



# STUDENT: QUICK TIPS

# CONNECT STUDENT QUICK TIPS

Get a quick, easy start with McGraw-Hill Connect using the valuable tips below. Learn how to register, complete assignments, access resources, and contact McGraw-Hill's Customer Experience team for assistance.

## GETTING STARTED

**TIP:** To get started in Connect, you will need the following:

- Your instructor's Connect web address

Sample of Connect web address:

<http://connect.mheducation.com/class/sample>

- Connect access code
- Or a credit card to buy online

**TIP:** A "**Courtesy Access**" registration option allows you to register in Connect without purchasing an access code and receive full access (typically for two weeks) before being required to get one. This option is helpful for those awaiting financial aid or a textbook in the bookstore, those who may drop the class and those who try the Connect Plus eBook before they buy.

**TIP:** If using the free trial, be sure to get full access to Connect before the trial period expires to avoid any delays in completing your coursework. If your trial period does expire, your work will be saved. Just login with the username and password you used to create your Connect account and choose to "purchase full Connect access here."

## REGISTRATION AND SIGN IN

1. Go to the Connect Web Address provided by your instructor.
2. Click on "**Register Now.**"
3. Enter your email address (this will become your Connect username). As a best practice, you may want to register with your school/institution email address.

**TIP:** If you already have a McGraw-Hill account, you will be asked for your password and will not be required to create a new account.

4. Enter a registration code or choose "**Buy Online**" to purchase access online.
5. Follow the on-screen directions.

**TIP:** Please choose your Security Question and Answer carefully. We will ask you for this information if you forget your password. We recommend that you provide a secondary email address should you forget your Security Question and Answer.

6. When registration is complete, click on "**Go to Connect Now.**"
7. You are now ready to use Connect.

## TROUBLE LOGGING IN?

- Verify that you are using the same email address you used during registration (not the secondary email address if you provided one).
- If you have forgotten your password, click on the **“forgot password”** link at your Instructor’s Connect Web Address.
- Once logged into Connect, you can update your account information (e.g., email address, password, and security question/answer) by clicking on the **“my account”** link located at the top-right corner.

## HOME (ASSIGNMENTS)

**TIP:** If you are unable to begin an assignment, check that:

- The assignment is available (start and due dates).
- That you have not exceeded the maximum number of attempts.
- That you have not achieved a score of 100% in a previous attempt in an assignment where your instructor has enabled you to build on your work.
- If your assignment contains questions that require manual grading, you will not be able to begin your next attempt until your instructor has graded your questions in the previous attempt.

**TIP:** Be sure to read the instructions that appear when you open an assignment:

- Your instructor may set assignment percentage deductions and limitations for utilizing help resources and/or multiple assignment attempts.
- Your instructor may provide specific instructions for you to follow as you complete your assignment.

**TIP:** Based on the assignment policy settings established by your Instructor, you may encounter the following limitations when working on your assignment(s):

- Inability to Print Assignment.
- Timed assignments – once you begin a *“timed assignment,”* the timer will not stop if you exit the assignment.

**TIP:** “save & exit” vs. “submit” button

- If you are unable to complete your assignment in one sitting, utilize the **“save & exit”** button to save your work and complete it at a later time.
- Once you have completed your assignment, utilize the **“submit”** button in order for your assignment to be graded and sent to your instructor.
- Note that your instructor may deduct points for late submittal of an assignment.

## LIBRARY

**TIP:** The *Library* section of your Connect account provides shortcuts to various resources.

- If you purchased Connect Plus, you will see an “**eBook**” link, which can also be accessed from the section information widget of the *Home* tab (by clicking on the textbook title/cover) or from the *Library* tab.
- “**Recorded Lectures**” can be accessed from the home or library tabs if your instructor is using *Tegrity Campus* to capture lectures. You may also access recorded lectures when taking an assignment by clicking on the projector icon in the navigation bar.
- Many McGraw-Hill textbooks offer additional study resources such as narrated slides and self-quizzes, which are accessible through the “**student resources**” link in the *Library* tab.

## REPORTS

**TIP:** Once you submit your assignment, you can view your available results in the *Reports* tab.

- If you see a dash (-) as your score, your instructor has either delayed or restricted your ability to see the assignment feedback.
- Your instructor has the ability to limit the amount of information (e.g., questions, answers, scores) you can view for each submitted assignment.

## NEED MORE HELP?

**TIP:** Be sure to run a computer check to ensure that your computer meets Connect’s system requirements: <http://connect.mheducation.com/connect/troubleshoot.do>

**TIP:** When working inside of Connect, be aware that contextual help is available by clicking the “**help**” link in the top right corner within your account.

## CONTACT US ONLINE:

Visit us at: <http://www.connectstudentsuccess.com/> or <http://mpss.mhhe.com/contact.php>

Browse our support materials including tutorial videos and our searchable Connect knowledge base.

## GIVE US A CALL:

1-800-331-5094

Our live support is available (Central Time):

Monday - Thursday: 7 a.m. – 3 a.m.

Friday: 7 a.m. – 8 p.m.

Saturday: 9 a.m. – 7 p.m.

Sunday: 11 a.m. – 1 a.m.