



D2L System Requirements/Checks and Support Information

<http://onlinelearning.nycc.edu>

(Set this address as a Favorite in your Web Browser)

It is **critical** that you take the time to perform **all 3 steps** below and read this **entire document** to avoid technical challenges using D2L and accessing your course materials.

[Step 1: System
Check](#)

[Step 2: Browser
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[Step 3: File
Types](#)

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Step 1: System Check

[Click here to perform a System Check.](#)

New York Chiropractic College - System Check

This System Check is designed to ensure your computer system is properly configured for our web courses. It verifies your browser version, browser settings and display settings on your computer.

The System Check also ensures that you have any plug-ins that your courses require.

Required System Checks

- JavaScript**
✓ **Passed**
Your web browser supports JavaScript.
- Browser**
✓ **Passed**
Your web browser is fully compatible.
- Cookies**
✓ **Passed**
Cookies are enabled.
- Display**
✓ **Passed**
Your computer meets the minimum screen resolution requirements.
Your computer meets the minimum color depth requirements.

You should receive this screen.

Note: If you fail a component of the System Check, you will receive an error message explaining why you failed and any actions you need to take to meet the requirement.

NOTE: if the Browser check indicates that it failed, **PLEASE CHECK THE SUPPORTED BROWSERS BELOW.** D2L may indicate that you need to “update” your browser, however, your browser may actually be **TOO NEW** of a version.



Supported Browsers for D2L Version 10

Browser	Windows	Mac OS X
Firefox (newest)	Supported (recommended)	Supported (recommended)
Firefox 17.0	Maintenance (not fully supported to the end of 2013)	Maintenance (not fully supported to the end of 2013)
Firefox 10.0	Maintenance (not fully tested/supported)	Maintenance (not fully tested/supported)
Firefox (older)	Unsupported	Unsupported
Internet Explorer 10	Under Investigation, not yet supported	
Internet Explorer 9	Supported (recommended)	
Internet Explorer 8	Maintenance (not fully tested/supported)	
Chrome (newest)	Supported	Supported
Safari 6.0	Supported (Firefox is recommended)	
Safari 5.1	Supported (Firefox is recommended)	
Safari 5.0	Maintenance (not fully tested/supported)	
Safari 4.0	Maintenance (not fully tested/supported)	

**See below for Tablet & Mobile supported browsers or [Click Here](#) to be taken to this page.

Step 2: Check your Browser Settings

There are 4 Browsers supported by D2L:

- Internet Explorer**
- Firefox**
- Safari**
- Chrome**

If it seems that something is not opening the way it should in one browser, such as Firefox, try opening it in Google Chrome (and vice versa).



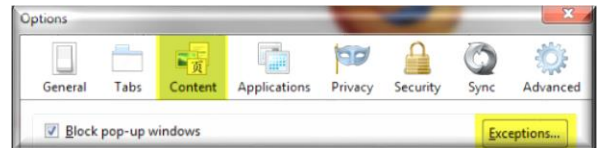
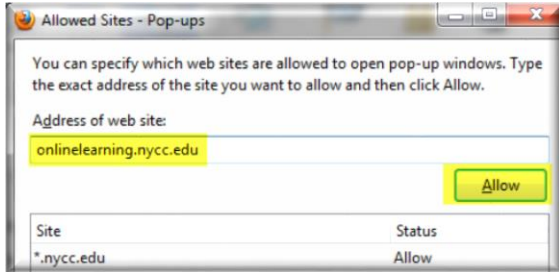
Websites to add to Pop-Up Blockers (directions below for each browser):

***nycc.edu**
onlinelearning.nycc.edu
webcasts.nycc.edu
ecast.nycc.edu
cams.nycc.edu

FIREFOX

Allow NYCC and D2L Website Pop-Ups:

Click on “**Tools**”, then “**Options**”



Click on the Content Tab, then the Exceptions button next to “Block pop-up windows”

Type each address individually into the “Address of web site” text box and click Allow. Click on Close when done.

INTERNET EXPLORER

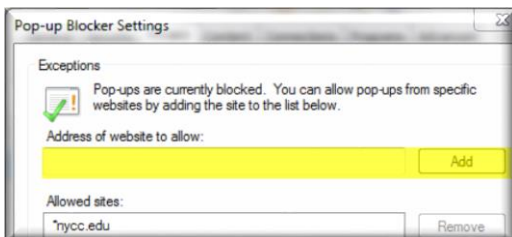
Security Messages:



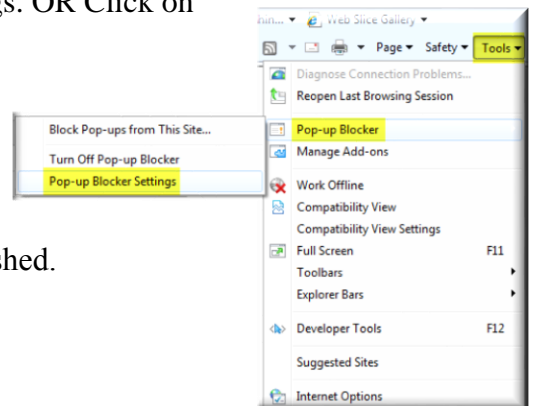
If you receive this Security message, click YES. Basically, you are telling IE that you trust this site and want to see all objects (secure and non-secure) associated with the website.

Allow NYCC and D2L Website Pop-Ups:

Click on Tools, then Pop-up blocker, then Pop-up blocker settings. OR Click on Tools, Internet Options, Privacy, Pop-up blocker Settings.



Add the websites, one at a time, in the address bar and click “Add”. Close when finished.





SAFARI

On the latest version of Safari (6.1 or higher) select the **Safari** menu option, then **Preferences**, and uncheck the box next to **“Block pop-up windows”**.

In Safari, you cannot set certain websites to disable the pop-up blocker, as we have done in the other browsers above. For older versions of Safari, click on the **Safari** menu, then uncheck **“Block Pop-Up Windows”** when accessing NYCC and D2L websites. If you like to use keyboard shortcuts, use Command – Shift – K to disable and enable the pop-up blocker.

CHROME

Click on the wrench icon and choose “Settings”

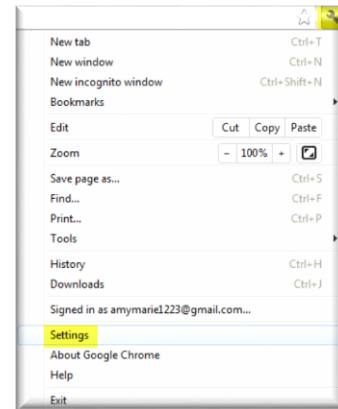
Click on Show Advanced Settings at the bottom of the list.

In the Privacy section, click the Content Settings button.

In the Pop-Ups section, click Manage Exceptions.

Type in an individual web address, and click OK.

Repeat clicking on Manage Exceptions and adding web addresses until all are set.



Step 3: Open File Types and Download Plugins

[Click on this wmv file](#) (Windows Media Player – no sound)

- [Free Media Player Downloads for Windows or Purchase for Mac](#) (please read and make a choice to be certain you are downloading the correct program for your specific computer)
- [Free Media Player conversion for MacX](#)

[Click on this docx file](#) (Word 2007)

- [Free Microsoft Office 2007 Compatibility Pack](#) if you are having problems opening a docx file

[Click on this pdf file](#) (Portable Document Format)

- [Free Adobe Acrobat Reader](#) if you have problems with opening pdf files

[Click on this pptx file](#) (PowerPoint 2007)

- [Free Microsoft Office 2007 Compatibility Pack](#) if you have problems opening pptx files
- [Free PowerPoint Viewer](#) if you do not have PowerPoint and were not able to open the PowerPoint link



Once you have access to D2L:

On your Home page, in the “My Courses” widget, you will see a course titled “**D2L Technical Resource Guide for Students**”. Enter this course.

Open the content topic titled “File Formats you may encounter in your courses”. Click on ALL the links in this document, and download any necessary plugins PRIOR to begin your coursework in D2L.

Go through the other Content Topics in this course to learn how to use D2L’s features. Go through the About Online Learning section for tips for online learners.

Support Information

- NYCC Helpdesk hours are Monday – Friday 8:00 AM – 4:30 PM EST (excluding NYCC Holidays)
 - Phone: 315-568-3223 (leave a message)
 - Email: nycconline@nycc.edu (put “Online Course in D2L” in the subject line)
- Refer to the HELP link on the D2L home page.
- Refer to the Resources course in your My Courses Widget.

Detailed System Requirements

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

Mobile Computing

Mobile devices may be seamlessly used to review some of the aspects of a course in D2L. This change allows posting to discussions, viewing grades, viewing content, news and calendar. It functions on any web enabled device including Android, iPhone, Blackberry, iPad, PC and Mac.

The web address for mobile devices is <http://onlinelearning.nycc.edu/d2l/m/login>.

Note: Not all features are supported for all mobile devices. It may be necessary to use a Windows or Mac platform computer to access all features in D2L, depending on the specific settings and applications on your mobile device.



OS/Browser	Tablet	Mobile Web
Android Browser (newest)	Supported	Supported
iPad Safari (newest)	Supported	Supported
Playbook Browser (newest)	Under Investigation (not yet supported)	
iOS (newest)		Supported
iOS 5 (Safari 5.1)		Supported
iOS 4 (Safari 5.0)		Maintenance (not fully tested/supported)
iOS 3 (Safari 4)		Maintenance (not fully tested/supported)
Android 4.0 (Ice Cream Sandwich)		Supported
Android 3.2 (Honeycomb)		Supported
Android 2.3 (Gingerbread)		Supported
Android 2.2 (Froyo)		Supported
Android 2.1 (Éclair)		Maintenance (not fully tested/supported)
Android 1.6 (Donut)		Maintenance (not fully tested/supported)
Android 1.5 (Cupcake)		Maintenance (not fully tested/supported)
Blackberry 7, 6		Supported

Additional Information to keep in mind

- Students in the MSACN and MSHAPI programs are required to have a webcam, microphone, and Microsoft Office PC (2010 Office Home and Student version minimum), or Microsoft Office MAC (2008 version minimum).
- Specific courses or programs **may require additional software and hardware**. Be certain to check the individual course requirements.