Access Third Party Publisher Content

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A D2L course may have content that links to third-party content.

If you are missing or unable to access publisher content mentioned in the course syllabus, try the following:

- Email your instructor.
- Read the Getting Started information in your class to see if there is any help for publisher content.
- Check the login page on the publisher's website for a link called Support or Help.
- Purchase an access code from the publisher's website.
- Note from the course syllabus the ISBN number for your book to give the publisher's technical support staff.
- View Help Documents for the most common publishers:

    - Cengage Mindtap Brief Student Guide (https://embed.widencdn.net/pdf/plus/cengage/jwsvqu5wla/gui_mt-lms-stu-brief-user-guide.pdf?u=c8lcjz)
    - McGraw-Hill Connect Training & Support for Students (http://www.mheducation.com/highered/platforms/connect/training-support-students.html) & Student Quick Tips (https://mhedu.force.com/CXG/s/StudentResources?dc=Student_Resources)
    - Pearson Student Support (https://support.pearson.com/getsupport/s/?tabset-dd12d=1)

IT Service Desk

The IT Service Desk may be able to help you navigate to the publisher's support website.

- Submit a ticket through the LSC Service Center (https://lonestar.service-now.com/).
- Phone Number: 1-866-614-5014