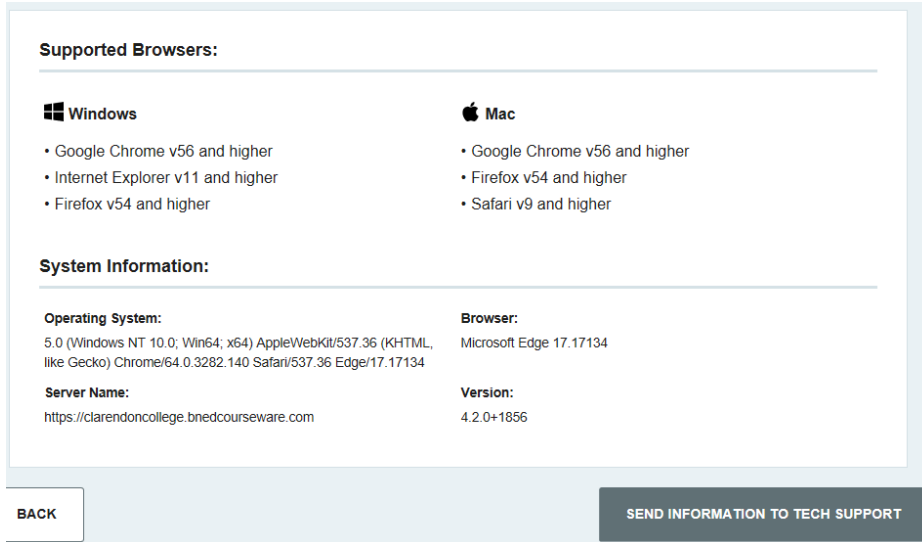# Moodleroom to Loudcloud Instructions and Help

Please see the information below for help accessing and using LoudCloud from the Clarendon College Moodlerooms site.

1. To start, here are the basic system requirement for using Loudcloud, see Figure 1. Please make sure your system or device will meet these requirements.

Supported Browsers:

Windows
- Google Chrome v56 and higher
- Internet Explorer v11 and higher
- Firefox v54 and higher

Mac
- Google Chrome v56 and higher
- Firefox v54 and higher
- Safari v9 and higher

System Information:

Operating System:	Browser:
5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/64.0.3282.140 Safari/537.36 Edge/17.17134	Microsoft Edge 17.17134

Server Name:	Version:
https://clarendoncollege.bnedcourseware.com	4.2.0+1856

BACK   SEND INFORMATION TO TECH SUPPORT

Figure 1.

2. Each link on the Student Portal or Moodlerooms will take you to your LoudCloud course. If you have more than one LoudCloud course, please see item 9 on how to access your other LoudCloud course from within LoudCloud.
3. To access LoudCloud, you will need to click the "**LoudCloud Link**" within your Moodlerooms course, see Figure 2.

EXTERNAL TOOL
LoudCloud Link

Figure 2.

4. After clicking the "**Loudcloud**" link, as shown in Figure 2, you will then be directed to the LoudCloud sign-in page. You must self-register before accessing LoudCloud. To self-register, click the "**New User? Register**" link at the bottom; see Figure 3.
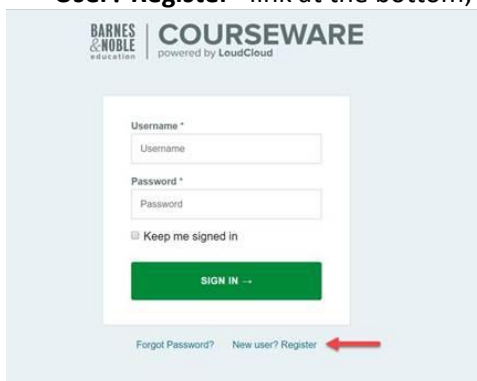

BARNES &NOBLE education | COURSEWARE powered by LoudCloud

Username *
[Username]

Password *
[Password]

☐ Keep me signed in

SIGN IN →

Forgot Password?   New user? Register

Figure 3.

Moodleroom to Loudcloud Instructions and Help

5. Complete the information shown on the Register page, as shown in Figure 4. Click the "**Next**" button to proceed to LoudCloud course. **Please Note:** Once you have registered, you will need to remember your LoudCloud username and password. You will only need to self-register one time; you do not have to do this again for any other LoudCloud courses. If you have more than one LoudCloud course, and you have already completed the Self Registration, then they will only need to sign in for all other classes.
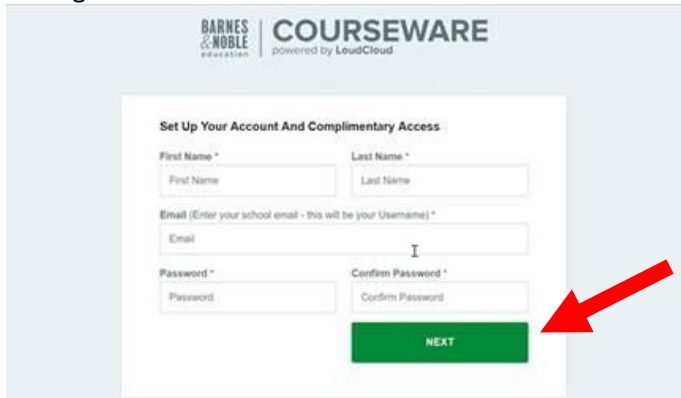

Figure 4.

6. The first time you log in to the Courseware, the software will check to make sure your browser is compatible. If you need an updated version, you will receive the message below:
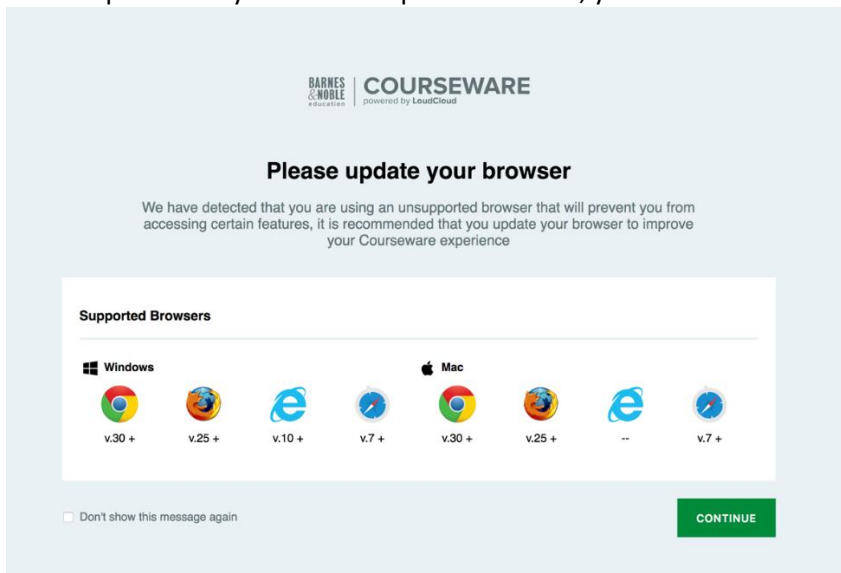

Figure 5.

7. If you need help updating your browser, go to: https://www.whatismybrowser.com/guides/how-to-update-your-browser.
8. After clicking the "**Next**" button (as described in Item 5), you will then be directed to your LoudCloud course; as shown in Figure 6. Once in the course, you can simply click on the "**Learning Path**" links or click on the "**Course Details**" for information about the course. **Please Note:** within the "**Learning Path**" are the activities for your course.

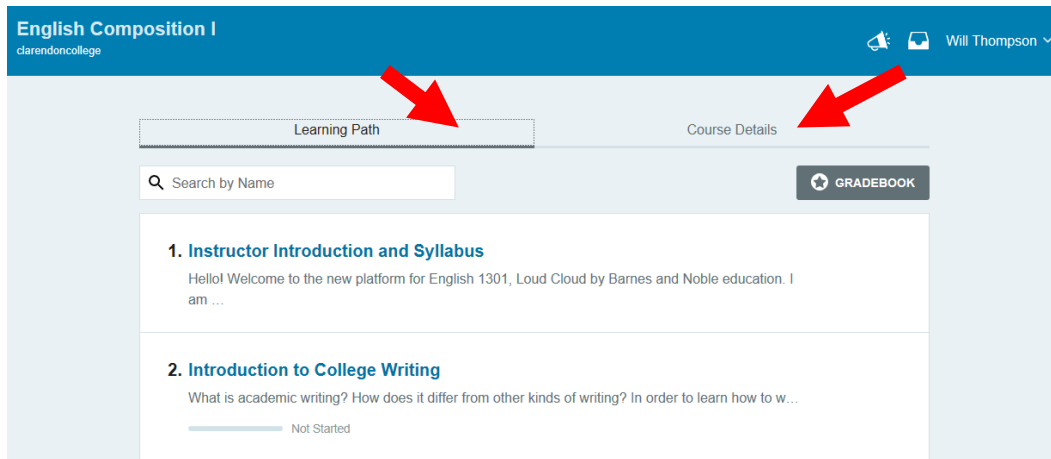# Moodleroom to Loudcloud Instructions and Help

Figure 6.

9. If you click your name, which is found in the top right hand of the LoudCloud window, a drop down window appears; as shown in Figure 7. The following selections are available from the menu; Your enrolled courses, if more than one you can select it and still stay within LoudCloud; "**Account**", this will allow you to view or change your LoudCloud account information; "**Terms and Support**"; to see the LoudCloud terms or access tech support; and "**Sign Out**" to logout of LoudCloud.
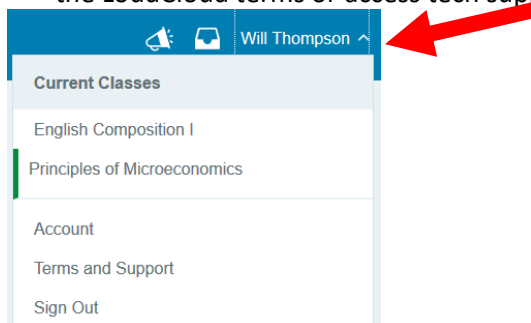

Figure 7.

10. If you are having problems with LoudCloud, please click on the "**?**" button located at the top right the site; as shown in Figure 9. A menu selection titled "**LoudHelp Docs for CBL**" will appear, click on this selection.
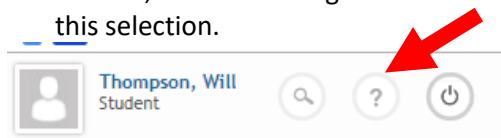

Figure 8.

11. The support page will display the information you may need to solve your issue; as shown in Figure 9. Please click on the link that is appropriate to your issue or question, or use the "**Search**" criteria box.

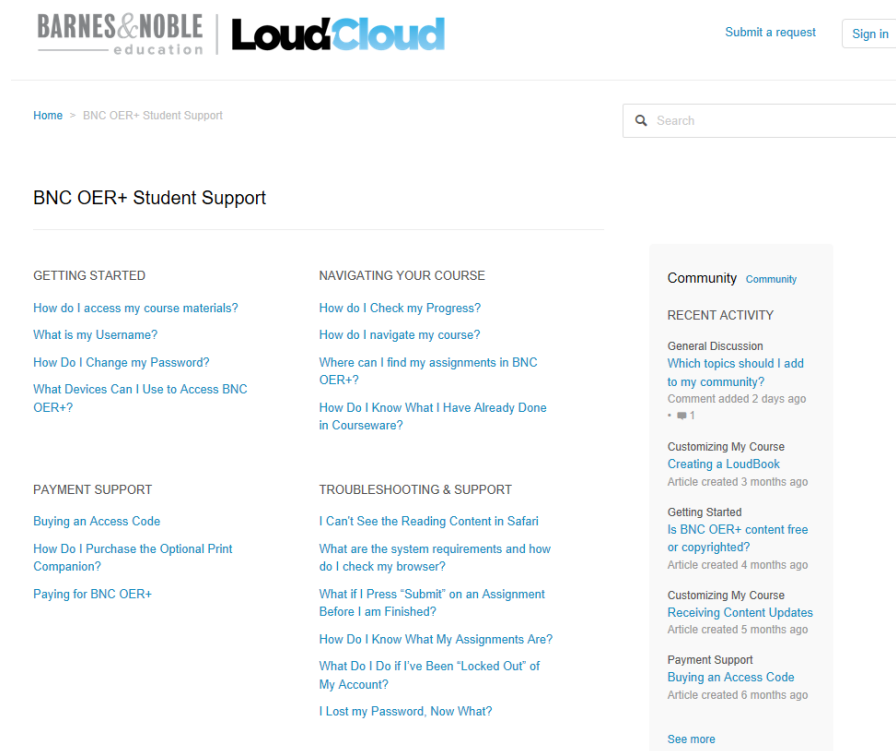# Moodleroom to Loudcloud Instructions and Help

Figure 9.

12. If you are unable to solve your issue, please click the "**Submit a Request**" link. This link can be found in the top right side of the support page, as shown in Figure 9 and 10. Tech Support can also be found under the Account link, as described in Item 9; or under the Tech Support Link, as described in Item 10.

Figure 10.

13. You will then be directed to the request page; as shown in Figure 11. Please complete the information as thoroughly as you can. The more detailed you are with describing the issue, the quicker LoudCloud solve your problem. Click the "**Submit**" button at the bottom of the page when you have completed the form.

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Figure 11.

14. You can also create an email ticket by clicking on the blue "**Tech Support**" link at the bottom of the page; as shown in Figure 12.
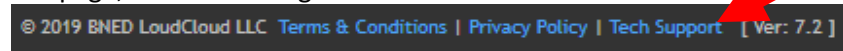

Figure 12.

15. Once the "**Tech Support**" link has been clicked, as mentioned in Item 14, a Tech Support popup window will appear. Click the "**Contact BNED Support**" button located at the bottom of the popup window. This will launch an email containing information about your device or PC. Please enter your issue after the "**Incident Summary:**" line in the email.

16. Other help resources:
    a. Your instructor, please try to communicate with them first.
    b. To email LoudCloud support directly: support@bnedloudcloud.zendesk.com.
    c. If you are a dual credit student, please contact your local ISD facilator.
    d. The LoudCloud Admin at Clarendon College: Brandi.Havens@clarendoncollege.edu.
    e. The Vice President of IT at Clarendon College: Will.Thompson@clarendoncollege.edu.

Moodleroom to Loudcloud Instructions and Help

I Can't See the Reading Content in Safari

This is a browser-specific issue that is only affecting Safari on Mac and iOS, and for which a fix is currently underway. Firefox, Chrome, or Internet Explorer can be used instead. Users can continue to use Safari on Mac by following the below steps:

1. Go to the "**Safari**" drop-down menu.
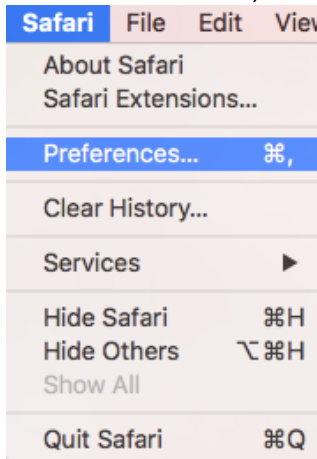2. Select "**Preferences**", as shown in Figure 13.

Figure 13.

3. Click the "**Privacy**" tab in the top panel.
4. Under "**Cookies and website data:**" select the option "**Always allow**"; as shown in Figure 14.
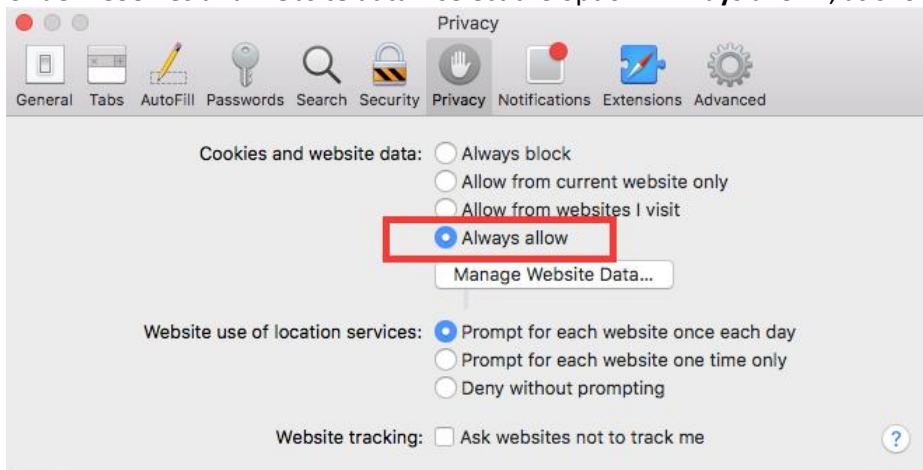

Figure 14.

Users can continue to use Safari on iOS by following the below steps:

1 Go to the "**Settings**" app.

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2. Click "**Safari**".

Figure 15.

3. Open "**Block Cookies**".

Figure 16.

4. Set to "**Always Allow**".

Figure 17.