

# Piedmont Technical College Technical and System Support Information for Desire2Learn (D2L) (Published September, 2013)

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D2L, or Desire2Learn, is an online course management system used by Piedmont Technical College. The college is currently using version **9.4.1** of D2L and plans to switch to a new version in the summer of 2014. D2L allows “anytime, anywhere” access to course-related files, electronic dropboxes for assignments, online quizzes and tests, e-mail, and grades.

When you register for a course, you will be added to your D2L course but the course will not show in your D2L My Course area until the starting date of the course.

NOTE: If you withdraw from a course or are withdrawn for academic reasons (i.e. attendance), you will be automatically withdrawn from your D2L course, and it will no longer be available to you.

## TECHNICAL SUPPORT

**The college provides 24/7 assistance for D2L users.**

- If you are having difficulties using any of the **course tools**, please contact Desire2Learn Technical Support at 1-877-325-7778 at any time. This is a purchased service to provide students and faculty with 24/7 help and is not housed on the PTC campus.
- For password problems, contact PTC's Technical Support at 864-941-8627 or click <http://www.ptc.edu/tech-support>.
- For other D2L problems, contact the Instructional Development office at 864-941-8682 or file a ticket at <http://www.ptc.edu/tech-support> and select D2L.

The Instructional Development office is located on the Lex Walters Campus in room 105G. The office operates from 8:30-5:00 p.m. Monday-Thursday and from 8:30-2:00 p.m. on Friday.

- All of the College’s county campuses have learning labs, and staff are trained to address basic D2L questions.
- A Frequently Asked Question (FAQ) link can be found on your D2L My Home account page on the top navigation bar.

## D2L SYSTEM MAINTENANCE

On the 4th Sunday of each month, there will be D2L System Maintenance from 1AM-7AM EST. During this time, D2L will not be available.

## COMPATIBILITY ISSUES AND SYSTEM CHECK

Be sure to run a System Check on your computer periodically and with any new computer you use for your D2L courses.

- The link to the System Check can be found on the Log-In page to D2L.
- Check with your instructors for clarification on media players they recommend for their media files and for other recommendations on supplemental textbook products they use in their course.
- For issues with Windows 8 or Internet Explorer 10, view our **Compatibility Tips** listed below. **Google Chrome is NOT a recommended browser for using D2L**; we recommend Mozilla Firefox or Internet Explorer 7 or 8. Google Chrome will make your quizzes freeze and other tools in D2L not work properly. It may work great for other supplemental course sites like MyLabsPlus, **but do not use it to access your D2L account and courses.**

## RECOMMENDED OPERATING SYSTEMS AND HARDWARE

	Required	Recommended
<b>Operating System:</b>	<ul style="list-style-type: none"> <li>• Windows 98, 98SE, ME, 2000, 2003, XP, Vista, 7</li> <li>• Mac OS X (up to 10.6)*</li> </ul>	<ul style="list-style-type: none"> <li>• Windows 2003, XP Service Pack 3, Vista, 7</li> <li>• Mac OS X (up to 10.6)</li> </ul>
<b>Video:</b>	<ul style="list-style-type: none"> <li>• SVGA monitor</li> <li>• Minimum resolution of 800 x 600</li> </ul>	<ul style="list-style-type: none"> <li>• Resolution of 1024 x 768 or greater</li> </ul>
<b>Internet Speed:</b>	<ul style="list-style-type: none"> <li>• 56K modem</li> </ul>	<ul style="list-style-type: none"> <li>• 56K, DSL or Cable modem</li> </ul>

**Note:** D2L also supports Intel-based Macs. **If you are using Safari**, you should disable its pop-up blocker when using D2L. To disable the pop-up blocker, click Safari in the menu bar and uncheck Block Pop-Up Windows. Failing to disable the pop-up blocker may prevent you from completing some tasks in D2L, such as composing discussion board messages. If you continue to have problems, try using the Firefox web browser which can be downloaded for free at <http://www.mozilla.com/en-US/firefox/all-older.html>.

## RECOMMENDED BROWSERS

Operating System	Compatible Browsers	Recommended Browser
<b>Windows</b>	<ul style="list-style-type: none"> <li>• Internet Explorer 7.0</li> <li>• Internet Explorer 8.0</li> <li>• Firefox 2.0</li> <li>• Firefox 3.X</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox(Mozillia) 3.X</li> </ul>
<b>Mac OS X</b>	<ul style="list-style-type: none"> <li>• Safari 3.0</li> <li>• Safari 4.0</li> <li>• Safari 5.0</li> <li>• Firefox 2.0</li> <li>• Firefox 3.X</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox (Mozillia) 3.X</li> </ul>

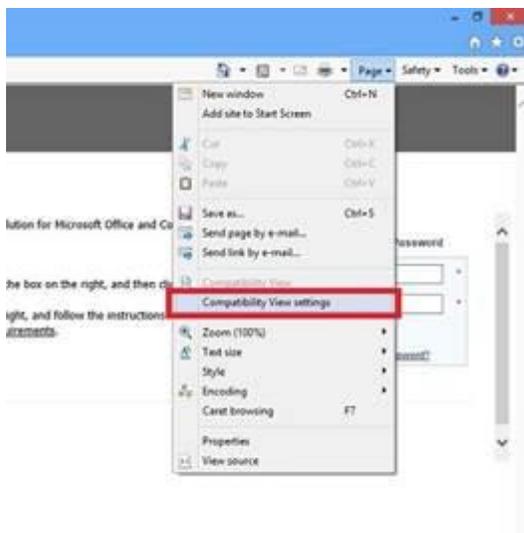
## COMPATIBILITY NOTES

Version 9.4 of D2L, which PTC is currently using, does not work well with IE 10 and Windows 8. Users typically don't see Send or Submit buttons, and some users have difficulty with HTML editors working correctly. Equations do not work at all in the editor. The instructions below will help with setting up the Compatibility View with IE 10, but some users may still experience problems. **A recommended solution is to use Mozilla Firefox as your browser** and to be sure to add the D2L site to your Compatibility View, if you continue to have problems with D2L tools.

### Instructions:

If you want to work in D2L on Windows 8 and Internet Explorer 10, first, you will need to set the browser to open D2L in **Compatibility View**. To do this:

1. Open Internet Explorer 10 from the desktop app. Do not open Internet Explorer from the Metro app, as this causes issues with the Java functionality.
2. Click the **Page** (or **Tools**) menu option in the **Command bar**. (If no toolbars are visible, press ALT on the keyboard, and then click the **Tools** option.)
3. Select Compatibility View settings.
4. 4. Type **ptsc.desire2learn.com** in the "Add this website" box (it may be there already), and click **Add**.



## **MOBILE DEVICE, IPAD, IPOD, ANDROID, & IPHONE INSTRUCTIONS**

When you log in to D2L from a browser on a mobile device, such as an iPhone, Android, iPad, or iPod, D2L detects the device and takes you to the D2L Mobile Interface. The mobile interface allows you to access these tools: Discussions, News, Content, Bookmarks, and Grades.

- Press the **School Name** to display a list of your courses.
- Then press a **Course Name** to go to that course.
- Then press the **Tool** icon to display the list of tools.
- Press a **Tool** icon to go to that tool in the selected course.

Any Content that links to HTML documents will display on your device. Note that if Content contains links to documents that you cannot open on your device (Word, Excel, etc), then you will not be able to read those documents.

You can log out by pressing the **Tool** icon and pressing **Log Out**.

## HELP WITH SUPPLEMENTAL OR NON-D2L PRODUCTS

Product	Contact Person	Contact Information
Connect –for Accounting	Steve Fennell	864-941-8645, <a href="mailto:fennell.s@ptc.edu">fennell.s@ptc.edu</a>
Connect—for Math	Lisa Crawford	864-941-8463, <a href="mailto:crawford.l@ptc.edu">crawford.l@ptc.edu</a>
InSite	Delmar Brewington	The number for InSite customer support for students is 1-800-354-9706, Option 5, Option 2. It is open from 8:30am-9pm EST M-Th and 8:30am-6pm EST on Friday.
MyEconLab/MyLabsPlus for Economics	Tory Miller	864-941-8641, <a href="mailto:miller.t@ptc.edu">miller.t@ptc.edu</a>
MyFinanceLab	Judy Daulton	864-941-8505, <a href="mailto:daulton.j@ptc.edu">daulton.j@ptc.edu</a>
MyFoundationsLab	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>
MyITLab	MaryLou Wilson	864-941-8391, <a href="mailto:wilson.ml@ptc.edu">wilson.ml@ptc.edu</a>
MyLabsPlus – for Math 032, 101, 152	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>
MyLabsPlus – for ENG 032, 100	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>
MyLabsPlus – for RDG 032, 100	Rick Judy	864-941-8772, <a href="mailto:judy.r@ptc.edu">judy.r@ptc.edu</a>
MyLabsPlus – for curriculum math	Lebbie Ligon Greg Colley Patty Griffin	864-941-8406, <a href="mailto:ligon.l@ptc.edu">ligon.l@ptc.edu</a> 864-941-8429, <a href="mailto:colley.g@ptc.edu">colley.g@ptc.edu</a> 864-941-8528, <a href="mailto:griffin.p@ptc.edu">griffin.p@ptc.edu</a>
MyMathLab	Lebbie Ligon Greg Colley Patty Griffin	864-941-8406, <a href="mailto:ligon.l@ptc.edu">ligon.l@ptc.edu</a> 864-941-8429, <a href="mailto:colley.g@ptc.edu">colley.g@ptc.edu</a> 864-941-8528, <a href="mailto:griffin.p@ptc.edu">griffin.p@ptc.edu</a>
MyPoliSciLab	Lisa Toland	803-768-8157, <a href="mailto:toland.l@ptc.edu">toland.l@ptc.edu</a>
MySearchLabPlus	Alex Miller	864-941-8658, <a href="mailto:miller.a@ptc.edu">miller.a@ptc.edu</a>
MySocLab	Robert Ivey	864-941-8510, <a href="mailto:ivey.r@ptc.edu">ivey.r@ptc.edu</a>
MySpanishLab	Jose Sanquintin	864-941-8673, <a href="mailto:sanquintin.s@ptc.edu">sanquintin.s@ptc.edu</a>
MyStudentSuccessLab	Joyce Brown	864-941-8727, <a href="mailto:brown.j@ptc.edu">brown.j@ptc.edu</a>
SkillsTutor	Leslie McDonnell	864-941-8433, <a href="mailto:mcdonnell.l@ptc.edu">mcdonnell.l@ptc.edu</a>
Virtual Science Laboratory	--	<a href="http://support.cengage.com/Magellan/TechSupport/login.aspx">http://support.cengage.com/Magellan/TechSupport/login.aspx</a>
WebAssign	Kim Neal Sherry Taylor	864-941-8672, <a href="mailto:neal.k@ptc.edu">neal.k@ptc.edu</a> 864-941-8423, <a href="mailto:taylor.s@ptc.edu">taylor.s@ptc.edu</a>

### Additional Information:

For MyLabsPlus, students should go to this web address to login: <http://www.ptc.mylabsplus.com>.

- After login, the student should click on the link to the course.
- Enter user name (P number)
- Enter password (birthday in this format: mmddyy)

For SkillsTutor, please have students go to this web address: <http://www.myskillstutor.com>. They should then enter this information:

1. **Username:** PTC ID # (PXXXXXXXXX)
2. **Password:** ptc
3. **Site:** piedmont01 (the last two figures are the numbers zero and one)