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 281.318.HELP (4357) or (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://services.lonestar.edu/contactdirectory/) to locate your instructor's contact information.

- Provide your instructor with the incident number.