear your cookies and cached data in Chrome, Edge, or Firefox:

- Press Control+Shift+Delete in your web browser to access the “Clear Browsing Data” menu.
- In the menu, make sure Cookies/Cached data are checked, set the time range to All Time, then click the Clear Data button.
- Close all tabs and windows of the web browser afterward. You can use Alt+F4 to close each window.

Please restart your entire device after clearing your cookies and cached data.

Network Considerations

If you are on another school's network or a corporate/work network, a web filter could block access to the Cengage site. If that may apply, try accessing it on a different network (e.g., home, cellular, or on campus at MCC).

Request Support

If those solutions do not resolve the issue or if you would like to report an issue with a specific web browser, Cengage has a separate process for their technical support.

- The process can be started by submitting a support request for your product at [Cengage Support Services](#).
 - Select the 'Click here to sign in!' button and sign in using your Cengage account to access their support. If you do not have an account with them yet, you may use the

'Create an Account' button to set one up.

- You may also contact Cengage support by phone at 800-354-9706.

Library Database PDF and Ebsco Issues

Overview

Some students may experience issues when opening PDFs within library databases on Chromebooks, particularly in Ebsco. While other web PDFs open without problems, embedded PDFs in the library's databases may not display properly.

Getting Started

This issue is specific to Google Chrome. PDFs within library databases typically work fine with Firefox and Internet Explorer. However, Chrome users can resolve the issue by changing their PDF viewer settings or create an Ebsco account.

Disable Chrome PDF Viewer and Enable Adobe Reader

Follow these steps to switch the PDF viewer in Chrome:

- Type `chrome://plugins/` into the Chrome address bar.
- Scroll down to the "Chrome PDF Viewer" section and click "Disable."
- Scroll up to the "Adobe Reader" section and click "Enable."

Once these steps are completed, PDFs should open correctly in library databases without requiring a browser restart.

Log Into an Ebsco Account

If the issue persists, students can create and log into an Ebsco account.

Additional Details

If neither fix resolves the issue, consider using an alternative browser like Firefox or Edge, as they do not typically experience this problem.

Resources

For additional support, please contact the [Library](#).