Trouble Shooting for Online Classes

1. Problems logging into Blackboard Learn? Email the Helpdesk at helpdesk@luzerne.edu.

2. If you do not see your classes listed in Blackboard Learn on the first day of the semester, please email asaxton@luzerne.edu. Please note, it may take up to 24 hours for your class to be available in Blackboard Learn if you just registered.

3. Technical problems with publisher websites cannot be resolved by LCCC faculty or staff. You need to contact the publisher's technical support provided by your instructor. **Immediately** email your instructor to indicate you are having technical issues and the nature of the issue.

4. Not sure where to find your course materials/information, access codes, or possible on campus requirements or general questions, email Ann Saxton at asaxton@luzerne.edu.

5. Do you need to drop, officially withdraw or change your schedule? Email the registrar from your **LCCC student email account** at registrar@luzerne.edu or your assigned Counselor.

6. Are you a visiting student? Make sure you set up an LCCC email account and webadvisor account at student.luzerne.edu.

7. Don't forget, most of your questions can be answered on the Distance Ed webpage at www.luzerne.edu/distanceeducation/. Read, read ,read! ☺