CONNECT TECHNICAL SUPPORT   www.mcgrawhillconnect.com/support   - **800-331-5094**

Monday – Thursday: 8AM – 11PM   (All times are **CENTRAL)**

Friday: 8AM – 6PM   Sunday: 6PM – 11PM

CONNECT REGISTRATION

Go to the web address provided to you by your instructor (www.connectitalian.com) and bookmark it for future visits to your Connect course.   Click on REGISTER NOW

Enter your email address

Note: 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.

You'll see three options:

- Enter your access code and click Submit (if you have an ACCESS CODE)

- Buy online: If you didn't purchase an access code with your book, click Buy Online to purchase access (If you're purchasing access online, choose: "Buy **ConnectPlus**" - includes online access to an eBook)

- Start a Free Trial (this is for students who are unable to buy a book or code yet. Lasts for 3 weeks)

Next, you will need to fill out the registration form.

Please make sure to click on "Go To Connect Now" to complete your registration and continue to your instructor's course, where you can access all your assignments and study resources. To sign up for you course, you need the Section Web Address provided in class by your instructor.

SUPPORTED BROWSERS

Mac OS

Operating Systems	Browsers
OSX 10.7 – Lion	Chrome 23+ Firefox 16+ Safari 5.x
OSX 10.7 – Lion	Chrome 23+

	Firefox 16+ Safari 5.x

Microsoft Windows

Operating Systems	Browsers
MS Windows 8	Chrome 23+ Firefox 16+ IE 10 (Desktop Version)
MS Windows 7	Chrome 23+ Firefox 16+ IE9
MS VISTA Home Premium Edition	Chrome 23+ Firefox 16+ IE9
MS XP HE 2002 SP 2	Chrome 23+ Firefox 16+
MS XP Pro 2002	Chrome 23+ Firefox 16+

RECORDING AND MICROPHONE ISSUES

Follow the steps below to troubleshoot general recording issues:

1. Test the microphone attached to the computer

   PC Users: Go to Start > Accessories > Entertainment > Sound Recorder
   Mac Users: Go to System Preferences > Sound > Input

2. Ensure you are using a supported web browser (Internet Explorer 8+, Firefox, Chrome and Safari). If you are using an unsupported browser, download a supported browser/version. Here is the link to check the computer:
   http://connect.mcgraw-hill.com/connect/troubleshoot.do

3. Clear the cache on the browser and restart the browser once it has finished

4. Confirm Flash is installed

5. Ensure that the computer is allowing Flash to record what is said into the Microphone. Here is a link to check the settings:
   http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager02.html
   and ensure that the privileges are set to either Allow or Always ask. Attached is a Word document (flash settings.docx) that shows the settings for each tab that has been confirmed to work for your reference.

6. Try using an alternative supported browser (for example, if using Internet Explorer, try using Firefox)

Note: If the above steps do not resolve the issue and you are unable to reproduce the issue on your own system, please check the student's internet connection (test can be done at http://speedtest.net/).
If you have any questions or need assistance, please call (800) 331-5094 or visit http://www.mhhe.com/support.

CLEARING BROWSER TIPS

Using Internet Explorer 8 (Windows PC):

Click Tools (from the menu bar)
Click Internet Options
Under the Browsing history section, Click Delete
Check the check boxes next to "Temporary Internet Files "and "Cookies".
Click "Delete"
Click the Privacy tab
Click the Advanced button
Ensure that the "Override automatic cookie handling" check box is checked.
Ensure that the "Always allow session cookies" check box is checked.
Click OK
Click OK
Close Internet Explorer (all tabs/windows must be closed) and then reopen it

Using Internet Explorer 9 (Windows PC):

Click Tools

Click Safety

Click Delete browsing history

Make sure to uncheck Preserve Favorites website data

Check Temporary Internet Files

Check Cookies

Then click Delete.

You will get a confirmation at the bottom of the window once it has successfully cleared your cache and cookies.

Mozilla Firefox 10 (Windows PC):

Open Mozilla Firefox 10.

Click the Firefox button and then choose Options.

Note: If you're using the menu bar, choose Tools and then Clear Recent History. Skip to Step 5 below.

With the Options window now open, click the Privacy tab.

In the History area, click the clear your recent history link.

Tip: If you don't see that link, change the Firefox will: option to Remember history. You can change it back to your custom setting when you're done.

In the Clear Recent History window that appears, set the Time range to clear: to Everything.

In the list at the bottom of the window, uncheck everything except for Cache.

Note: If you wish to clear other kinds of stored data, feel free to check the appropriate boxes. They will be cleared with the cache in the next step.

Tip: Don't see anything to check? Click the button next to Details.

Click on the Clear Now button.

When the Clear Recent History window disappears, all of the files saved (cached) from your Internet browsing activities in Firefox will have been removed.

Google Chrome 7 and 8 (Windows PC):

Click the wrench icon in the top/right corner of the browser
Click "Options" from the drop down menu
Click the "Under the Hood" tab
Click the "Clear browsing data..." button
Check the box next to "Empty the cache" and "Delete cookies and other site data"
From the "Clear data from this period:" drop down box, choose "Everything"
Click the "Clear browsing data" button
Click the "Content settings..." button
For "Cookie Settings", ensure that "Allow local data to be set (Recommended)" is selected.
Click Close
Click Close
Close Google Chrome (all tabs/windows must be closed) and then reopen it

Safari 5 (MAC):

Open Safari
Click Safari on the menu bar (at the top left)
Click Empty Cache
Click Empty
Click Safari on the menu bar (at the top left)
Click Preferences
Click the Security tab (Note: Make sure "always" is selected for Accept cookies).
Click Show Cookies
Click Remove All
Click Remove All (again)
Click Done
Close the window
Quit Safari by clicking on Safari (at the top left), then click "Quit Safari" (All tabs must be closed)

Reopen Safari

Mozilla Firefox 10 (MAC):

Click Firefox (from the menu bar)
Click Preferences

Click the Privacy tab
In the "Firefox will" drop down box, choose "Use custom settings for history"
Check the box next to "Accept cookies from sites" and the box next to "Accept third-party cookies.". In the "Keep until:" drop down box, ensure that "they expire" is selected.
Ensure that the "Accept cookies from sites" check box is checked.
Click the "Show Cookies" button.
Click the "Remove All Cookies" button.
Close the window.
Close the window.
Quit Firefox by clicking on Firefox (from the menu bar), then click "Quit Firefox" (All tabs/windows must be closed) and then reopen it

Google Chrome 7 and 8 (MAC):

Click the wrench icon in the top/right corner of the browser
Click "Options" from the drop down menu
Click the "Under the Hood" tab
Click the "Clear browsing data..." button
Check the box next to "Empty the cache" and "Delete cookies and other site data"
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For "Cookie Settings", ensure that "Allow local data to be set (Recommended)" is selected.
Click Close
Click Close
Close Google Chrome (all tabs/windows must be closed) and then reopen it

FREQUENTLY ASKED QUESTIONS

WHAT DO I NEED TO GET STARTED WITH CONNECT?

You will need two things: First, a Student Access Code (purchased at the bookstore with your textbook) and second, the Course Section Web Address (or URL) given to you by your instructor.

HOW DO I REGISTER?

My instructor is using Connect:

If your instructor is using Connect, you will receive a course specific Section Web address (URL) from your instructor. The web address will enable you to register for your instructor's course using a registration code. If you do not have a registration code, you'll also have an option to purchase access online with a credit or debit card. Please contact your instructor if you do not have the course web address.

I have registered previously:

If you have already registered for Connect and are re-taking a class or registering for an additional class, you will still need to obtain your instructor's course specific Section web address (URL) to register. You will not be required to create a new account if the Connect access from your previous registration has not yet expired, and you are using the same textbook. You will need to purchase Connect access for each course you are taking.

WHAT IS THE COURSE URL AND WHERE DO I FIND IT?

The most important part of the registration process is often missed, which is entering the course URL. Your instructor will give you the course URL (Section Web Address). Every student in your class will have the same course URL.

WHAT ARE THE CONNECT SYSTEM REQUIREMENTS?

Check to see if your computer meets the requirements for Connect at

http://connect.mcgraw-hill.com/connect/troubleshoot.do.

WHAT CAN I DO IF I HAVE FORGOTTEN MY PASSWORD?

1. Visit (http://connect.mcgraw-hill.com/paris/forgotpasswordview.do)

2. Enter your email address you used to register for CONNECT and click Submit.

3. Type in a new password

4. Retype your new password

5. Answer your Security Question

6. Click the "Submit" button

If your email address is not found in the system or if you are unable to reset your password for any reason, please go to www.mhhe.com/support and click on the "Contact Us" tab for further password assistance. Or call 800 331 5094. Our support hours and contact information can be found on the "Contact Us" tab.

I PURCHASED REGULAR CONNECT ACCESS (WITHOUT THE EBOOK), CAN I UPGRADE TO CONNECT PLUS (WITH THE EBOOK)?

Yes, please follow the steps below to upgrade:

•   After you sign into Connect, navigate to the home tab.

•   Click the textbook image located on the right side of the page.

•   A pop-up message will display and provide you with the option to upgrade.

•   Click the upgrade your version of Connect purchase link.

Follow through the purchase steps to upgrade your account to Connect Plus access (with the eBook).

I AM HAVING TECHNICAL TROUBLE. WHERE DO I GO?

Visit: www.mhhe.com/support   Call: (800) 331-5094 (

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