

MyLeo Online (D2L) Frequently Asked Questions

Note: All courses will have a myLeo Online (D2L Brightspace) course offering, but some face to face courses may not use it. Be sure to talk to your instructor about whether or not your myLeo Online course will be used throughout the semester.

- 1. How do I access my myLeo Online (D2L Brightspace) course(s)?**
 - A. Log in to myLeo by going to the myLeo link from the A&M Commerce webpage
 - B. View the video by clicking on “How to Access your Online Course through myLeo Online (D2L Brightspace)” under “Student Online Learning References” at the bottom of the screen. This will guide you through the login process.

- 2. How do I find my online courses without viewing the video?**
 - A. Log in to the myLeo Portal
 - B. Click on “APPS”
 - C. Find the App called “MyLeo Online (D2L Brightspace)” and click on it
 - D. 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?**
 - 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 (970) 225-1175 or submit a request with this form:
https://support.youseeu.com/hc/en-us/requests/new?ticket_form_id=114094001254

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 1-877-325-7778.