I Cannot Access My Online Classes

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If you are unable to access your online courses, try these troubleshooting steps to correct the problem.

Troubleshooting

Try the following:

1. Verify your PC or device has Internet access by loading other websites (e.g. YouTube (https://www.youtube.com/), MSN (http://www.msn.com)).
2. Verify the start date of the course.

    - Students will not be able to enter a course until the start date of the course has arrived.
    - And if instructors have not activated the course, students cannot see it.

3. Make sure you are using an approved browser.

    - See Browsers Supported by Brightspace (https://vlac.lonestar.edu/help/d2l-supported-browsers).

4. Clear the browser's temporary Internet files.

    A. If you are unfamiliar with this process, please refer to the Browser Cache Clear (https://clear-my-cache.com/) instructions (Be sure to set the **Time Range** to **[All Time]** for the last step)
    B. You can also contact the IT Service Desk (https://vlac.lonestar.edu/help/vlac-support) for assistance for this process.

5. Close and re-open your browser.
6. Reboot your PC or device and try to access the course again.

Contact the IT Service Desk

1. Contact the IT Service Desk (https://vlac.lonestar.edu/help/vlac-support) to document the problem and get a **Ticket number** to relay to your instructor.
2. 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).
    - Note the steps you took so the technician can duplicate the problem.
    - Note any error messages exactly. Take a screenshot if possible.
    - Provide your instructor with the ticket number.

    Call 832.813.6600 (toll-free 866.614.5014)

Contact the Instructor

- Email within the course.

    - See Using Classlist (https://vlac.lonestar.edu/help/use-classlist).

- Use our Contact Directory (https://my.lonestar.edu/psc/porguest/EMPLOYEE/EMPL/c/LSC_CONTACTDIR.LSC_CONTACTDIR.GBL) to locate your

instructor's contact information.
- Provide your instructor with the incident number.