

Where to go for help with Connect (Instructor)

Video Walkthrough: <u>CLICK TO VIEW</u>

Support at Every Step

Learn how to organize assignments, sync with a Learning Management System, access instructor resources, and more! www.mheducation.com/highered/support/connect

Support

Our Digital Technical Support team is here to help you with any questions or problems that may arise. If you are having trouble prior to entering your Connect course, you may access the support site directly at www.mhhe.com/support.

	Mc HIGHER EDUCATION Graw Digital Technical Support			
I Customers	 Al Products 	 How can we help you? 		
			ANNOUNCEMENTS	
	Student Resources	Registration & Access	No Opcoming Announcement	
	Instructor Resources	Product Refunds	GUICK LINKS Contact a Technical Support Representative Check the McGenv+HII System Status Check the McGenv+HII System Status	
	Administrator Resources	Contact Us	Crites four United Senap Get ALEPS Support Instructor Orientation Connect On Demand Webiners by discipline	
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	Proctorio - Weiting for connect inheducation.com Connect - Reusing your Course/Section	Can I remove or delete my McGraw Hill account or remove a course/section? What is the correct eBook purchase option?	Registration Information Connect Student How to Videos	
:	Connect - Resources to help you register Connect - Access Code and Registration Support	Technical Support Troubleshooting Connect - Tips & FAQs Connect - Reset your password		
	View more articles.			

On the support site, use the Search box to find a solution, or contact a customer support agent via email, live chat, or phone. When contacting support, you will receive a case number. Save this case number for follow-up or documentation.

Help Within Connect

If you need help while you are logged into Connect, Athena Virtual Support Assistant is available from your Connect Section Dashboard.

Section users	Manage users	
Section registration link (i)		
If pairing with an LMS, do not us link. Visit the student instruction	se the section registration ns page for more details	
Copy registration link	View QR code	
Syllabus	<u>↑</u>	
		?
Course materials		
Connect Master: Inte	roduction to Business	
Release: 2024		

Resources and Support



Connect also has built in resources, tips, and tutorials Click the question mark to begin.

Resources contains quick links to get support and helpful how-to guides. Clicking on a link will take you to Support at Every Step where you can access helpful how-to videos and much more!

Click **Contact Support** to launch directly to our Digital Technical Support site. The **Announcements** link shares info regarding Connect updates that are coming your way.

Support can also be accessed from your account tab at the very top right corner of the section homepage as well as from the 'Contact Us' link at the very bottom of your course homepage.

Student View Help

If your students inquire where to go you may guide them to expand their course menu and click on **Need Help? Contact Support**.

Ê	Calendar		Course materials
÷	Classes	~	Rent the book Rent a bound print version of your course text.
ŵ	Results	~	Loose leaf option Purchase a discounted loose leaf copy of your course text.
			Read
			Marketing Dhow Grewal, Be
			Download the mobile app to read offline.
			Resources
			Recorded Lectures
Œ	Log out		
?	Need Help? Contact Support		
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