

Access Third Party Publisher Content

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Some D2L courses include links to third-party materials provided by a publisher. If you cannot access publisher content listed in the course syllabus, follow the instructions on this page to obtain access.

Accessing Third Party Publisher Content

- Learn more about the [Lone Star College Star Bundle \(https://vlac.lonestar.edu/help/star-bundle\)](https://vlac.lonestar.edu/help/star-bundle) program.
- Learn [How to Redeem an Access Code for Your Course Materials \(https://vlac.lonestar.edu/help/how-to-redeem-access-code-for-your-course-materials\)](https://vlac.lonestar.edu/help/how-to-redeem-access-code-for-your-course-materials).
- Check your instructor's getting started information for guidance on accessing publisher content.
- Email your instructor.
- Check the publisher's website login page for a link labeled **Support** or **Help**. Refer to your course syllabus to find the ISBN number for your book, and provide this number to the publisher's technical support staff.

View Help Documents Provided by Publishers

Cengage

- **MindTap** - <https://startstrong.cengage.com/mindtap-brightspace-ia-yes/>
- **WebAssign** - <https://startstrong.cengage.com/webassign-brightspace-ia-yes/>
- **CNOW** - <https://startstrong.cengage.com/cnowv2-brightspace-ia-yes/>
- **OWL** - <https://startstrong.cengage.com/owlv2-brightspace-ia-yes/>

McGraw-Hill

- **EBook Only Adoptions:** Students with eBook-only adoptions: students can access their eBook through the **Course Materials** link in D2L Course Navbar. The eBook is provided via the bookstore, allowing students to access it through the VitalSource Bookshelf.
- **McGraw-Hill Courseware Materials (Connect, SIMnet, ALEKS, GO):**
 - Students will access McGraw-Hill courseware materials (Connect, SIMnet, ALEKS, GO) via **Assignments** within the **Content** area of the D2L Course, NOT Course Materials. All students will have first day access to McGraw Hill courseware materials (Connect, SIMnet, ALEKS, GO).
 - For **Connect**, students must register following the instructions provided in this [video from McGraw-Hill Support \(https://www.mheducation.com/highered/support/support-at-every-step/connect/first-day-of-class/ia-d2l-ltia\)](https://www.mheducation.com/highered/support/support-at-every-step/connect/first-day-of-class/ia-d2l-ltia).
 - We are a code-less publisher. Students who opt in for STAR bundle will never need to type in any access code. The only students who will need to purchase/type in an access code are students who opt out of the STAR bundle this will happen a week or two after the opt out date.
 - Students who choose to opt out of the STAR Bundle will still have access to their course materials on the first day of class. However, **2-3 weeks after the start of the term**, a payment screen will appear for those who opted out. At that point, students will need to purchase their materials either directly through the site or via the bookstore to maintain

access.

- Self-help tutorials and tips - [SupportAtEveryStep.com](https://www.mheducation.com/highered/support/support-at-every-step/student) (<https://www.mheducation.com/highered/support/support-at-every-step/student>)
- [McGraw-Hill Technical Support](https://mhedu.force.com/CXG/s/ContactUs) (<https://mhedu.force.com/CXG/s/ContactUs>)
- [Connect Support](https://www.mheducation.com/highered/support/contact/connect-support.html) (<https://www.mheducation.com/highered/support/contact/connect-support.html>)

Pearson

- Open your **MyLab or Mastering** course or **eTextbook** from your D2L course to register for access.
- Course ID: You don't need a Course ID or invite link to register for MyLab and Mastering or eTextbook. If you're prompted for a Course ID, clear your temporary internet cache. Then follow the instructions below.
 1. Log in to D2L and enter your course.
 2. To access MyLab and Mastering or your eTextbook, Select **[Course Materials]** in the D2L Navbar.
 3. Click the **[Open]** button to the right of your MyLab & Mastering title.
 4. A new tab will open. Click the **[Open MyLab and Mastering]** button.
 5. If you haven't already, register for MyLab and Mastering or an eTextbook by following the instructions below.
- Register for MyLab and Mastering or an eTextbook. You only need to register for MyLab and Mastering or an eTextbook once.
 1. Agree to any authorization requests.
 2. Link your student account and Pearson accounts, if prompted. In some cases, we automatically create and link your account for you or sign you in.
- [Pearson Student Support](https://support.pearson.com/getsupport/s/?tabset-dd12d=1) (<https://support.pearson.com/getsupport/s/?tabset-dd12d=1>)

Norton

- Students should access both the eBook and any publisher courseware through modules in the **Content** area of the D2L course.
- This interactive demonstration provided by Norton Support will show you [How to Access Norton Resources](https://norton.navattic.com/kci0lyp?g=cmgf8jv65000104jjaiq0bs8a&s=0) (<https://norton.navattic.com/kci0lyp?g=cmgf8jv65000104jjaiq0bs8a&s=0>).
- [Norton Student Support](https://wnorton.com/student) (<https://wnorton.com/student>)

Tophat

- [Top Hat - Lone Star College Star Bundle Student Instructions.pdf](https://dyzz9obi78pm5.cloudfront.net/app/image/id/6994b95f59e12084380ee3cf/n/top-hat-lone-star-college-star-bundle-student-instructions.pdf)  (<https://dyzz9obi78pm5.cloudfront.net/app/image/id/6994b95f59e12084380ee3cf/n/top-hat-lone-star-college-star-bundle-student-instructions.pdf>).

Contact the LSC 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/) (<https://lonestar.service-now.com/>).
- Phone Number: 1-866-614-5014

