

uiuLearn and Web Browsers

NOTE: The electronic version of this PDF document has a clickable Table of Contents. Click on listed items to go to specific content sections.

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Definitions

Browser – A program that allows a computer to display web pages on the internet. Examples include Google Chrome, Mozilla Firefox, Microsoft Edge, Internet Explorer, and Apple Safari.

Desire2Learn (D2L) – The corporation that develops and supports the uiuLearn learning management system (LMS) web site.

NOTE: This document uses the shorter acronym “D2L” when referring to the uiuLearn LMS.

Brightspace – The official brand name of the LMS developed by D2L Corporation.

uiuLearn – UIU’s own D2L Brightspace LMS web site that contains Upper Iowa University (UIU) online courses and related content.

Overview

D2L limits its web site development and testing to certain digital companions, including browsers. Browsers such as Chrome and Firefox have outpaced their rivals by providing compatibility that enables more flexibility for web site functionality. For several years, Microsoft Internet Explorer (a.k.a., IE) has become increasingly incompatible with many newer web applications. Thus, D2L will permanently end support for Internet Explorer beginning January 2020. To learn more about D2L’s decision, see the D2L information, “[Intent to End of Life Notice for Internet Explorer Support.](#)”

Tips and Options

General Tips

- Update your browser, operating system, and other computer programs on a regular basis.
- Make sure to enable JavaScript and Cookies. (See **Support** section below.)
- Run a [quick system check](#) to make sure your system is D2L compatible. (results image below)



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.

Computers and Laptops

The top recommended browser for uiuLearn is Chrome, and both PC and Mac versions are available. Browser coding changes fairly often, and this will sometimes cause incompatibility. If you experience problems using Chrome, switch to Firefox or another browser and try again. If the issue persists, it may be a D2L problem, in which case you should contact D2L support. For more information, see the [Support](#) section below.

Compatible PC and Mac browser options for D2L:

- Google Chrome



- Mozilla Firefox



- Apple Safari



- Microsoft Edge



Devices

- Chrome for Android devices running Android 5.0+ operating system (OS)
- Safari and Chrome for Apple iOS
- Edge, Chrome, and Firefox for Windows 10

Recommended Browsers and Downloads

Chrome is the top recommended browser for D2L users. Click to [download and learn more about the Chrome browser](#).

Firefox is also a strong option for D2L compatibility. Click to [get the latest download](#).

The new [Microsoft Edge for Windows 10](#) is also available.

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Support

Enable Cookies in Chrome

- [Computer](#)
- [Android](#)
- [iPhone/iPad](#)

Enable Javascript in Chrome

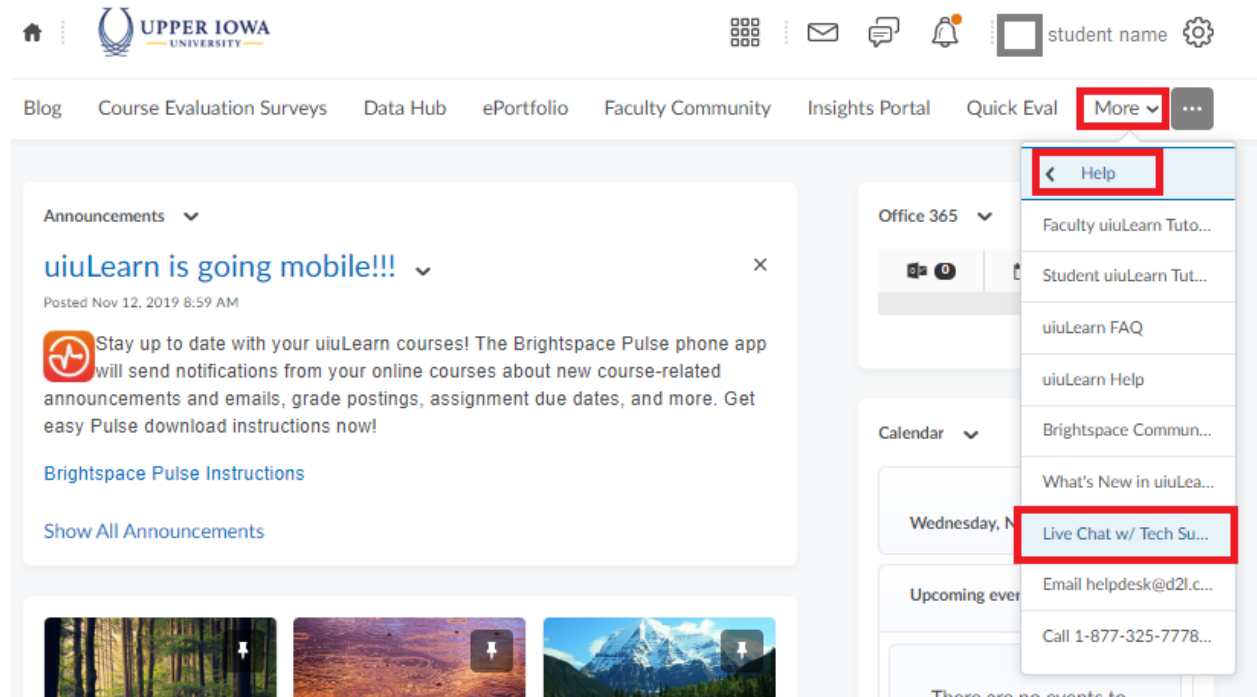
- On your computer, open **Chrome**.
- At the top right, click More Settings.
- At the bottom, click Advanced.
- Under "Privacy and security," click Content settings.
- Click **JavaScript**.
- Turn on Allowed (recommended).

Contact UIU Support

If you need help or have questions regarding the above information, email the D2L helpdesk at helpdesk@d2l.com or call 877-325-7778. Or contact [UIU ITS](#).

uiuLearn 24/7 Chat Support

If you are logged in to D2L, link to live Chat any time by clicking the More menu item (may not be visible), then click Help to see options. (image below)



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