

# Piedmont Technical College System Support and Technical Information for Desire2Learn (D2L) 10.3.13

December 2014

This document is intended to provide students with information about Piedmont Technical College's Learning Management System, Desire2Learn. It will cover the technical requirements and settings necessary to successfully utilize the system, as well as user support information.

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## What is Desire2Learn?

Desire2Learn (D2L) is the online learning management system used by Piedmont Technical College. D2L allows access to courses and course materials over the Internet. Students also use D2L to submit assignments, take quizzes, and collaborate with instructors and classmates.

Once registered for a course, students will be added to their D2L course, but the course will not show in the D2L **My Courses** widget until the start date of the course.

## Detailed Hardware and Software System Requirements

Users' computers must meet the minimum system requirements for D2L to work properly. It is suggested that users' computers meet the recommended system requirements in order to experience full functionality. Specific courses or programs may require additional software. Consult your instructor for more information and individual course requirements.

	Required	Recommended
<b>Operating system</b>	Windows XP, Vista, Windows 7 Mac OS X	Windows 7 Mac OS X v10.7 (Lion)
<b>Video</b>	Minimum resolution of 1024 x 600	Resolution of 1024 x 768 or greater
<b>Internet speed</b>	56K modem	56K or cable modem, DSL
<b>Java Runtime Environment (JRE)</b>	JRE 1.6.x	JRE 6 update 31
<b>Java script</b>	Enabled	Enabled
<b>Cookies</b>	Enabled	Enabled

## Other Requirements

To avoid technical challenges using D2L and accessing your course materials, it is crucial that you perform the 3 major checks below. Check 1: The **System Check** ensures your browser is properly configured to use D2L. Check 2: **Plug-ins** contains a list of plug-ins that may be required to access some of your D2L course content. Check 3: **Browser Settings** contains information on which web browsers are recommended for use with D2L, as well as some individual settings that may need to be changed for D2L to function properly.

Check 1  
[System Check](#)

Check 2  
[Plug-Ins](#)

Check 3  
[Browser Settings](#)

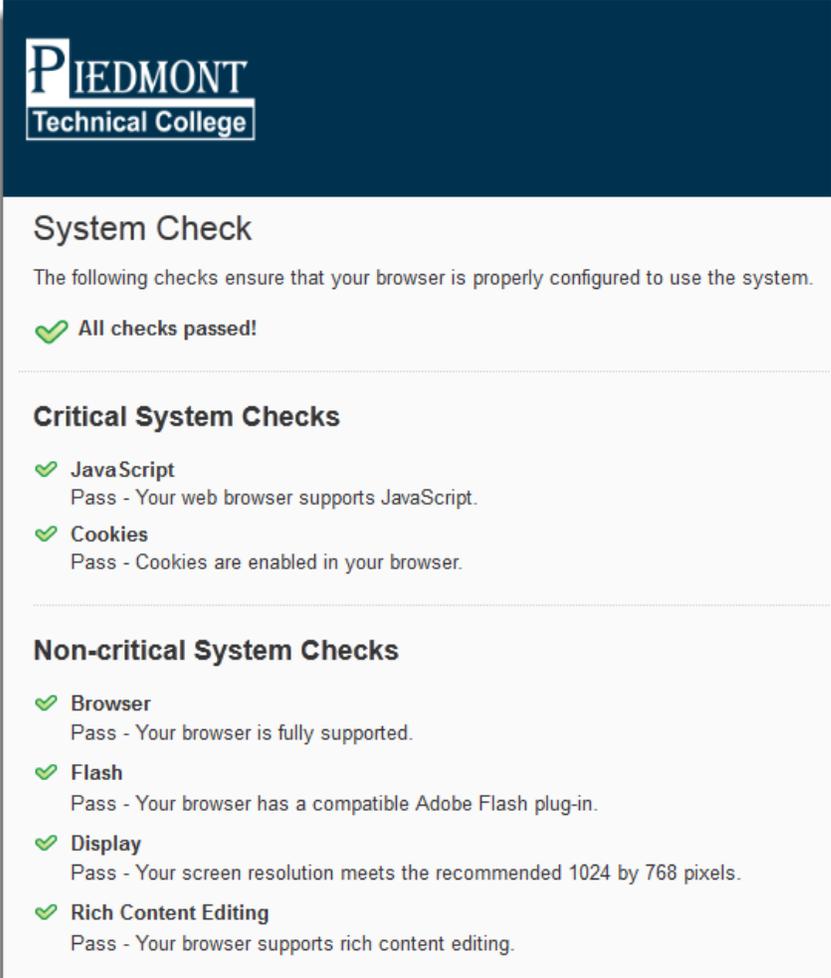
## Check 1: The System Check

It is important to run a system check on every computer you use to access D2L. The **System Check** can be found on the D2L login page as well as the **Resources** dropdown menu.

[CLICK HERE TO PERFORM A SYSTEM CHECK](#)

You will receive green checks for all the **System Check** tests that you have passed. If you fail a component of the **System Check** you will receive an error message explaining why your system failed, as well as any actions you need to take in order to ensure D2L works properly on your system.

D2L may indicate that you need to update your browser. Your browser may be **too new** of a version even though D2L is indicating you need to update. [Please consult the list of recommended and supported browsers.](#)



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### System Check

The following checks ensure that your browser is properly configured to use the system.

✔ All checks passed!

#### Critical System Checks

- ✔ **JavaScript**  
Pass - Your web browser supports JavaScript.
- ✔ **Cookies**  
Pass - Cookies are enabled in your browser.

#### Non-critical System Checks

- ✔ **Browser**  
Pass - Your browser is fully supported.
- ✔ **Flash**  
Pass - Your browser has a compatible Adobe Flash plug-in.
- ✔ **Display**  
Pass - Your screen resolution meets the recommended 1024 by 768 pixels.
- ✔ **Rich Content Editing**  
Pass - Your browser supports rich content editing.

## **Check 2: Plug-Ins**

The following is a list of popular plug-ins and programs that are commonly required to access online resources and content that may be found in D2L courses. Click on the file types below. If you have any trouble opening or viewing a file, you may need to install a plug-in from the link provided. All of the links take users to the vendor website to download free versions of the plug-ins.

PDF Viewer	<a href="#">Click on this PDF file</a>	<a href="#">Download Adobe Acrobat Reader</a>
Microsoft Word Viewer	<a href="#">Click on this docx file</a>	<a href="#">Download Free Microsoft Office Compatibility pack</a> <a href="#">Download Microsoft Word Viewer</a>
Microsoft PowerPoint Viewer	<a href="#">Click on this pptx file</a>	<a href="#">Download Microsoft PowerPoint Viewer</a>
Microsoft Excel Viewer	<a href="#">Click on this xlsx file</a>	<a href="#">Download Microsoft Excel Viewer</a>
VLC Media Player		<a href="#">Download VLC Media Player</a>
Adobe Flash Player	<a href="#">Click here to check Adobe Flash Player</a>	<a href="#">Download Adobe Flash</a>
Adobe Shockwave Player	<a href="#">Click to check Adobe Shockwave Player</a>	<a href="#">Download Adobe Shockwave Player</a>
Java Plug-in	<a href="#">Click to check Java</a>	<a href="#">Download Java</a>

## **Check 3: Browser Settings**

Your browser is a computer program that allows you to visit webpages on the Internet. Not all browsers are the same. D2L offers support on all major browsers but not all versions. Users should consult the [table of supported browsers](#) for a current list of browser versions D2L supports.

We recommend users access D2L with Mozilla Firefox. D2L provides the most comprehensive support for Firefox and will continue to support newer versions as they become available. Mozilla Firefox also offers the most consistent user experience and performance.

Users can download Mozilla Firefox free by visiting <http://www.mozilla.org/en-US/firefox/new/>. For more information on how to download and install Firefox on Windows visit: <https://support.mozilla.org/en-US/kb/how-download-and-install-firefox-windows?esab=a&s=how+to+install+&r=0&as=s> or for other Firefox support visit: <https://support.mozilla.org/en-US/products/firefox>.

## D2L 10.3.13 Supported Desktop Browsers

Browser	Status
Internet Explorer 11	Investigation
Internet Explorer 10	Supported
Internet Explorer 9	Supported
Internet Explorer 8	Unsupported
Firefox (newest)	Supported
Firefox 24	Long Term Support
Chrome (newest)	Supported
Safari 6.0	Supported
Safari 5.1	Supported
Safari (older)	Unsupported

For information on tablet and mobile supported browsers visit the [Mobile Computing](#) section of this document.

Your system must have Adobe Flash Player 10.1 or greater to use some media features. Ensure that your browser has JavaScript and Cookies enabled.

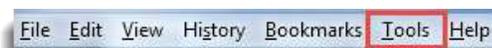
### Browser Settings

Users should allow pop-ups to ensure that all of the tools in D2L can function properly. Additionally, users may need to enable Java or unblock mixed content in order to view images, videos, or other embedded media content. Below are instructions for each browser.

### Mozilla Firefox (Recommended)

To allow pop-ups:

1. Click the menu button  or press Alt+T
2. Choose **Options**
3. Click on the **Content Tab**
4. Next to **Block pop-up windows** click the **Exceptions** button.
5. On the **Allowed Sites** form in the **Addresses of website** type **ptcsc.desire2learn.com** and click the **Allow** button.
6. Click the **Close** button and then the **OK** button.



## Unblock mixed content:

1. In Firefox, whenever you see a shield icon in the left corner of the address bar beside the back button, content is being blocked. To enable the blocked content, click on the shield.
2. You will see a message that says content is being blocked; click on the down arrow beside **Keep Blocking**, and choose **Disable Protection on This Page** to allow content.



Be sure to check for a shield icon in the address bar if you see a blank page and expect to see media such as video or images.

## Internet Explorer (IE)

### To allow pop-ups:

1. Click Tools, Internet Options.
2. Select the Privacy Tab.
3. Under the Pop -up Blocker section, click the Settings button.
4. In the Address of website to allow box type ptscsc.desire2learn.com.
5. Click the Add button, and click Close.

### Security messages:

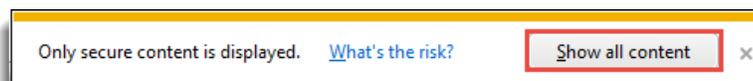


If you receive a **Security Warning** pop-up in Internet Explorer, click **Yes**.

By clicking **Yes**, you are telling IE that you trust the site and want to see all the objects associated with the website.

### Enable Java and unblock mixed content:

If you receive a pop up when trying to view content in IE that warns that only secure content is displayed, click Show all content to allow blocked content.



## Safari

### To allow pop-ups:

Safari does not give users the option to only disable the pop-up blocker for certain sites. Users will have to toggle the pop-up blocker on and off manually.

1. Click on the **Safari** menu.
2. Choose **Preferences** then **Security**.
3. Uncheck **Block pop-up windows**.

*TIP: The keyboard shortcut **command+shift+K** can make switching the pop-up blocker on and off easier for some users.*



### Enable Java:

1. Click on the **Safari** menu.
2. Choose **Preferences** then **Security**.
3. Check the **Enable Java** checkbox.

## Google Chrome

### To allow pop-ups:

1. Click the menu button 
2. Click **Settings**.
3. At the bottom of the page click on **Show advanced settings**.
4. Under **Privacy**, click the **Content Settings** button.
5. Under **Pop-ups**, click **Manage Exceptions**.
6. Under **Hostname pattern**, type `ptcsc.desire2learn.com`, and hit the **Enter** key.
7. Click **Done**

### Unblock mixed content:

1. In Chrome, whenever you see a shield icon in the right corner of the address bar, content is being blocked. To enable the blocked content, click on the shield.
2. You will see a message that says **This page has insecure content**; click **Load anyway**.

## **Technical Support**

The College provides 24/7 technical support assistance for D2L users.

If you are having difficulties using any of the D2L course tools, please contact Desire2Learn Technical Support by phone at 1-877-325-7778 or by email <http://www.desire2learn.com/sup/user/support.asp?org=Piedmont%20Technical%20College>. This is a purchased service to provide students and faculty with 24/7 help and is not housed on the Piedmont Technical College campus.

For problems with your password please fill out the [PTC Password Reset Form](#).

For other D2L problems, Submit an internal ticket by logging into Pathway, then click the Student Tab. Under the "My Courses" widget, click "Submit a D2L Trouble Ticket."

The Instructional Development Office is located on the Lex Walters Greenwood Campus in room 105G. The office operates from 8:30 a.m. – 4:30 p.m. Monday – Thursday and from 8:30 a.m. – 2:00 p.m. on Friday.

All of the College's county campuses have learning labs with staff who are trained to address basic D2L questions. Additional support information can be found in the **User Support** and **D2L Tutorials** widgets located on the D2L homepage.

## **System Maintenance and Down Time**

D2L undergoes scheduled maintenance on the 4<sup>th</sup> Sunday of each month. During the maintenance window of 1:00 – 7:00 a.m. EST the system may sporadically be down or unavailable. Users should avoid starting actions such as quizzes during this time.

## **Mobile Computing**

Mobile devices may be used to review some of the tools in a D2L course. Tools such as **Discussions**, **Content**, **Grades**, and **News** function on web-enabled mobile devices including Android, iPhone, Blackberry, iPad, and other tablet devices.

Not all features are supported for all mobile devices, and functionality may vary across devices. It may be necessary to use a Windows or Mac platform computer to access all of the features and tools in D2L.

OS/Browser	Tablet	Mobile Web
Android Browser (newest)	Supported	
iOS Safari (newest)	Supported	
Microsoft Surface Internet Explorer 10	Supported	
Playbook Browser (newest)	Maintenance	
iOS (newest, 7, 6)		Supported
iOS 5 (Safari 5.1)		Maintenance (not fully tested/supported)
iOS 4 (Safari 5.0, 4)		Unsupported
Android (newest, 4.3, 4.2, 4.1 (Jelly Bean), 4.0 (Ice Cream Sandwich))		Supported
Android 3.2 (Honeycomb) Android 2.3 (Gingerbread) Android 2.2 (Froyo)		Maintenance (not fully tested/supported)
Android 2.1 (Éclair) Android 1.6 (Donut) Android 1.5 (Cupcake)		Unsupported
Blackberry 10, 7		Supported
Blackberry 6		Maintenance (not fully tested/supported)

## Binder

**D2L Binder** is a tablet application that allows students to manage and store documents from D2L courses. It includes annotation tools and allows users to access course content material offline.

The full version of **Binder** is currently available for iPad, with Beta versions available for Android and Web.

Binder accounts use D2L EduDentity for user account credentials. An EduDentity account can be created by clicking the **Send to Binder** button in D2L or by visiting the Discover Binder webpage:

<https://edudentity.com/Web/Product/Binder/Account/Create?Target=http://binder.desire2learn.com>

For help with D2L Binder visit: <http://bindersupport.desire2learn.com/binder>

## Help With Supplemental or Non-D2L Products

For help with supplemental non-D2L products please see the [Help with Supplemental Products document](#).

### **MyLabs/MyLabsPlus:**

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.

User name PTC ID # (P number)

Password (birthday in this format: mmddyy)

### **Skills Tutor:**

For SkillsTutor, please have students go to this web address:

<http://www.myskillstutor.com>

They should then enter this information:

Username: PTC ID # (P number)

Password: ptc

Site: piedmont01(the last two figures are the numbers zero and one)

### **NetTutor:**

Access NetTutor through the D2L homepage by clicking on the link in the NetTutor widget. For technical support or assistance with NetTutor, call 813-674-0660 or visit [support@link-systems.com](mailto:support@link-systems.com).