

General Tips: the uiuLearn Experience

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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, and Apple Safari.

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

Brightspace – The official brand name of the LMS we know as uiuLearn 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

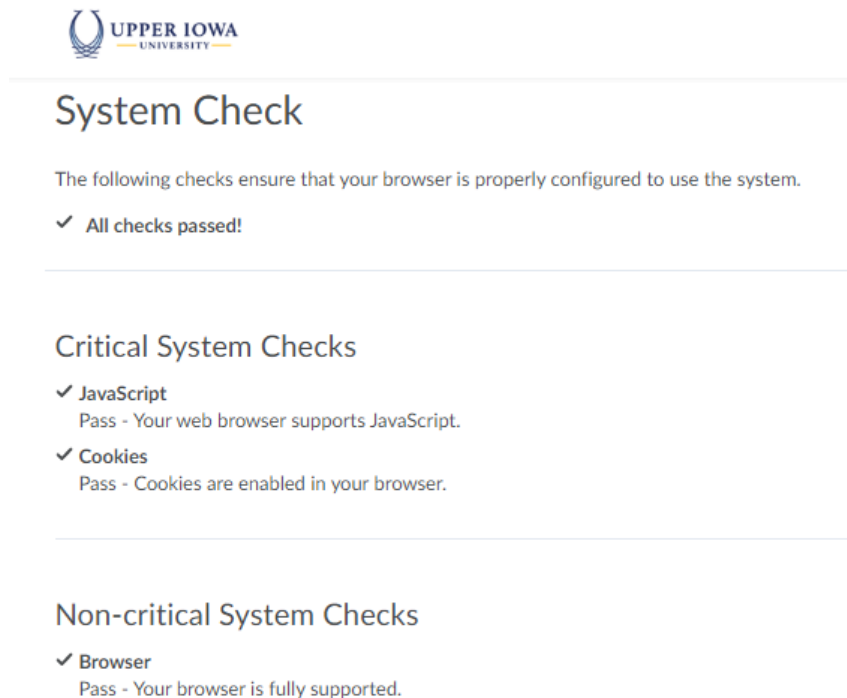
D2L limits its web site development and testing to certain digital companions, including browsers. Certain browsers provide compatibility that enables more flexibility for web site functionality. Older browsers typically become increasingly incompatible with many newer web applications, and when this happens, D2L will eventually stop supporting them. For example, as of summer 2021, Internet Explorer and the legacy version of Microsoft Edge are no longer supported by D2L for use of uiuLearn.


Tips and Options

Updates: Update your browser, operating system, and other computer programs on a regular basis.

JS and Cookies: Make sure to enable JavaScript and Cookies.

Quick System Check: Run a [quick system check](#) to make sure your system is D2L-compatible. (See Quick System Check sample results image below.)



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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.

Browser Recommendations

For best user experience and efficiency, a computer or laptop is suggested, but devices are also supported for uiuLearn use. UIU Information Technology Services recommends using the new [Microsoft Edge](#) browser; it is available for Windows, MacOS, iOS, and Android. Browser coding changes fairly often and this will sometimes cause incompatibility. If you experience problems using Edge, switch to Chrome or Firefox or another browser and try again. You may also want to try clearing your browser cache to correct issues. If problems persist, there may be a problem with uiuLearn or you may need instructions on how to use a particular feature, in which case you should contact D2L support. For more information, see the [Support](#) section below.

Suggested browser options for D2L include:

The new version of Microsoft Edge , Google Chrome , Mozilla Firefox , and Apple Safari .

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Recommended Browsers and Downloads

Depending on the device or computer you use, different browsers will be available to you. The UIU Information Technology team recommends and can effectively support the new [Microsoft Edge](#) browser. [Google Chrome](#) is also compatible, and [Firefox](#) is also a strong option for compatibility.

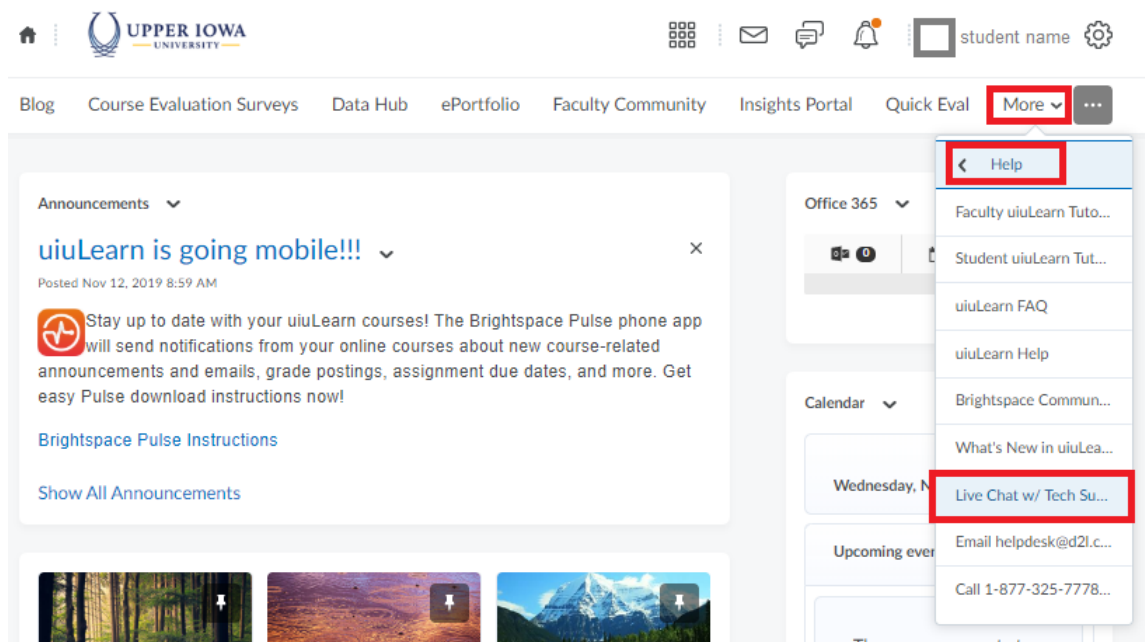
Support

UIU Support

If you need help or have questions regarding the above information, email the D2L helpdesk at helpdesk@d2l.com, call 877-325-7778 or submit a support request form at [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 and/or click “Help” to see D2L support options. (image below)



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