

Brightspace by D2L (Desire2Learn) - Student FAQ's

Discussions

1. Why can't I access a discussion post?

If you are receiving a "Not Authorized" or "Internal Error" message when attempting to access a discussion post, the discussion may no longer be available and is hidden or the release conditions set on a discussion are not permitting access to the discussion. Ensure that you are completing modules in the order of activities as set forth by your instructor since there may be release conditions set around accessing a discussion topic. As well, verify the due date for viewing the discussion has not passed. If it has, the discussion is not available anymore and has been hidden. Contact your instructor for any issues related to past due discussions. If the due date has not passed and you are receiving an error message, contact the D2L Help Desk at 1-877-325-7778 or helpdesk@desire2learn.com for help with this issue.

Dropbox

2. How do I submit to a Dropbox? How do I confirm that the submission was made?

To submit to a Dropbox:

1. Go to the class in which you would like to submit to the Dropbox.
2. Select **Dropbox** (may also be located under the Assessments tab).
3. Select the folder you would like to submit to.
4. Click **Add a File** > browse: choose the file that you want to submit.
5. Select **Done**.
6. The first screen will reappear, select **Submit**.

To confirm that a submission was made:

1. Repeat Steps 1-3 above.

If you see that "1" submission has been made, and you can select the submission and see the file, then the file has been submitted successfully.

Classes

3. Why is a class I'm registered for not visible on D2L when I sign in?

- If you have only registered for the class within the last 24 hours, the registration may not be processed yet. Please wait 24-26 hours after registering for a class to appear in D2L.
- The class hasn't started. If the class has not yet started, it will not be visible on D2L. If you are unsure about when your class is supposed to start view the student Detail Class Schedule in myHACC. Your class will not appear in D2L until the first day of class.

Grades and Feedback

4. Where do I go to view feedback for Quizzes, Dropbox items, and Discussions?

First, you should verify the feedback is available for viewing. Your instructor will be able to answer this question for you.

If your instructor has stated feedback is available for your submission, you can view the feedback for Dropbox items and Quizzes from the respective tool and **not** from the Grades section. For feedback on Discussions, if there is feedback it will be in the Grades area under the link "Assessment Details." HACC's Virtual Learning-www.hacc.edu/virtual 8/21/15

Quizzes

5. I lost connection to the Internet/the page froze while taking a quiz, what do I do?

Important: If you exit a timed quiz, time will continue to run on the quiz timer.

If you lost connection to the Internet or the page froze while you were in the middle of taking a quiz, exit the quiz and re-enter the quiz. Questions that have been saved will remain.

If time to complete the quiz has run out, contact your instructor and explain the issue.

Helpful Tips

6. I am receiving email notifications from onlinelearning@hacc.edu?

Be sure to select the **Notifications** section of the dropdown menu on the homepage of D2L in order to modify your settings. Note, selecting the option to **Exclude Some Courses** is another helpful area of the notification's section, so make certain previous classes taken are filtered correctly.

Brightspace (D2L) Tour for Students Completion Email

7. I can't locate the Tour for Students completion email?

Navigate to the **Communications** tab on the navbar, select **Email** from the dropdown menu, select **All Messages** from the dropdown arrow located near the **Filter By** section.

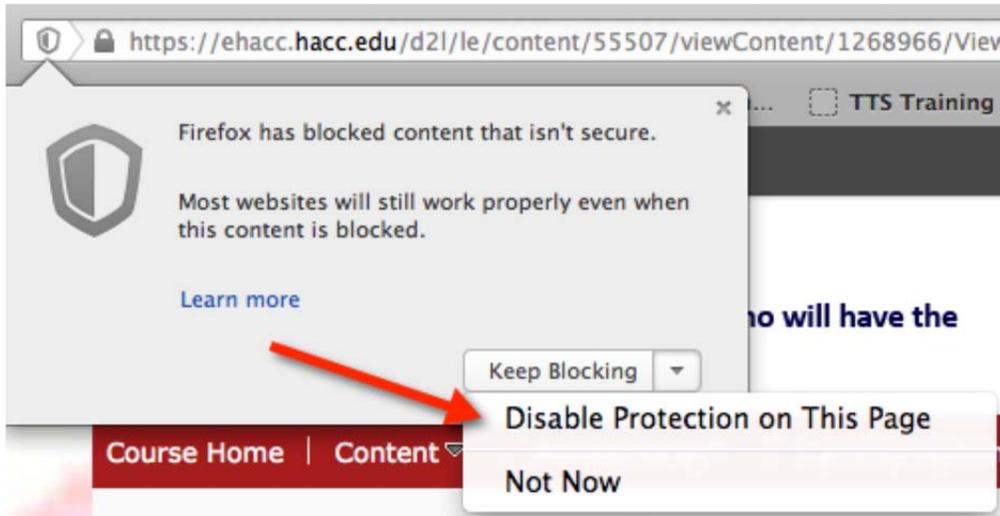
Browser Issues

8. I am having issues accessing Brightspace by D2L content and other material on my browser?

We are noticing a problem with Web browsers and Desire2Learn when your instructor is linking out to another Web site for content. This is becoming a problem across all of the newer browsers with the exception of Safari on the Macintosh. You will notice this problem when you go to a page in your course content that appears to be blank. Depending on the browser you are using you will need to look in different places for how to access the course content. See below for instructions on how to access course content depending on the browser being used.

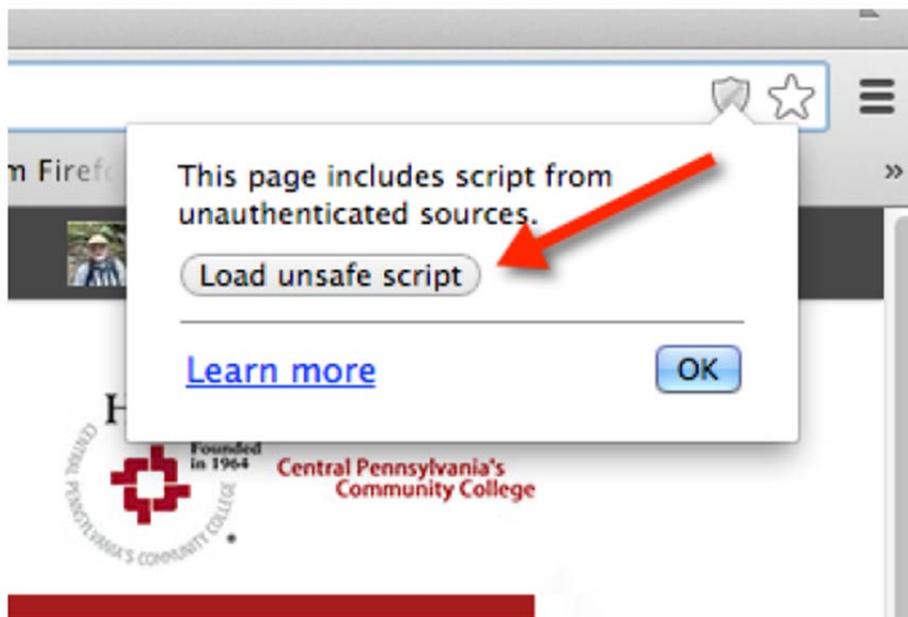
Firefox version 23 or higher:

There is a security shield icon that appears next to the address (URL) window. Click on the icon and select "Disable Protection on This Page" to view the content. You will need to do this for every page that is blocked. Your response is not saved, even for the same page.

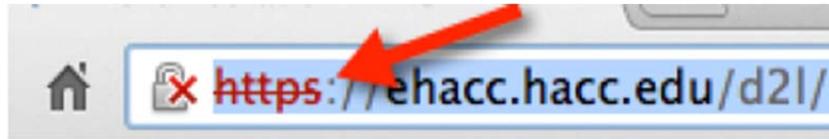


Chrome version 30 or higher:

There is a security shield on the right--hand side of the address window. Click on "Load Unsafe Script."



Unlike Firefox this setting is retained for that session. You will notice that the https symbol at the beginning of the address will have a red line through it for the remainder of your session.



Internet Explorer version 9 or higher:

With Internet Explorer the warning is at the bottom of the window in D2L. Click on the "Show All Content" link. You will have to approve the access to the content on each page you access, including those you have already visited.

