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://myleoonline.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.