

Unable To View Content

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You cannot access the content in your course

If you can access your course, but you can not view or access any content, you should take both of the following steps:

1. Contact the Instructor

- Email the instructor within the course [Using Classlist \(https://vlac.lonestar.edu/help/use-classlist\)](https://vlac.lonestar.edu/help/use-classlist).
- Use our [Contact Directory \(https://services.lonestar.edu/contactdirectory/\)](https://services.lonestar.edu/contactdirectory/) to locate your instructor's contact information.

2. Contact the IT Service Desk

- Contact the [IT Service Desk \(https://vlac.lonestar.edu/help/vlac-support\)](https://vlac.lonestar.edu/help/vlac-support) to document the problem and get an a **Ticket** number to relay to your instructor.
 - The technician will document the issue and provide you with a ticket number. Please have the following information ready:
 - Class name with section number (e.g. PSYC-2301 1001)
 - Browser and version you are using (e.g. Chrome, Firefox ESR 43.0.1 etc.)
 - Title of missing content if known.
 - Note the steps you took so the technician can duplicate the problem.
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