

If enabled, you can access WebAssign from Brightspace® to complete coursework.

## ACCESS WEBASSIGN FROM BRIGHTSPACE

If enabled, you can sign in to WebAssign directly from your Brightspace class. Brightspace is also known as D2L or Desire2Learn.

### NOTE:

- You can't sign in to Brightspace from WebAssign.
- Ask your instructor if you are not sure whether your course uses Brightspace and WebAssign.

1. Sign in to Brightspace and navigate to your class.
2. To access WebAssign from your Brightspace course, either:
  - If you see a list of assignments, click an assignment to open it in WebAssign.
  - If no assignments are listed, click the WebAssign tool.

## PURCHASE ACCESS

WebAssign gives you free access for two weeks after the start of class. To continue using WebAssign after that, either enter an access code or purchase access online.

**NOTE:** An access code included with some textbooks verifies that you have already purchased WebAssign access.

### I have an access code

1. Verify your access code at [webassign.net/user\\_support/student/cards.html](http://webassign.net/user_support/student/cards.html).
2. Sign in to WebAssign.
3. Click **Verify Payment**.
4. Enter your access code and click **Redeem**.

### I do not have an access code

1. Sign in to WebAssign.
2. Click **Verify Payment**.
3. Select the items you want to purchase and click **Continue**.
4. Review the items in your cart and click **Start Secure Checkout**.
5. Enter your billing contact information and click **Continue**.
6. Select your payment method and enter your payment information.

### NOTE:

- If you need to contact Customer Support regarding this transaction, provide the transaction ID from your receipt.
- If you drop a class, you can request a refund within 14 days of the purchase date.

## LEARN

Your current assignments are listed on the **Home** page for each class.

1. Click the assignment name.
2. Answer the assignment questions.

WebAssign supports many different question types. Some questions display a tools palette or open in a new window.

3. Submit your answers.
4. Review your marks and feedback.  
Usually you will see ✓ or ✗ for each answer.
5. Change your incorrect answers and submit again.
6. When you are done, always click **sign out**.

## TROUBLESHOOTING

To access this assignment, open it first from your learning management system

### RESOLUTION

Open the assignment first from Brightspace. If doing so shows the same message again, notify your instructor.

A specific error in setting up the integration between WebAssign and Brightspace can cause this problem. Your instructor can fix this by following instructions in the instructor help.

### Duplicated Assignment Links in Brightspace

Multiple assignment links are shown in Brightspace for the same WebAssign assignment. Scores for some WebAssign assignments are not synced to Brightspace.

### RESOLUTION

1. Ask your instructor to remove the duplicated assignment links.
2. Check the remaining assignments to see if your scores were synced from WebAssign.
3. For each assignment link for which your score was not synced:
  - a. Click the assignment link.
  - b. Resubmit the WebAssign assignment.

### Scores Synced to Brightspace Are Incorrect

When using an advanced LMS integration, WebAssign assignment scores greater than 100% or less than 0% are synced to Brightspace as 100% or 0%, respectively.

The Learning Tools Interoperability (LTI) specification requires this behavior.

## SYSTEM REQUIREMENTS

WebAssign is tested and supported for the following web browsers:

**Mozilla® Firefox® (38+)**

Windows®, macOS™, Linux®

**Internet Explorer® /**

**Microsoft® Edge (11+)**

Windows

**Google® Chrome™ (44+)**

Windows, macOS

**Apple® Safari® (8+)**

macOS, iOS 8 or later on iPad®

## BROWSER SETTINGS

Configure the following settings in your Web browser.

- Allow cookies and pop-up windows from [webassign.net](http://webassign.net).
- Accept third-party cookies when accessing WebAssign from Blackboard®.
- Do not allow your browser to store your password.
- Enable Adobe® Flash® Player.

## CUSTOMER SUPPORT

**ONLINE:** [webassign.com/support/student-support](http://webassign.com/support/student-support)

**CALL:** 800.354.9706

The Customer Support staff can **NOT**:

- change your username or password
- give extensions
- change your score
- give you extra submissions
- help you with the content of assignments

Contact your instructor for help with your grade or coursework.

## MORE INFORMATION

Search the online help for answers to most questions: [webassign.net/manual/student\\_guide/](http://webassign.net/manual/student_guide/)