



## Where to go for help with Connect (Instructor)

Video Walkthrough: [CLICK TO VIEW](#)

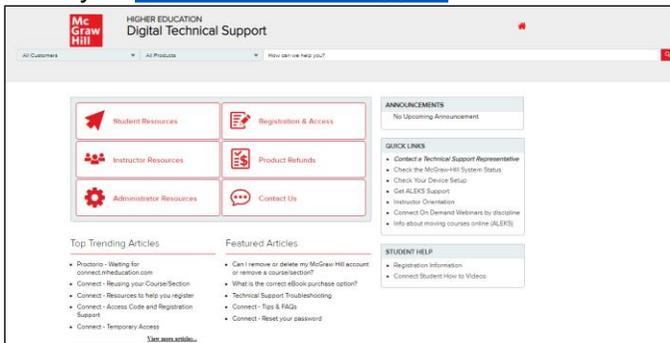
### Support at Every Step

Learn how to organize assignments, sync with a Learning Management System, access instructor resources, and more!

[www.mheducation.com/highered/support/connect](http://www.mheducation.com/highered/support/connect)

### Support

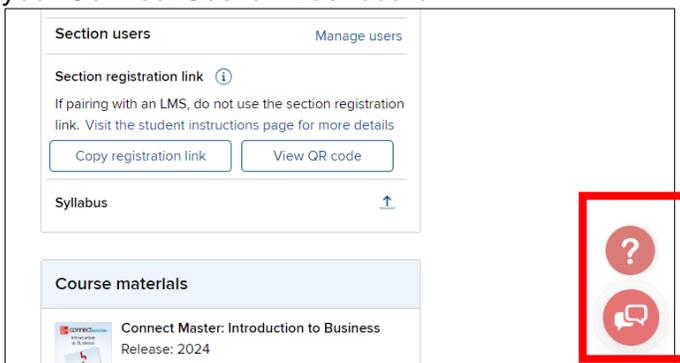
Our Digital Technical Support team is here to help you with any questions or problems that may arise. If you are having trouble prior to entering your Connect course, you may access the support site directly at [www.mhhe.com/support](http://www.mhhe.com/support).



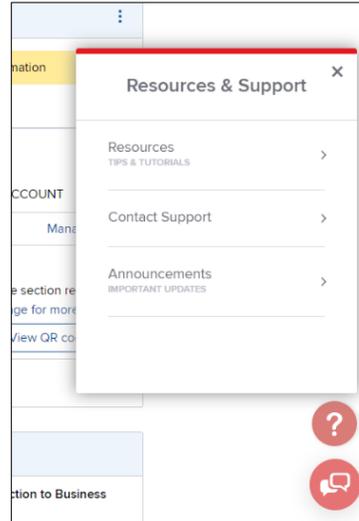
On the support site, use the Search box to find a solution, or contact a customer support agent via email, live chat, or phone. When contacting support, you will receive a case number. Save this case number for follow-up or documentation.

### Help Within Connect

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



### 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**.

