

PTC System Support and Technical Information for Brightspace (D2L)

August 2020

This document is intended to provide students with information about Piedmont Technical College’s Learning Management System, Brightspace (D2L). It will cover the technical requirements and settings necessary to successfully utilize the system, as well as user support information. Specifications are reviewed and revised annually to accommodate changes in technology and system updates. Students who require assistive technologies may have different computer and technology requirements and should check with the Student Disability Services office.

In This Document:	Page:
<u>What is Brightspace (D2L)?</u>	<u>Page 1</u>
<u>Detailed Hardware and Software System Requirements</u>	<u>Page 2</u>
<u>Internet Requirements</u>	<u>Page 2</u>
<u>Supported Browsers</u>	<u>Page 2</u>
<u>Other Requirements/Recommendations</u>	<u>Page 2</u>
<u>System Check</u>	<u>Page 3</u>
<u>Browser Settings</u>	<u>Page 3</u>
<u>Plug-Ins</u>	<u>Page 3</u>
<u>Mobile Computing</u>	<u>Page 4</u>
<u>Binder</u>	<u>Page 4</u>
<u>Pulse</u>	<u>Page 5</u>
<u>System Maintenance</u>	<u>Page 5</u>
<u>Technical Support</u>	<u>Page 5</u>
<u>Help With Supplemental or Non-D2L Products</u>	<u>Page 5</u>

What is Brightspace (D2L)?

Brightspace (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.

Courses will not show in the D2L **My Courses** area 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. Students are required to have regular access to a modern computer system (3 years old or less) with Windows 10 or newer, with Internet capabilities, and an up-to-date web browser.

Anti-virus software is recommended to help guard against viruses, spyware, and other malicious threats. Virus definitions should be updated regularly.

Specific courses or programs may require additional software. Students should consult their instructors for individual course software requirements.

While Brightspace (D2L) is a mobile friendly platform, it is recommended that students not rely solely on a tablet or smartphone to complete their course work.

Internet Requirements

Internet connection speed will affect the rate at which course information may be accessed. A high-speed broadband (DSL, cable, FIOS) Internet connection with a speed of 3.0Mbps or greater is highly recommended. Public Wi-Fi access may not be adequate and many cellular connections may not be fast or stable enough for a reliable experience. "Speed Test" websites can be used to determine Internet connection speed.

Supported Browsers

D2L offers support on most major browsers. It is recommended users have a preferred and a backup browser. The latest releases of Chrome and Firefox are supported and are considered the best all-around browsers for accessing D2L on a Windows based PC or laptop, while Safari is recommended for MAC users. Internet Explorer is not recommended or supported. Switching between browsers can help resolve issues, so it is recommended that users have more than one up-to-date browser installed on their computer. It is recommended that users update their preferred and backup browser before the start of each term.

Due to the frequency of some browser releases, D2L cannot guarantee that each browser version will perform as expected. If users encounter issues with the supported browsers below, they should contact D2L Support. To avoid technical difficulties, users should clear their browser cookies and cache regularly.

Note: 3rd party vendor sites such as MyLabs or MindTap may have additional browser recommendations and requirements. Students should consult the vendor website for specific recommendations.

Brightspace D2L 20.20.7 Desktop Browser Support

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

Other Requirements/Recommendations

To avoid technical challenges using D2L and accessing course materials, users should check their system using the System Check tool, and make sure they have the correct browser settings and plug-ins installed.

System Check

It is important to run a system check on every computer used to access D2L. The **System Check** can be found in the **Resources** dropdown menu.

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

Users will receive green checks for all the **System Check** tests that pass. An error message and explanation will display for any components that failed the check. Users should take the recommended action to ensure D2L works properly on their system.

Browser Settings

Users should allow cookies and pop-ups to ensure that all of the tools in D2L can function properly. Additionally, users may need to unblock mixed content in order to view images, videos, or other embedded media content. Below are links to instructions on how to complete these tasks for most browsers.

Enable Cookies	Allow Pop-Ups	Unblock Mixed Content
Enable Cookies in Chrome	Allow Pop-Ups in Chrome	Unblock Mixed Content in Chrome
Enable Cookies in Firefox	Allow Pop-Ups in Firefox	Unblock Mixed Content in Firefox
Enable Cookies in Safari	Allow Pop-Ups in Safari	

Plug-Ins

The following is a list of popular plug-ins and programs. Plug-ins are commonly required to access online content that may be found in D2L courses. Users can click on the plug-in test links below to find out what version of the plug-in is installed on their system. Users who do not have the latest available version, may need to install an update. If the plug-in is not installed, it can be downloaded from the links provided. Note: Download links below take users to the vendor website for free versions of the plug-ins.

Users may experience their browser blocking Flash if it is out of date. It is recommended that all users update their version of Flash before the start of each term when updating their browser.

Recommended Plug-In	Plug-In Test	Download for Windows	Download for Mac
PDF Viewer		Download Adobe Reader	Download for Mac
Adobe Flash Player	Check Adobe Flash Player	Download Adobe Flash	Download for Mac
Adobe Shockwave Player	Check Adobe Shockwave Player	Download Adobe Shockwave Player	Download for Mac
Java Plug-in	Check Java	Download Java	Download for Mac

Additional plug-ins may also be required to access certain content. Users should consult course instructions for more information.

Mobile Computing

Mobile devices may be used to review some of the tools in a D2L course. Many course tools 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. While Brightspace (D2L) is a mobile friendly platform, it is recommended that students not rely solely on a tablet or smartphone to complete their courses.

Tablet and Mobile Support

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

Pulse

Brightspace Pulse is a mobile app for students with an Android or iOS mobile device. The app allows students to access and view details on upcoming course events, announcements, grades, and upcoming workload across all courses. Students can also access readings, and add their own events within the app.

Users will require iOS 11.0+, or Android 5.0+ to use the Brightspace Pulse. Students can download the app from Apple's App Store and from Google Play.

Brightspace Pulse Support

Operating System Support	Language Support
Android 5.0 or later Compatible with tablet or phone	U.S. English from any global Google Play™ store
iOS 11.0 or later Compatible with iPhone®, iPad®, iPod® touch	U.S. English from any global Apple App Store SM

System Maintenance and Down Time

D2L undergoes scheduled maintenance on the 4th 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.

Users who are receiving the *down for maintenance* page outside of the scheduled maintenance window should clear their browser cache. Instructions for clearing the browser cache can be found at the links below:

[Clear the browser cache in Chrome](#)

[Clear the browser cache in Firefox](#)

[Clear the browser cache in Safari](#)

Technical Support

Users experiencing difficulties using any of the D2L course tools should contact Technical Support by submitting a ticket at <https://piedmonttech.freshservice.com/support/home>.

Additional support information can be found in the **User Support** widget located on the D2L homepage.

Help With Supplemental or Non-D2L Products

Students should follow the instructions listed in their course for accessing all supplemental products and 3rd party sites. For technical support with products such as MyLabs, Connect, and MindTap please follow the appropriate link below:

3rd Party Supplemental Product Support Online	By Phone
Cengage Learning: MindTap, MindLinks, Cengage Brain	866-994-2427
Pearson: MyLabs, Mastering	844-292-7015
F.A. Davis Company	800-323-3555
McGraw Hill: Connect	800-331-5094
WebAssign	800-955-8275
SkillsTutor	800-323-9239

For additional help with supplemental non-D2L products please contact your instructor.

NetTutor

Students can access NetTutor through the D2L homepage by clicking on the link in the NetTutor widget or in the **Resources** menu. For technical support or assistance with NetTutor, call 813-674-0660 or email support@link-systems.com.

Embedded Librarian

Students can access library resources through the Library link located in the **Resources** menu. Students that require additional assistance with research related tasks or other questions should use the “[Ask a Librarian](#)” feature.