

Unable to See Any Content, Assignments, or Assessments

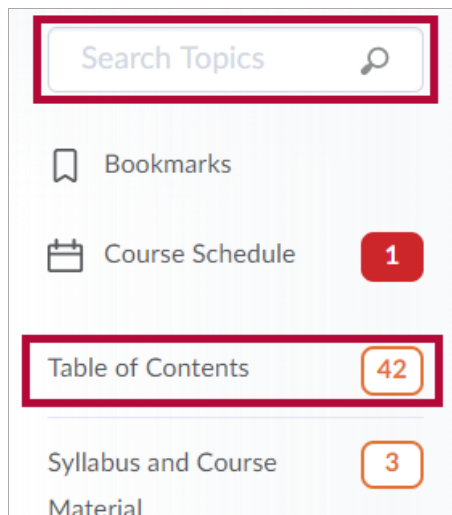
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If you are unable to see any content, assignments, or assessments (Quizzes or Exams), try the following:

- To find a reading assignment or instructions, go to **[Content]** in the **Navbar**.



- Click on **[Search Topics]** and insert a word from the title you are looking for.
- Click on **[Table of Contents]** to see a full list of topics.



- To find course activities from the the **Navbar**:



- Click on **[Course Activities]** → **[Assignments]**.
- Click on **[Course Activities]** → **[Quizzes]**.
- Click on **[Collaboration]** → **[Discussions]**.

If you still cannot see any content, assignments, or assessments in the course, contact your instructor.

Contact the Instructor

- Email within the course.

- See [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.
- If you cannot reach your instructor, contact the [IT Service Desk \(https://www.lonestar.edu/ots-student\)](https://www.lonestar.edu/ots-student).

Contact the Service Desk

1. 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 **Incident** number to relay to your instructor.
2. The technician will document the issue and provide you with an incident 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 replicate the issue.
- Note any error messages exactly. Take a screen shot if possible.
- Provide your instructor with the incident number.

Call 281.318.HELP (4357) or (toll free 866.614.5014)
