The MyLab I am using isn’t working!

1. myITLab
   a. Can’t log in or Technical issues
      Answer: Call 1-800-677-6337 or Chat at [http://www.myitlab.com/Student_Support](http://www.myitlab.com/Student_Support). If issue continues, contact cyndi.crimmins@pearson.com with ticket number from help desk. Lastly, contact int@macc.edu if the above doesn't work.

2. MyHistoryLab, MyPsychLab, MySocLab, MyReadingLab, MyWritingLab, MyPoliSciLab, Mastering Astronomy
   a. Can’t log in
      Answer: Log into MACC Online and into the course. Click on any MyLab item and enter the access code here. If that doesn’t work and an error message is received, email code to int@macc.edu and be sure to describe the error exactly.
   b. Technical issues
      Answer: Call the eCollege HelpDesk at 877-740-2213. If the problem isn’t resolved, email details to int@macc.edu.

3. MyMathLab
   a. Can’t log in
      Answer: Log into MACC Online at macc.edu, click on Online Class login, enter your username and password and into the course. Click on any MyLab item and enter the access code here. If that doesn't work and an error message is received, email code to int@macc.edu and be sure to describe the error exactly.
   b. LockDown browser
      Answer: Student may receive "web page cannot be displayed" error when trying to take a quiz or test; this may mean it requires lockdown browser to be installed. Students are prompted to load the lockdown browser right before they start the exam/quiz. If unable to download it, contact the instructor, Instructional Technology, or Computer Services to assist. See contact information below.
   c. Can’t view videos
      Answer: Log into the math course, go to Course Home, and click on the support item. Next, go to browser check; at the very bottom of the browser check window there is a link for troubleshooting. Go to Quicktime settings and download Quicktime. If this doesn’t work, call eCollege Help desk at 877-740-2213 or INT at any of the numbers below.
I can’t log in to MACC Online!

1. When I enter my password, nothing happens.
   
   **Answer:** Call the MACC Help Desk or INT at the numbers below.

I can enter my password, but my courses are not visible.

   **Answer:** Call the MACC Help Desk or INT at the numbers below.

*Note:* Students will not be able to see their courses until:

- **Online:** 1 week before classes start.
- **Hybrid:** A day or two before classes start.
- **eCompanion:** A day or two before classes start.

If you are a late enrollee, it generally takes 24-48 hours to get added into eCollege. If you need in sooner than that, please email us at int@macc.edu.

2. I can get into my course, but funny things are happening (I can’t submit to the Dropbox, I can’t view my Gradebook, etc.).

   **Answer:** Check and see what browser is being used. Currently, MACC Online supports most versions of Firefox, Google Chrome, and Internet Explorer. Try a different browser. Safari is supported, but you will have to change some settings:
   
   - Go to Preferences>Security (click safari in upper left and a dropdown menu appears)
   - Make sure the box that says “Block pop-up windows” is unchecked.
   - Then click on Privacy and under the section that says “Block cookies”, click never.

If these things don’t work, call the HelpDesk at 877-740-2213. If the issue is not resolved, please email int@macc.edu.

I’m having trouble with my Virtual Course!

1. I’m having technical issues (can’t get logged in, my sound won’t work, I keep getting kicked out, etc.).

   **Answer:** Please call INT at the numbers below OR students and instructors can call the Blackboard Helpdesk directly at 866-388-8674.

2. I need training on maneuvering in the virtual classroom.

   **Answer:** Please call INT at the number below and we can make an appointment to go over the virtual classroom with you.

I can’t access my MACC Student Email!

1. My password doesn’t appear to be working.

   **Answer:** Please contact the MACC Help Desk at 660-263-4100 x11555
I can’t log in to myMACC!

1. My password doesn’t appear to be working.

   Answer: Please contact the MACC Help Desk at 660-263-4100 x11555

Instructional Technology Contact Information

Instructional Technology Office
int@macc.edu
660-263-4100 ext. 11525

Help Desk
heatherl@macc.edu
660-263-4100 x11555