# How to Access LoudCloud from the Student Portal

Please see the information below for help accessing and using LoudCloud from the Clarendon College Student Portal Course Management.

1. After logging on into the Student Portal, click "**My Courses**" under the "**Course Mgmt**" menu; as shown in Figure 1.
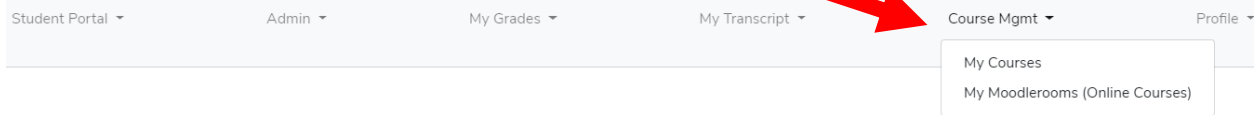
| Student Portal ▾ | Admin ▾ | My Grades ▾ | My Transcript ▾ | Course Mgmt ▾ | Profile ▾ |
|---|---|---|---|---|---|
| | | | | My Courses | |
| | | | | My Moodlerooms (Online Courses) | |

Figure 1.

2. Next, click the "**Select**" link next to the course you need; as shown in Figure 2.

| | Dept | ID | Type | Section | Course Name | Credits |
|---|---|---|---|---|---|---|
| Select | CHEM | 1111 | LAB | 101 | GEN CHEMISTRY LAB I | 1 |
| Select | CHEM | 1311 | LEC | 101 | GENERAL CHEMISTRY I | 3 |
| Select | DRAM | 1310 | LEC | 102 | INTRODUCTION TO THE THEATER | 3 |
| Select | EDUC | 1100 | LEC | 101 | LEARNING FRAMEWORKS | 1 |
| Select | ENGL | 1301 | LEC | 104 | COMPOSITION I | 3 |
| Select | MATH | 1314 | LEC | 101 | COLLEGE ALGEBRA | 3 |

Figure 2.

3. When the Course Management window opens for the course you have selected, click on the "**LoudCloud**" link under the "**Course Information**" section; as shown in Figure 3.
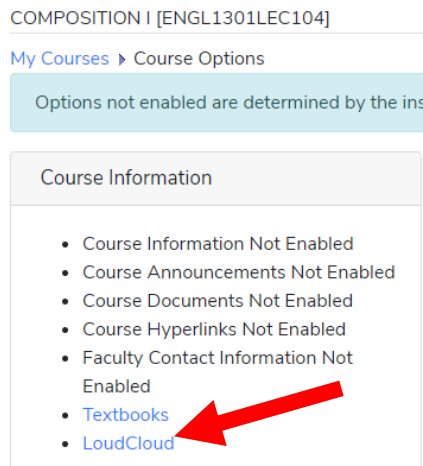
COMPOSITION I [ENGL1301LEC104]

My Courses ▸ Course Options

Options not enabled are determined by the ins

**Course Information**

- Course Information Not Enabled
- Course Announcements Not Enabled
- Course Documents Not Enabled
- Course Hyperlinks Not Enabled
- Faculty Contact Information Not Enabled
- Textbooks
- LoudCloud

Figure 3.

# How to Access LoudCloud from the Student Portal

4.  After clicking the "**Loudcloud**" link, as shown in Figure 3, you will then be directed to the LoudCloud sign-in page.  <u>You must self-register before accessing LoudCloud</u>.  You must create your own username and password, your current Student Portal or Moodlerooms login will not work (unless you use those credentials as your username and password when registering).  To self-register, click the "**New User? Register**" link at the bottom; see Figure 4.



Figure 4.

5.  Complete the information shown on the Register page, as shown in Figure 5.  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 5.

# How to Access LoudCloud from the Student Portal

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 shown in Figure 6 below.
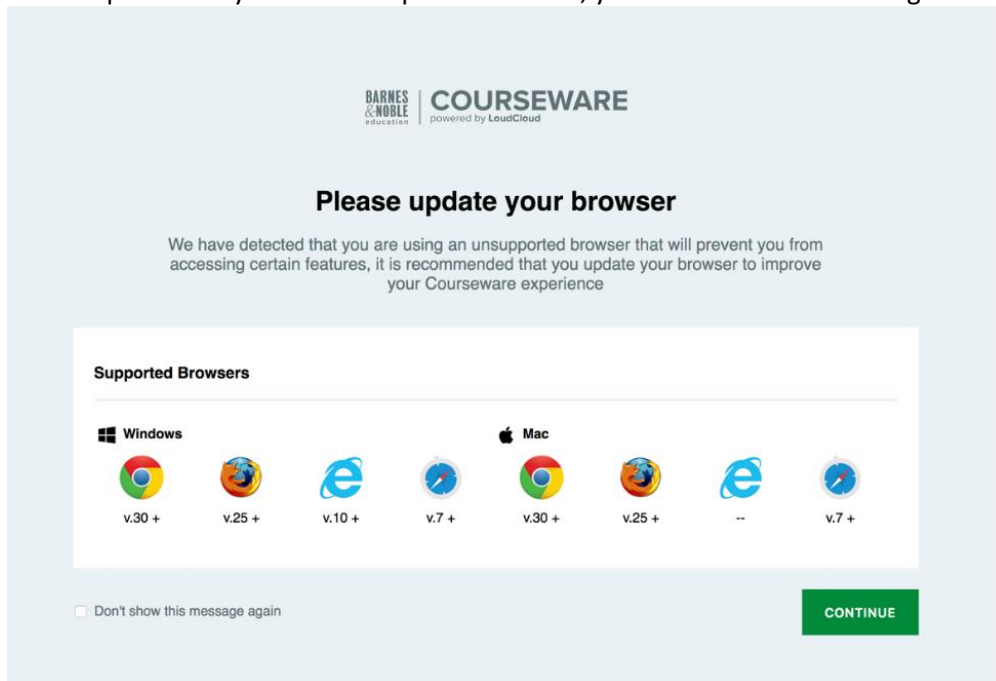


Figure 6.

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 7.  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.
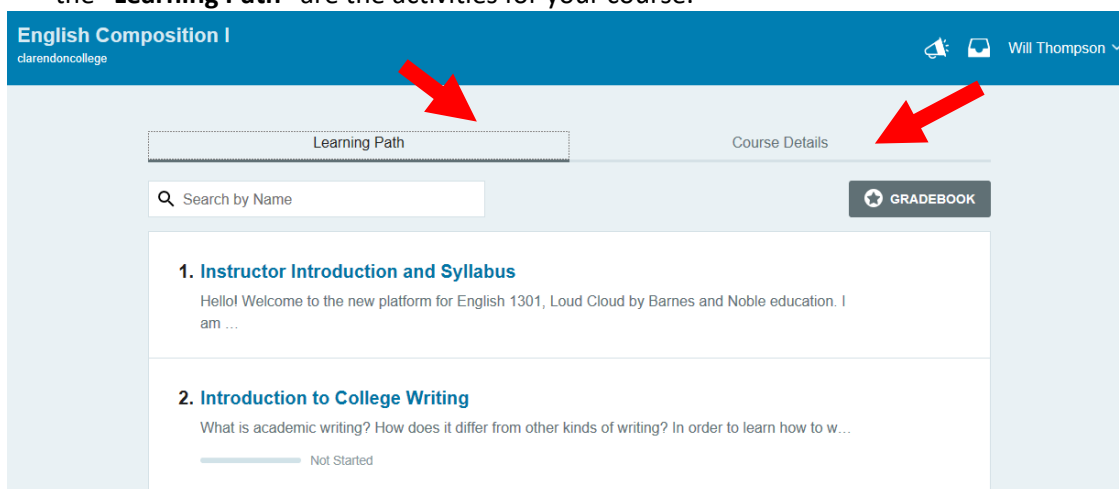


Figure 7.

# How to Access LoudCloud from the Student Portal

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 8.  The following selections are available from the menu; <u>Your enrolled courses</u>, 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.
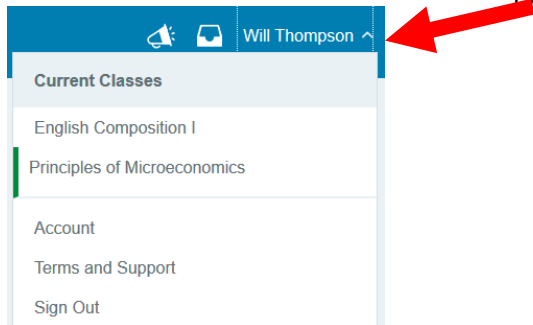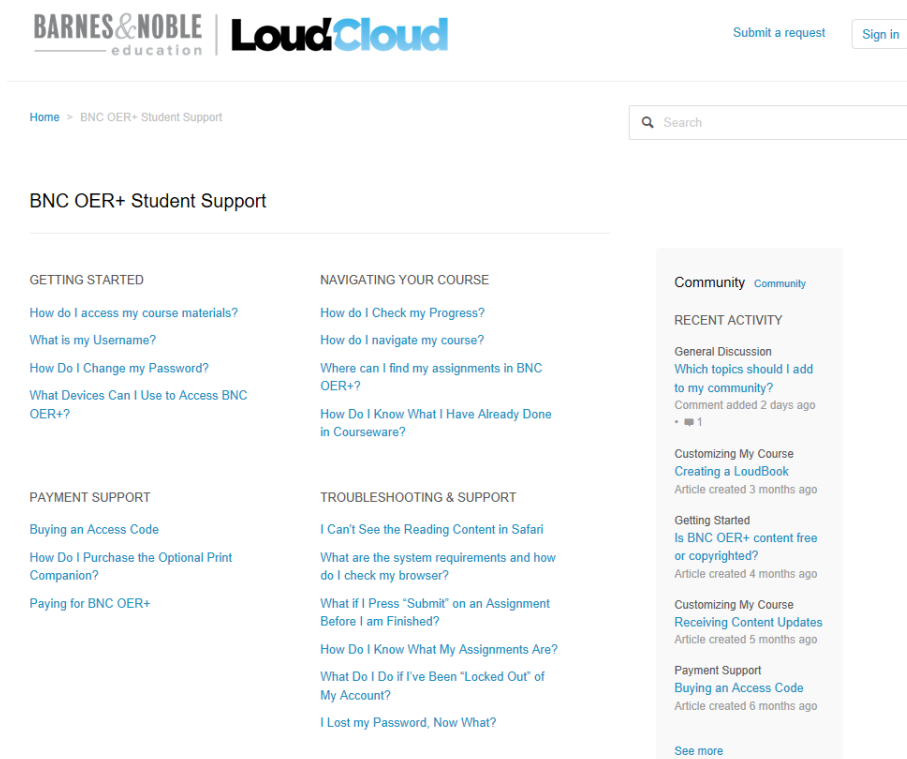


Figure 8.

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 9.

11. The support page will display the information you may need to solve your issue; as shown in Figure 10.  Please click on the link that is appropriate to your issue or question, or use the "**Search**" criteria box.



BARNES&NOBLE education | Loud'Cloud

Submit a request     Sign in

Home > BNC OER+ Student Support

**BNC OER+ Student Support**

**GETTING STARTED**

How do I access my course materials?

What is my Username?

How Do I Change my Password?

What Devices Can I Use to Access BNC OER+?

**NAVIGATING YOUR COURSE**

How do I Check my Progress?

How do I navigate my course?

Where can I find my assignments in BNC OER+?

How Do I Know What I Have Already Done in Courseware?

**PAYMENT SUPPORT**

Buying an Access Code

How Do I Purchase the Optional Print Companion?

Paying for BNC OER+

**TROUBLESHOOTING & SUPPORT**

I Can't See the Reading Content in Safari

What are the system requirements and how do I check my browser?

What if I Press "Submit" on an Assignment Before I am Finished?

How Do I Know What My Assignments Are?

What Do I Do if I've Been "Locked Out" of My Account?

I Lost my Password, Now What?

**Community** Community

**RECENT ACTIVITY**

General Discussion
Which topics should I add to my community?
Comment added 2 days ago
· 🖼 1

Customizing My Course
Creating a LoudBook
Article created 3 months ago

Getting Started
Is BNC OER+ content free or copyrighted?
Article created 4 months ago

Customizing My Course
Receiving Content Updates
Article created 5 months ago

Payment Support
Buying an Access Code
Article created 6 months ago

See more

# How to Access LoudCloud from the Student Portal

Figure 10.

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 10 and 11.  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 11.

Figure 11.

13. You will then be directed to the request page; as shown in Figure 12.  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.

Figure 12.

14. Once you have submitted a request, LoudCloud will contact you by email using the email address you entered on the request form.

15. 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 13.
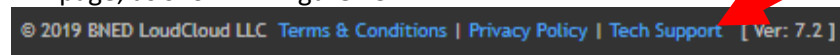
Figure 13.

# How to Access LoudCloud from the Student Portal

16. Once the "**Tech Support**" link has been clicked, as mentioned in Item 15, 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.
17. 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.

## 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.
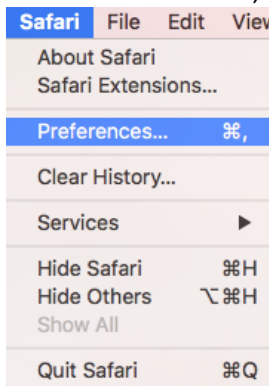2. Select "**Preferences**", as shown in Figure 14.



Figure 14.

3. Click the "**Privacy**" tab in the top panel.
4. Under "**Cookies and website data:**" select the option "**Always allow**"; as shown in Figure 15.
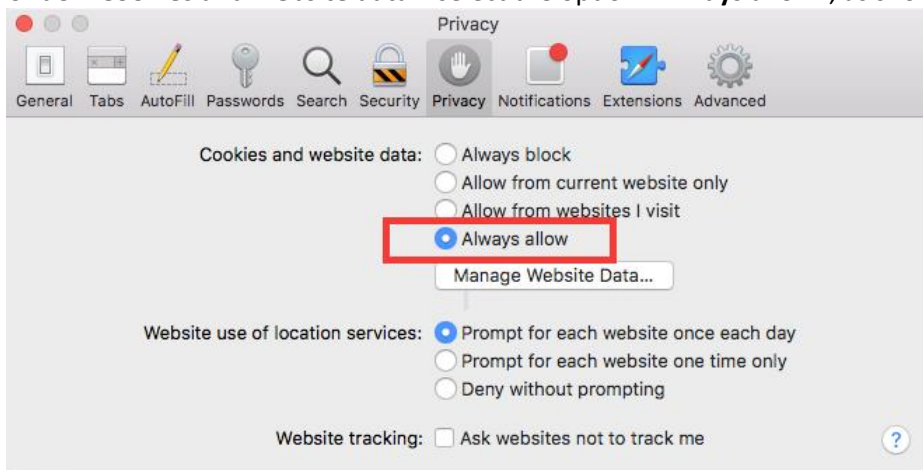


Figure 15.

# How to Access LoudCloud from the Student Portal

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

1   Go to the "**Settings**" app.
2.  Click "**Safari**".


Figure 16.

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


Figure 17.

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


Figure 18.