

**WELCOME**

**JOHNS HOPKINS  
SCHOOL OF NURSING**



**JOHNS HOPKINS**  
SCHOOL *of* NURSING

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## About the Prerequisite Courses

The 10-week courses are designed with students' goals in mind. The instructor-led courses are delivered using a facilitated teaching approach to engage students and encourage interaction and participation. Courses are competitively priced and available online in the fall, spring, and summer semesters.

All students pursuing a health-based education can now take the following instructor-led prerequisites all online and get a taste of Hopkins Nursing.

- Biostatistics
- Human Growth and Development Through the Lifespan
- Nutrition
- Microbiology with virtual lab\*
- Anatomy with virtual lab\*
- Physiology with virtual lab\*
- Chemistry with virtual lab§

For a full list of required courses visit our pre-licensure [Master of Science in Nursing: Entry in Nursing](#) program webpage.

\*Virtual labs are accepted at Hopkins Nursing, but not everywhere. Check your university and state licensure requirements for prerequisite courses.

§Offered but not required by Johns Hopkins School of Nursing.

## Course Structure

The online prerequisite courses are instructor-led, 10-week courses that use the [Blackboard Learning Management System](#) (LMS). The courses are structured so that each week of the course is a module of content typically consisting of required reading, a short multi-media presentation, a discussion board activity, and a quiz on that particular week's content. Additionally, lab courses incorporate a virtual lab activity and will have additional assignments to assess student mastery and application of the information.

The module for a particular week will open on Monday and the course content will be available for you to complete during the week. Unless otherwise noted within the course syllabus, assignments are due at 5:00 PM EDT on the date listed in the course schedule and syllabus.

## Frequently Asked Questions (FAQ)

How often are the prerequisite courses offered?

All seven courses are offered once a semester, during the Fall, Spring, and Summer semesters.

Will these credits be accepted by the college/university that I'm interested in attending?

Each college and university will have policies and procedures about how it will evaluate transcripts from your previous work. Each prerequisite course completed at Hopkins will be displayed on a JH School of Nursing transcript, which will list the name of the course, the credits earned for the course, and the grade that you achieved.

We advise that you contact each school or university that you are considering to research its particular requirements and if our courses will be acceptable for its program. In particular, we urge you to specifically ask about virtual labs and if the school that you are considering will accept virtual labs as part of its entry requirements.

#### How many courses should I take in any given semester, and is it limited?

Most students find that 7 credits in any given semester is a manageable course load. Students may enroll in up to three courses per semester, but should not enroll in more than two lab courses at the same time due to the student workload associated with these courses. Each week, students should plan to devote about 7-10 hours for every non-lab course that they attempt and 10-15 hours for every virtual lab course. Estimated hours are variable to each individual's learning pace and prior knowledge of the content.

#### Who do I contact if I have a disability that requires a special accommodation?

If you have a disability and may require accommodation in this course, please contact [Disability Services](#) to discuss your specific needs.

#### What action will I need to take if I have to withdraw from a course?

To withdraw from a course, please email our [Registrar's Office](#) with your name, the semester, and the course(s) that you would like dropped.

Prior to Week 8 of the course there is no notation of the drop on your permanent record. Starting with week 8, should you drop a "WP" or "WF" will be posted to your record based on your performance in the course to date.

#### If I need to withdraw, am I entitled to a refund?

The refund schedule is as follows\*:

Week 1: Student can drop with 100% refund

Week 2: Student can drop with 50% refund

Week 3: Student can drop with 25% refund

Week 4 and beyond: Student can drop, no refund

Week 8 and beyond: Student can drop but "WP" or "WF" will be posted to record, no refund

\*Please note, the end of any week listed above is considered to be the Sunday of that week, regardless of what day of the week a module ends on according to the course schedule. For example, even if Module 1 ends on a Monday, you would have to request to drop the course by the Sunday prior, in order to receive the refund designated above.

#### How can I request a transcript or request enrollment verification?

If you are currently taking a course and need to verify your enrollment, you can log into our Student Information System at <https://sis.jhu.edu>. Then, click on the Registration link on the toolbar, select "My Class Schedule" from the drop down menu, and then select the option "Printable Confirmation for Enrollments." You may also select the "My Grades" screen and download an unofficial transcript.

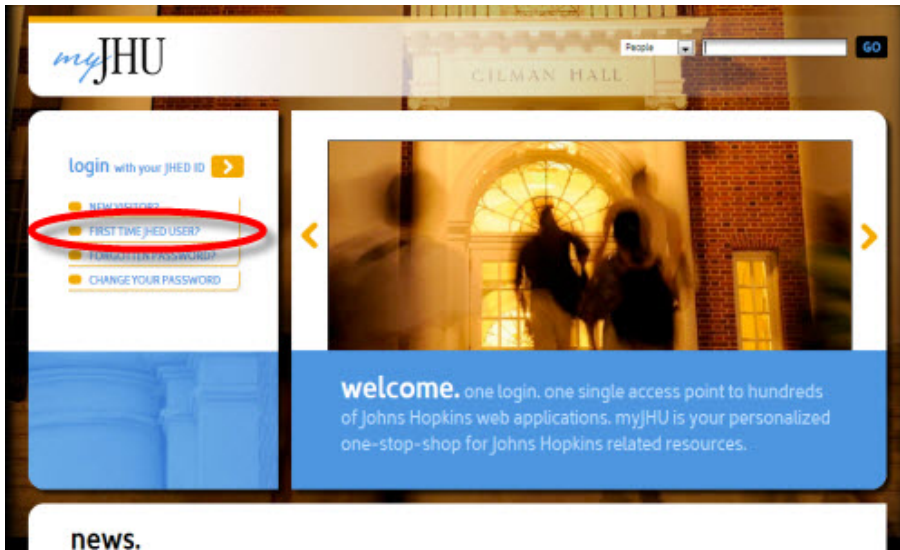
Once you've finished the course and the grade has been submitted, you can request an official transcript (paper or electronic) to be sent at <https://iwantmytranscript.com/jhuson>.

## Your Johns Hopkins email account

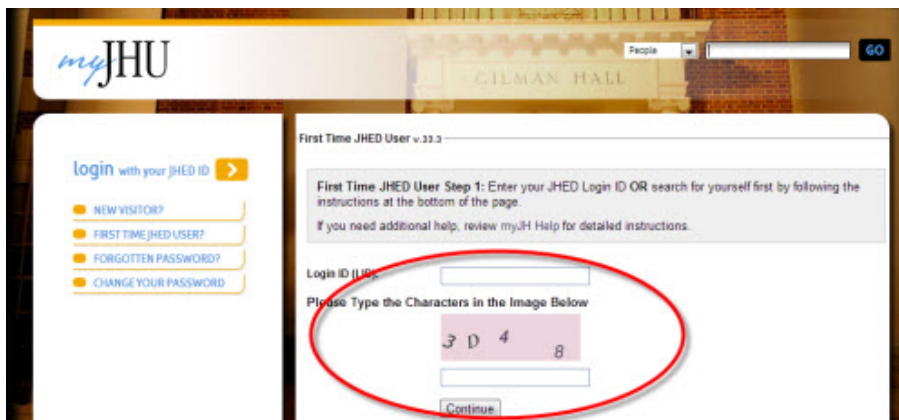
Your JHED Login ID (which is also referred to as your JHED ID) is the username that you use when you log into the JHED system. Many resources at Hopkins use your JHED Login ID to grant access. Examples of such resources include JHU email, course registration and employee payroll systems. You will be required to use your JHED Login ID and password to log into myJH.

### Setting up your account

1. Go to the myJH homepage at <http://my.jh.edu> and click the **First Time JHED User** link.



2. In the **Account Setup** page, enter your **JHED Login ID** (LID) in the text box.
  - a. If you do not know your ID, you can search for yourself near the top right of the page to find it.
3. Enter the text characters from the image in the text box and click the **Continue** button.
  - a. If you are visually impaired or require assistance, dial (410) 516-4357 for assistance.



4. Create your password according to the password requirements listed:
  - a. Enter text into the **New Password** and **Confirm Password** fields
  - b. Enter your **Date of Birth**
  - c. Enter the last 5 digits of your social security or government-issued identification number
5. Select and answer three different **Security Questions** and click the **Continue** button.

Security Question Update v.11fe.62.1

**Setup security questions** Please Select Three DIFFERENT Security Questions and Provide Answers  
 If you need additional help, please review [myJH Help](#) for detailed instructions.

Question 1:

Answer:

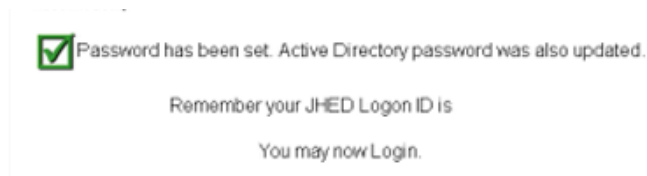
Question 2:

Answer:

Question 3:

Answer:

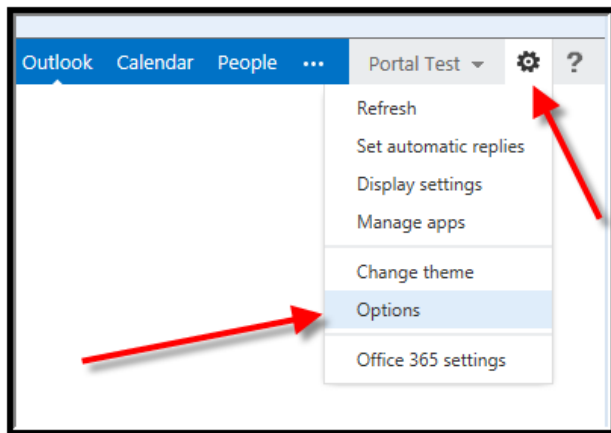
6. If all of the information you've provided was entered correctly, you will have successfully created a password and are now able to login.



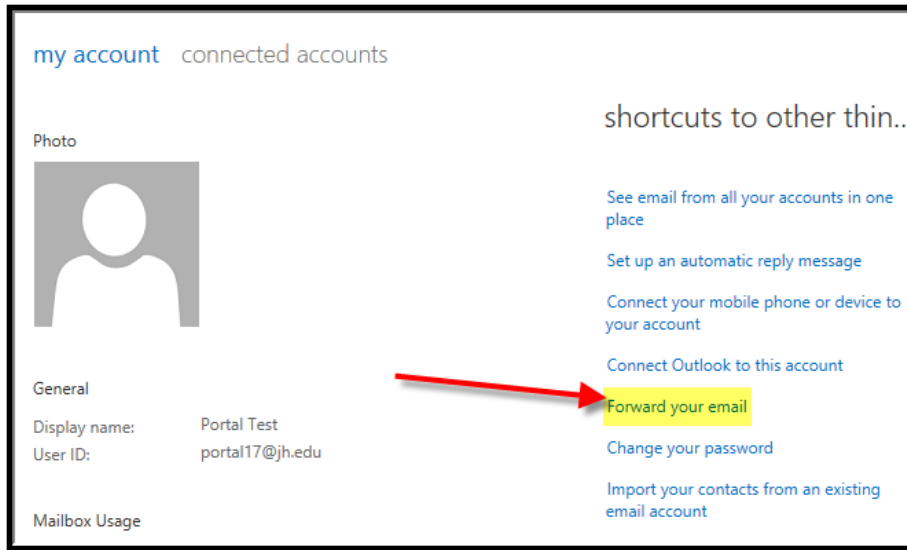
7. If you require further assistance, please contact the IT Help Desk at (410) 516-HELP.

### Forwarding your email to another account

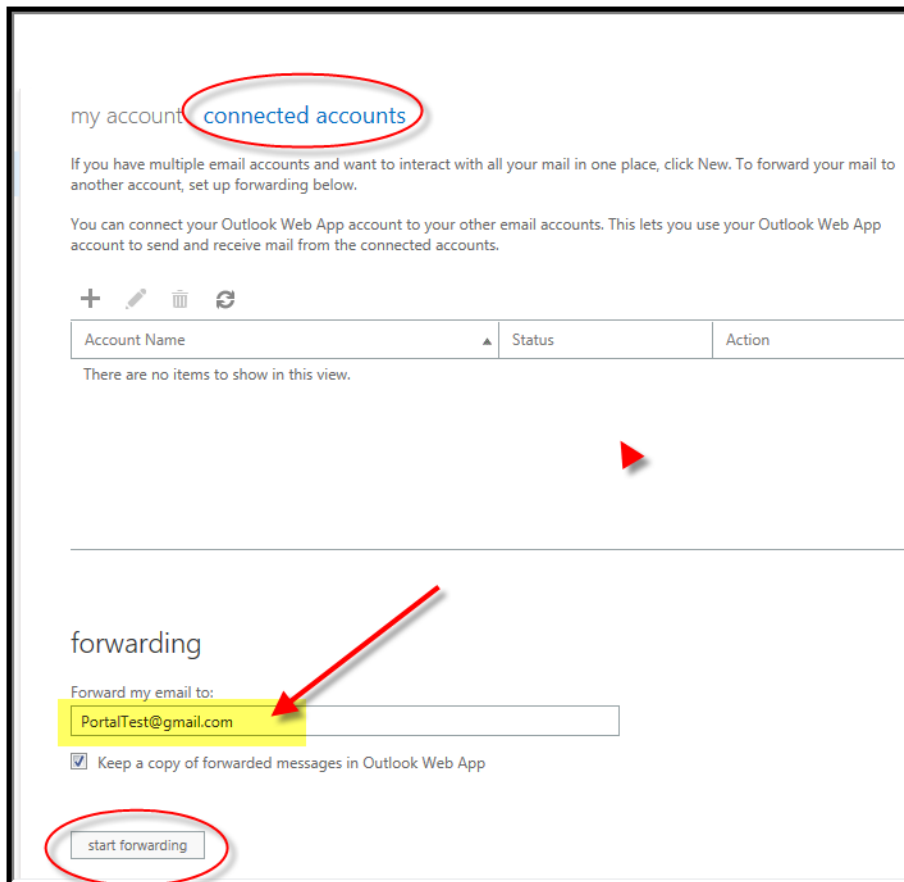
1. After logging in to <http://my.jh.edu>, click on the Messaging icon, and then click on the Outlook icon.
2. In the Exchange Online (Office 365 E-mail) Web App, go to Settings icon, select Options



3. Under shortcuts click on Forward your email



4. Select the connected accounts tab.
5. Scroll down to 'forwarding'. Under 'Forward my e-mail to:' enter the email address that you want your Exchange Online (Office 365 E-mail) emails forwarded to.



6. Click on **Start Forwarding**

## Introduction to the Blackboard classroom

In this course we will use Blackboard as the primary vehicle for course content delivery. All of your course materials, readings, assessments, and syllabus will be found on Blackboard. While some future content may be available when you log in to the course at the beginning of the term, most course modules will be opened as the course progresses, so that students maintain a similar pace when completing assignments throughout the course.

### Technical Requirements

Blackboard is a fairly user friendly tool, but still requires some time and effort to master. Blackboard will work with any computing platform (Windows, Mac OS, Linux, etc) as well as tablets such as the iPad. It is recommended that students use a laptop or desktop for the best overall experience. A tablet may suffice for viewing some course content, but should ideally not be used to complete any assessments.

Students are expected to know how to use a web browser such as Internet Explorer, Mozilla Firefox, Google Chrome, or Safari. Mozilla Firefox is the recommended browser for use when accessing Blackboard at the SON and may be downloaded from the [Mozilla website](#).

It is recommended that all students install at least two browsers on their personal computer. This will provide another method of accessing your course if your primary browser stops functioning, produces an error screen, or does not behave as expected. If at any time you experience a result other than what you were expecting while using Blackboard, it is recommended that you first attempt the action again using a different browser prior to contacting the Help Desk.

Students should know how to disable pop-up blockers within their browser when using Blackboard, or provide an exception for the Blackboard Web site (<http://blackboard.jhu.edu>). Often, you will have two pop-up blockers: one within your browser and one within a search toolbar like Google or Yahoo.

It is expected that all students know how to download and install browser plug-ins and software such as Adobe's Flash Player, Adobe's PDF Reader, Microsoft's Silverlight, and Oracle's Java platform. It is also expected that students keep all software up-to-date in order to ensure the best overall experience when using Blackboard. Below you will find links to some of the common software needed to successfully use Blackboard.

[Adobe Flash](#)

[Microsoft Silverlight](#)

[Java](#)

[Adobe Reader](#)

[QuickTime](#)

### Announcements

After you have navigated to a JHU SON prerequisite course site, the first page you will see is the Announcements area. The oldest announcements will be at the bottom, with the most recent at the top. While some Instructors may choose to send an email to your JHU account any time an announcement is posted, this is not a guarantee. You will want to be sure to scroll through and read the announcements at least 1-2 times per week to see reminders about important dates, general class feedback on assignments, and any other important information regarding your course.



## Syllabus and Course Schedule

Your syllabus will be found under the Syllabus & Course Info section on the Blackboard course menu. This section will also contain items such as the Academic Ethics Policy, the Inclement Weather Policy (if provided), as well as Netiquette guidelines. Your instructor may also include other important information related to the course such as a schedule or clinical information. It is very important that you review and understand the information found in this area, as you are expected to know and follow all of the information, policies, and directions that are outlined in this area of the course.

## Textbook Information

You should try to purchase your course textbook(s) and/or materials as soon as you can after you have registered for the course, so that you can ensure you have them before the course begins. If you do not have time to purchase and receive hardcopy versions of the materials before the course begins, we suggest purchasing e-book versions, which are available for all textbooks used in our prerequisite courses. For more information on the textbook(s) and/or materials required for your specific course, please see the Syllabus and Course Info section of your classroom, or visit our [Prerequisite Course Textbook Purchasing](#) website.

## Avoiding Plagiarism Module

Through scenarios and practice exercises, this self-paced course will help you learn key skills for avoiding plagiarism. It contains a series of brief pretests, interactive modules, and final posttests to check your knowledge. The content is customized to meet your specific knowledge and needs through asking you a few brief pretest questions before most sections (i.e. modules). Based on your performance in the pretests and module 7 posttest, you are required to obtain at least 90% on the Final Posttest (you may retake the Final Posttest multiple times).

This module is required, and should be completed as soon as you are granted access to the course or, at the latest, by the end of the first week of class. If you completed the module while taking another prerequisite course with us, you are not required again, but you will still need to post your certificate. For more information on how to access this, see the Welcome area in your prerequisite course. If you took the previous version of the Avoiding Plagiarism module, which was not hosted in myLearning, please contact your Academic Program Coordinator at [prereqs@jhu.edu](mailto:prereqs@jhu.edu) for assistance in providing proof that you have taken the module previously.

## Setting up Connect

McGraw-Hill Connect is a web-based assignment and assessment solution required for some of our prerequisite courses. You will complete graded quizzes and other optional interactive learning activities via Connect, which is seamlessly integrated with Blackboard. Please see the Syllabus & Course Info for more information on purchase options for the textbook and Connect access, or visit our [Prerequisite Course Textbook Purchasing](#) website.

## System compatibility check

Before you get started, you'll need to check your computer system to see whether it meets the minimum system requirements to run Connect. You can do this by visiting [McGraw-Hill Connect's Troubleshooting](#) page. When you click the link, it will check your computer to be sure that your

operating system and browser are compatible for running the Connect application, and that all of the necessary software is up-to-date.

### Courtesy Access

If Courtesy Access is available for your course program and you are a new Connect user, you may [register for Courtesy Access](#). This means that you will receive free access to your Connect course for 14 days. Courtesy Access is particularly useful for students who are awaiting financial aid and for those who may drop the class. Be sure to upgrade to full Connect access before the 14 day Courtesy Access period expires to avoid any delays in completing your coursework.

### Pairing your section

If your Connect section is not paired with the correct Blackboard section, your grades will not migrate to the Grade Center as you complete your assignments in Connect. Even if you believe your course is correctly paired, please be sure to complete this process prior to completing any assignments.

Below are the steps that you will need to follow in order to register your Connect account through Blackboard. If you already have a Connect account and are registered for the Connect course, you will need to sign in instead of register. Instead of clicking 'Register Now,' you should choose sign in and enter your Connect login credentials.

Note: If the Tools link is not in your left navigation menu (mentioned in step 3 below), please instead click on a Connect assignment in one of the content areas of the Blackboard course and then it will prompt you to pair your account.

1. Sign in to your Blackboard account
2. Go to the course that will be utilizing Connect
3. Go to the Tools menu
4. Click on the McGraw-Hill Higher Education tool
5. Click Go to My Connect Section
6. Click Continue
7. Click Register Now

If you have any questions regarding this process, please reach out directly to the Connect Support team at (800) 331-5094.

### Frequently asked questions

[I completed my lab, why is it not showing in the submitted area of Connect or in the Blackboard My Grades area?](#)

The lab assignments in Connect don't "submit" fully until either the student achieves 100% on the lab, or the due date has passed. Once you've completed your initial attempt, you're able to re-access the lab and continue working in it until you achieve 100%. Once the due date has passed, you will still be able to access the lab, but anything you complete at that time won't change the score at all unless an extension is granted by your Academic Program Coordinator or the Instructor in Connect.

[What do I do if I get points off for an answer that I believe to be correct?](#)

First, you should submit your challenge through Connect. In whatever assignment you are completing, there should be an option to 'Report a content issue' or 'Give feedback.' This will escalate the issue

directly to the McGraw-Hill content management team, which will result in a more timely response in terms of getting the content corrected, if and when your claim is substantiated. Once you've reported the issue, you can then send an email to your Academic Program Coordinator and Instructor for the course. They will also review the material, determine whether or not points should be deducted, and then make any necessary adjustments to your score.

[I used Connect for another class. Do I have to register for Connect again?](#)

Yes, you must register for the new section. Depending on your Connect program and your registration status you may not have to create a new account. Obtain the course-specific URL provided by your instructor, enter it into your browser and follow the prompts.

[I answered all of the questions correctly, why did I not receive 100%?](#)

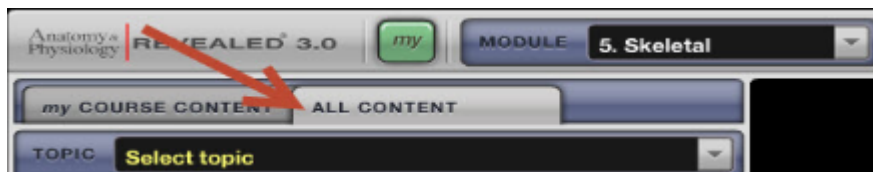
Once the due date for an assignment has passed, 10% is deducted from the score per 24 hours past the original due date and time. If you have an arrangement with your Instructor to complete an assignment in Connect beyond the due date, please make sure to inform your Academic Program Coordinator as well, so that an extension can be granted within Connect and you are not penalized for lateness.

[An error occurred when I was attempting to complete an assignment, and it was submitted before I could finish. What do I do?](#)

Any time an error occurs while in the Connect system, please take a screen capture of the error if you can, and then immediately contact your Academic Program Coordinator and Instructor. While the Connect customer support team is the preferred contact for all general technical difficulties, they are unable to reset assignments or grant extensions to students. If you just need an additional attempt due to a technical glitch or time-out issue, this can only be resolved by the APC or Instructor.

[The Anatomy and Physiology Revealed Cadaver Dissection Tool is missing content that is necessary to complete my workbook assignment.](#)

Please be sure that you are viewing the 'All Content' area, and not the 'my Course Content' area.



If this does not resolve your issue, please reach out to your Academic Program Coordinator or Instructor for the course.

[When I'm in a lab and click on a Core Concept to learn more, a quiz pops up. I haven't learned the material yet, why am I being quizzed?](#)

The goal of the core concepts is to efficiently figure out what the student knows and doesn't know regarding the concepts of that particular lab and then give them the learning resources necessary to remediate before they take the lab. McGraw-Hill wants to make this an efficient process and LearnSmart Labs is adapting to each student's strengths and weaknesses. A lot of students can't pinpoint their strengths and weaknesses let alone study topics they are deficient in, so they are helping them in this process by only giving them the learning resources necessary for their deficiencies. If the

student wants, they can click on the LIBRARY under the menu on the left and then click on CORE CONCEPTS to review all of the Learning Resources or 'lessons' before they answer the quiz questions.

When will my Connect access expire?

Connect access expires after one year from the date of purchase.

## Setting up Late Nite Labs

We use Macmillan Learning's Late Nite Labs (LNL) for the laboratory component of some of our prerequisite courses. Like a flight simulator for science, LNL recreates a traditional lab environment accessed right from your computer, allowing you to explore in a safe, interactive environment anytime, anywhere. You will complete all lab activities and related assignments at the LNL web site, which are linked through your Blackboard classroom.

### System compatibility check

Before you get started, you'll need to check your computer system to see whether it meets the minimum system requirements to run Late Nite Labs. You can do this by visiting their [browser compatibility test](#) site. When you click the link, it will check your computer to be sure that your operating system and browser are compatible for running the application, and that all of the necessary software is up-to-date.

### Pairing your section

In order for you to be able to pair your section appropriately, you'll need to be sure that when you register for Late Nite Labs, you are using the correct section code. For more information on this code and registering for LNL, please see the Syllabus & Course Info section of your course, or visit the [Prerequisite Course Textbook Purchasing](#) website.

Once you are registered for LNL, you must pair the section by logging in to LNL from your Blackboard course.

1. Once the course site opens (one week prior to the start of term) and you are registered in LNL, access the course and click in to the Course Content area
2. Click in to the Welcome area of the classroom. Scroll down until you see the Late Nite Labs (LNL) link, and then click in to that area.
3. Click the "Late Nite Labs Initial Login" link that is provided.
4. A new browser window will open. Sign in to your LNL account with your email and password.
5. From this point on, after clicking the LNL link inside a learning module, you will go directly from Blackboard to LNL without having to log in again to your LNL account.

Note: Please make sure that you only log in to Late Nite Labs by clicking the links within Blackboard, throughout the course content modules.

## Frequently Asked Questions

I signed up for the wrong section. What do I do?

Email your Academic Program Coordinator or [support@latenitelabs.com](mailto:support@latenitelabs.com) for assistance in getting moved to the appropriate section.

When will my Late Nite Labs account access expire?

Your account will last for the duration of the class. If you have any special requests once your class is over, such as extensions or assignment retrieval, email [support@latenitelabs.com](mailto:support@latenitelabs.com).

Why can't I submit my assignments?

You can submit assignments as long the due date has not been passed. If you are having difficulty submitting, please clear your entire browsing and download history, cookies, and all cached images and files. If you continue to experience problems, please contact [support@latenitelabs.com](mailto:support@latenitelabs.com).

How do I know that my short answer or multiple choice assignments were submitted?

You will get a notification that your submission was successful once you click 'Submit'. You can go back to your course page to double check. If it says 'Submitted' next to the Short Answer or Multiple Choice links, then you can be sure it was successfully submitted.

I've completed a lab's procedures. Am I done?

You will get a notification that your submission was successful once you click 'Submit'. You can go back to your course page to double check. If it says 'Submitted' next to the Short Answer or Multiple Choice links, then you can be sure it was successfully submitted.

My Instructor graded my assignment, why is the grade not showing up in the Blackboard My Grades area?

Grades in LNL do not automatically populate in the Blackboard Grade Center, and must be manually entered by the Instructor. This will be done periodically throughout the semester, not necessarily immediately after the assignments have been graded. If you have any questions regarding your grades in LNL, please contact your Instructor.

## Setting up Cengage OWLv2

Homework, practice activities and access to eTextbook are provided via Cengage OWLv2, which allows you to work at your own pace until you understand each concept and skill. Each time when you try a problem, OWLv2 changes the chemicals, values, and sometimes even the wording of the question to ensure you are learning the concepts. Instant feedback also supports your learning.

### System Requirements

#### Windows

- Windows 7, 8, 8.1, or 10
- Intel® or AMD® CPU, 1.8 GHz or better
- 1 GB RAM or more
- Web browsers: Microsoft® Internet Explorer 11.0 or greater; Google Chrome 50.0 or greater; Mozilla™ Firefox® 47.0 or greater; Microsoft Edge 12.0 or greater

#### Macintosh

- Mac OS® X 10.9 or greater
- Mac® computer with an Intel® Processor
- 1 GB of RAM or more
- Web browser: Safari™ 8.0 or greater; Mozilla™ Firefox® 47.0 or greater; Google™ Chrome® 50.0 or greater

#### Additional Requirements (All Systems)

- Adobe Flash Player
- Adobe Reader
- Screen resolution of 1366 x 768 or greater, and color quality of 16-bit or greater
- Popup-blocking software turned off, or configured to allow your course's OWLv2 URL to display popup windows
- Browser set to check for newer versions of cached pages and refresh automatically.
- Sound capability for audio content

### Pairing your section

In order for you to be able to pair your section appropriately, you'll need to be sure that when you register for OWLv2, you are using the correct section code. For more information on this code and registering for OWLv2, please see the Syllabus & Course Info section of your course, or visit the [Prerequisite Course Textbook Purchasing](#) website.

Once you are registered for OWLv2, you must pair the section by logging in to OWLv2 from your Blackboard course.

1. Once the course site opens (one week prior to the start of term) and you are registered in OWLv2, access the course and click in to the Course Content area
2. Click in to the Welcome area of the classroom. Scroll down until you see the CENGAGE OWLv2 link, and then click in to that area.
3. Click the registration link that is provided.
4. A new browser window will open. Sign in to your OWLv2 account with your email and password.
5. From this point on, after clicking the assignment link inside a learning module, you will go directly from Blackboard to OWLv2 without having to log in again to your account.

Note: Please make sure that you only log in to OWLv2 by clicking the links within Blackboard, throughout the course content modules.

You will also be required to complete the Intro: Working with OWL assignment prior to completing any other assignments. You will not be able to proceed to Module 1 without getting at least 80% for this assignment. The link to this assignment can be found just under the registration and pairing information in the Welcome area of the classroom.

### Frequently Asked Questions

When will my Late Nite Labs account access expire?

OWLv2 access is valid for 6 months, from the purchase date.

My Instructor graded my assignment, why is the grade not showing up in the Blackboard My Grades area?

It's possible there is just a hang-up in the system that is causing this issue. Please reach out to your Academic Program Coordinator or the Instructor to have them resync the gradebook.

### Helpful Resources

We are committed to doing what we can to ensure your success in our prerequisite courses, and helping you prepare for your future in the healthcare professions. If you are experiencing an issue in your

classroom or have a question that is not answered in this guide, please reach out to your Academic Program Coordinator for further assistance.

### How to Stay Organized

Taking courses online is often much more challenging than taking in-person classes, as it requires the student to remain independently motivated and organized. In our prerequisite courses, students are expected to manage their time, schedule, and work load independently. Students should be accessing their course site and JHU e-mail (if not forwarded to another email address) frequently throughout each module. They are expected to review and understand all requirements, policies, assessments, and various components of the classroom without very much guidance.

To prepare for taking an online prerequisite course with us, we recommend that all students review our introductory module, [How to Take and Manage Your Time in an Online Course](#). In this presentation you will find a number of tips and resources for participating in an online course, planning and making a schedule, and learning how to stay on track and organized.

### What to do if you fall behind

Early communication is the best thing you can do when you encounter a problem and/or fall behind in your online course. Communicate with support staff and your Instructor immediately if you feel like you are having difficulty grasping the material, navigating the online classroom, or balancing your workload with your other work-life responsibilities. While we expect students to be responsible and independent, we understand that sometimes circumstances arise that are out of a student's control. For more information on what to do if you fall behind in your course, please review the How to Take and Manage Your Time in an Online Course module, linked above.

### Important Contact Information

If you need to contact the instructor of your specific course, their information can be found in the Contact Information area of your Blackboard classroom.

#### JHU SON

*Academic Program Coordinator*

Email: [prereqs@jhu.edu](mailto:prereqs@jhu.edu)

Phone: (443) 287-9620

Hours: Monday-Friday, 8:30am to 4:30pm (EST)

Contact your APC if you have any technical difficulties accessing course materials on the course site. Please include your course number and section in the email. Also, indicate the module and/or assignment in which you're encountering the issue.

To inquire about grades or to request assignment deadline extensions, contact your instructor directly.

*SON Help Desk*

Email: [son-helpdesk@jhu.edu](mailto:son-helpdesk@jhu.edu)

Phone: (410) 614-8800

Hours: Monday-Friday, 8:30am to 5:00pm (EST)

You should contact the JHU SON Help Desk for Blackboard related support issues, both during and outside of normal business hours. Normal business hours are Monday-Friday, 8:30am-5pm. Issues that occur outside of normal business hours will be addressed the following business day. If you experience a Blackboard outage or log in problem, contact the IT@JH help desk at 410-735-HELP. The IT@JH help desk can be contacted 24/7 but should only be contacted about outages or log in problems.

## Customer Support

### *Connect*

Website: <http://mpss.mhhe.com/>  
<http://createwp.customer.mheducation.com/wordpress-mu/success-academy/>

#### Phone: **USA and Canada**

800-331-5094 (toll-free)  
Sun: 12pm - 2am  
Mon-Thurs: 8am - 4am  
Fri: 8am - 9pm  
Sat: 10am - 8pm  
(All times in Eastern Time)

#### **Asia**

+800 88139190 (toll-free)  
Mon-Fri: 8am to 5pm (SGT/CST)

#### **UK & Europe**

+800 88139190 (toll-free)  
Mon-Fri: 8am to 5pm (GMT)

You should contact Connect customer support if you experience any technical difficulties with the system beyond what your Academic Program Coordinator or instructor may be able to resolve. If you need a quiz reset, an assignment extension, or have an issue related to your grade, reach out to the APC or instructor. For anything beyond that, submit at request to the Connect customer support team.

### *Late Nite Labs*

Website: <http://latenitelabs.com/contact/>  
<http://latenitelabs.com/manuals/>

Phone: 1-800-262-0518

Email: [support@latenitelabs.com](mailto:support@latenitelabs.com)

Hours: Monday-Friday, 9:00am – 6:00pm (EST)

You should contact LNL customer support if you experience any technical difficulties with the system beyond what your Academic Program Coordinator or instructor may be able to resolve. If you need an assignment extension or have an issue related to your grade, reach out to the APC or instructor. For anything beyond that, submit at request to the LNL customer support team.

### *Cengage OWLv2*

Website: <http://www.cengage.com/contact/>

<https://www.cengage.com/services/product/owl2>



Contact page: <http://support.cengage.com/victoriaweb/primarypage>

You should contact Cengage customer support if you experience any technical difficulties with the system beyond what your Academic Program Coordinator or instructor may be able to resolve. If you need an assignment extension or have an issue related to your grade, reach out to the APC or instructor. For anything beyond that, submit at request to the Cengage customer support team.



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