

# 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>

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