

MyLeo Online (D2L) Frequently Asked Questions

Note: All courses will have a myLeo Online (D2L Brightspace) course offering, including face-to-face, blended, and fully online courses.

- 1. How do I access my myLeo Online (D2L Brightspace) course(s)?**
 - A. Go to the student portal at <https://leoportal.tamuc.edu/>**
 - B. Login**
 - a. Using CWID and password for students;
 - b. Use lastname/firstname and password for faculty. (AD credentials)
 - C. Navigate to "Apps" and select the myLeo Online (D2L Brightspace) icon**

- 2. Alternative method to access myLeo Online:**
 - A. Go to <https://myleonline.tamuc.edu/d2l/login>**
 - B. Login**
 - a. Using CWID and password for students;
 - b. Use lastname/firstname and password for faculty. (AD credentials)
 - C. Scroll down to the middle of the page to find the My Courses widget.**

- 3. If I am enrolled in a course, why is my course not showing in myLeo Online?**
 - A. Check your registration again with the Registrar's office or your myLeo Detailed Schedule to be sure you are registered for the course.**
 - B. If you are registered and your course is not showing up under the "My Courses" widget, please email online@tamuc.edu with your CWID and the course you are registered for.**

4. **What should I do if I'm experiencing issues with myLeo Online?**
 - A. To access D2L support, either use the Support Widget on the myLeo Online home page or go to <https://community.brightspace.com/support/s/> and click "Contact Support". From here you can call, email, or chat with a support expert 24 hours a day.

5. **What should I do if I'm experiencing issues with YouSeeU-Virtual Class?**
 - A. Be sure you're using a recommended browser – either Google Chrome or Mozilla Firefox.
 - B. Check the Basic System Requirements here:
<https://bongolearn.zendesk.com/hc/en-us/articles/360003760493-Basic-System-Requirements>
 - C. If you're still having issues, call D2L Brightspace support 1-877-325-7778.

6. **What if I have forgotten my CWID and password?**
 - A. There are two links out to the side of the CWID and Password entry fields that say "Forgot your password?" and "Forgot your CWID?" Use these to recover your log-in information.
 - B. If you have any difficulty accessing the myLeo Portal, contact IT Support at HelpDesk@tamuc.edu or call (903)468-6000.

7. **What are the myLeo Online (D2L Brightspace) platform requirements?**
 - A. Recommended browsers are Google Chrome and Mozilla Firefox.
 - B. Keep your browser updated if possible.
 - C. On this page: <https://community.brightspace.com/s/article/Brightspace-Platform-Requirements> there is a word document called "Platform_Requirements.doc". Click it for more information

8. **What do I do if I'm kicked out of an exam?**
 - A. Contact your instructor immediately and let them know the situation.
 - B. Attempt to re-enter the quiz in myLeo Online.
 - C. If this is unsuccessful, call D2L Brightspace Support at 1-877-325-7778.