

## D2L System Requirements/Checks and Support Information <http://onlinelearning.nycc.edu> (Bookmark this tab in your favorite 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  
Settings

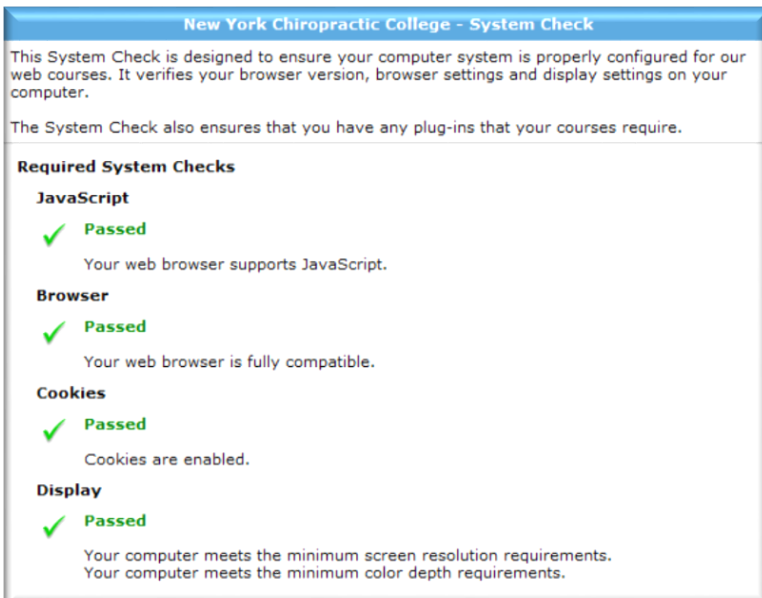
Step 3: File  
Types

Also in this document:

Support Resources  
Tablet and Mobile Support  
Additional Information

### 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 get a screen similar to this.**  
**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.

## Step 2: Check your Browser Settings

There are 4 Browsers supported by D2L:

**Tip:** By default, most browsers automatically update to the latest version. To ensure you are running the latest browser version, D2L recommends that you set your browser to auto-update.

**Microsoft® Edge**

**Mozilla® Firefox®**

**Google® Chrome™**

**Apple® Safari®**

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).

**Allow Pop-Ups for the following Northeast College and D2L websites:**

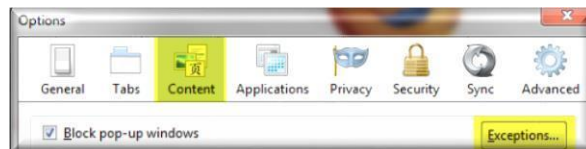
- **northeastcollege.edu**
- **onlinelearning.nycc.edu**
- **ecast.nycc.edu**
- **cams.northeastcollege.edu**

**Directions for how to allow pop-ups for each browser is detailed below:**

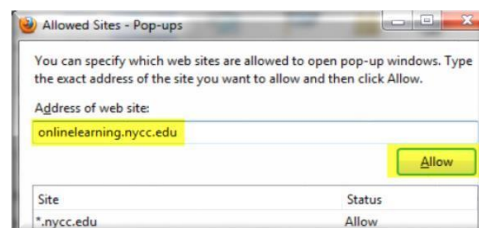
- Ensure that your browser has JavaScript and Cookies enabled.
- As of December 31, 2020, Adobe no longer supports Flash Player and blocked Flash content from running in Flash Player on January 12, 2021. For more information, see: <https://www.adobe.com/ca/products/flashplayer/end-of-life.html>.

## FIREFOX

On the **Mozilla Firefox Start Page**. Click **Settings** (on the bottom of the page) then select **Content Tab**.

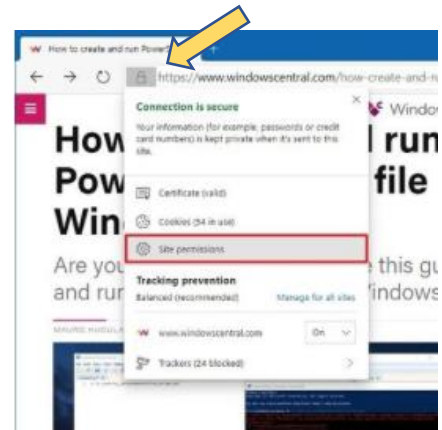


Click the **Exceptions** button. **Type each address** individually into the “Address of web site” text box and click **Allow**. Click on Close when done.

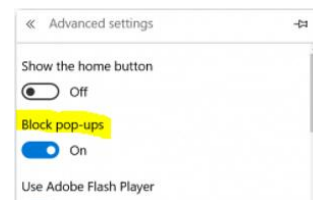
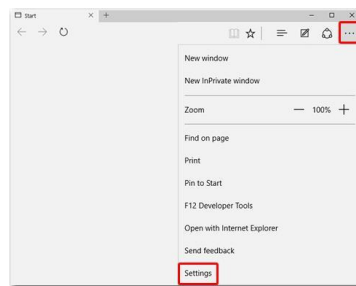


## MICROSOFT EDGE

- Open **Microsoft Edge**.
- **Navigate** to the website you want to manage.
- Click the **Lock** icon next to the website link in the address bar.
- Click the **Site Permissions** option.
- Find **Pop-ups and redirects** and use the drop-down menu to **Allow** permissions.
- **Repeat** that process with all the website where pop-ups need to be allowed.

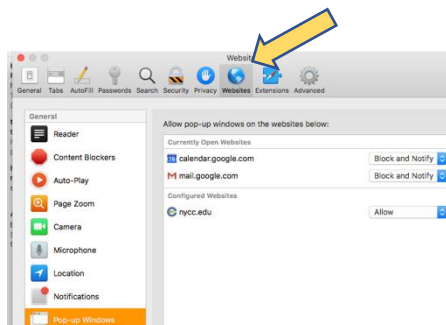
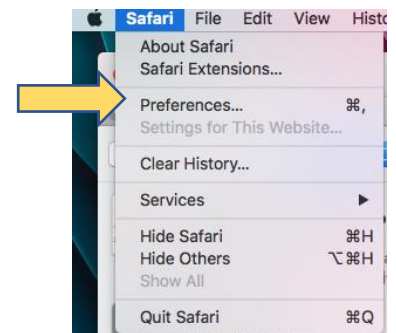


**Note:** In older versions of Microsoft Edge, exceptions regarding specific sites are not allowed. You must click on **Settings, Advanced Settings** then turn the **Block Pop-ups** slide bar to the **OFF** position.



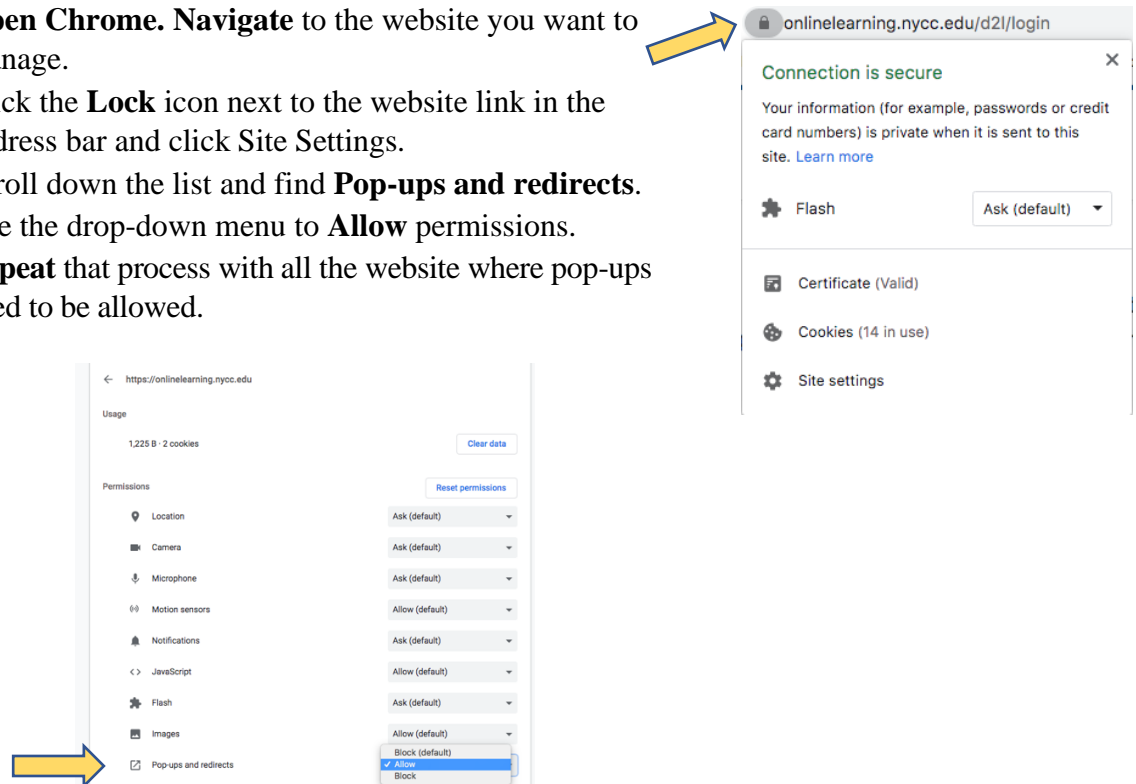
## SAFARI

- Open **Safari**. **Navigate** to the website you want to manage.
- In the **Safari** menu select **Preferences**.
- A box will open, click on the **Websites tab**.
- Choose **Pop-up Windows**, the website will be listed under Configured Websites.
- Use the drop-down menu to **Allow** permissions.
- **Repeat** that process with all the website where pop-ups need to be allowed.



## CHROME

- **Open Chrome. Navigate** to the website you want to manage.
- Click the **Lock** icon next to the website link in the address bar and click Site Settings.
- Scroll down the list and find **Pop-ups and redirects**.
- Use the drop-down menu to **Allow** permissions.
- **Repeat** that process with all the website where pop-ups need to be allowed.



### Step 3: File Types

Some of the file formats below may be included in your coursework. Click on the links below to download any necessary plugins **PRIOR** to beginning your work in D2L.

#### Video Files – WMV, MP3, MPEG, WAV files

- If you have difficulty viewing these files, download [VLC Media Player](#). A free, open source, multi-platform multimedia player.

#### PDF (Portable Document Format) file -

- Make sure you download or have the latest version of [Acrobat Reader](#).

If you have difficulty opening any files please contact the **Help Desk** (contact information below).

## Desktop, Tablet and Mobile Support

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

### Desktop Computers

Brightspace Learning Environment is supported on the following desktop platforms with the latest browser versions:

Platform	Apple® Safari®	Google® Chrome™	Microsoft® Edge	Mozilla® Firefox®
Apple® Mac OS®	Yes	Yes	Yes	Yes
Microsoft® Windows®	No	Yes	Yes	Yes

### Tablets and Mobile Devices

Brightspace Learning Environment is supported on the following tablets and mobile devices with the latest browser versions:

Platform	Apple® Safari®	Google® Chrome™	Microsoft® Edge	Mozilla® Firefox®
Apple® iOS® for iPhone® and iPad®	Yes	No	No	No
Android™ OS for Android phones and tablets	No	Yes	No	No

## Brightspace Apps

D2L offers Brightspace apps for mobile devices and/or tablets on the Android and iOS operating systems. They are available for download from any Google Play™ store or Apple App Store®. Depending on how your device is configured, apps may update automatically, or you may have to manually check for new versions.

### **Additional Information**

- Students in the MSACN and MSHAPI programs are required to have a webcam, microphone and Microsoft Office. An Office 365 account is provided to each Northeast student.
- Specific courses or programs **may require additional software and hardware**. Be certain to check the individual course requirements.

### **Student Support Resources**

- **D2L Technical Resource Guide for Students** is located on your Home page, in the “**My Courses**” widget. Once you enter the course, click Resources then Contents to see the topics available to help you learn how to use D2L’s features. Go through the **About Online Learning** section for tips for online learners.
- There are additional D2L Resources and Brightspace Help on the Home Page in the **Brightspace Help** tab. Once opened, select **Learners** in the top right to see the topics available specific to student learners.

### **Northeast Helpdesk**

**Hours:** Monday - Friday 8:00 AM - 4:30 PM EST  
(excluding Northeast Holidays)

**Email:** [helpdesk@northeastcollege.edu](mailto:helpdesk@northeastcollege.edu)

Make sure to include “Online Course in D2L” and the appropriate course number in the subject line.

**Phone:** 315-568-3223 (leave a message)