What are the Browser requirements for Desire2Learn?

**Browsers Supported by Desire2Learn:**

Browsers that are supported by Desire2Learn are listed below:

1. **Chrome - Instructions Below**
2. Firefox
3. Internet Explorer
4. Safari

***NOTE: AOL users should minimize AOL once connected to the Internet and open one of the above browsers.***

**Desire2Learn System Check:**

- A **System Check** can be run to ensure a computer meets the minimum system requirements for Desire2Learn. To run the System Check:
  1. Select **System Check** from the help drop-down menu on the My Home page.
  2. Review the results to ensure the computer has passed each section and meets the minimum system requirements.
Computer Access At LCC:

If for any reason you do not have a computer system or Internet connection, there are services at LCC where you can use a computer to access your Desire2Learn course.

- **LCC Library** – Located in the Technology Learning Center (TLC) Building on the Second Floor. Visit their website for location and hours: [https://www.lcc.edu/library/](https://www.lcc.edu/library/)
- **LCC Main Campus Computer Lab** – Located in the TLC Building on the First Floor. Visit their website for location and hours: [https://www.lcc.edu/computerlab/](https://www.lcc.edu/computerlab/)
- **LCC West Campus Computer Lab** – Located at the West Campus on the First Floor. Visit their website for location and hours: [https://www.lcc.edu/wccomputerlab/](https://www.lcc.edu/wccomputerlab/)
- **LCC East Campus Computer Lab** – Located at the East Campus on the First Floor. Visit their website for location and hours: [https://www.lcc.edu/maps/east/](https://www.lcc.edu/maps/east/)

What advanced settings about Chrome should a Student know?

Internet Browsers have many settings that can affect whether you are able to access content in Desire2Learn. Below are some important settings to check before you begin your Desire2Learn course.

Clearing the Browser Cookies/Cache:

1. Select the **Three Lines Icon** from the upper right corner.
2. Select **History**.
3. Select **Clear Browsing Data**.
4. Select **The Beginning of Time** from the drop-down menu.
5. Select all available **Checkboxes**.
6. Select **Clear Browsing Data**.

**Enabling JavaScript and Disabling the Pop-Up Blocker:**

To view some content in Desire2Learn, you may need to disable your pop up blocker as some content opens in another Browser window/tab.

1. Select the **Three Lines Icon** from the upper left corner.
2. Select **Settings**.
3. Select **Show Advanced Settings** at the bottom of the screen.
4. Select **Content Settings**... under the Privacy section.

5. Scroll to the **JavaScript** section.
6. Select **Allow all sites to run JavaScript**.

7. Scroll to the **Pop-ups** section.
8. Select **Allow all sites to show pop-ups**.
9. Select the **Done** in the lower right corner of the menu.
How can a student view non-secure content in Chrome?

Occasionally in Google Chrome, some course content will not display because Chrome does not consider it secure content. This is indicated by a lock icon with a yellow warning triangle next to the URL.

Viewing Non-Secure Content on a Page:

1. Select the **Shield Icon** from the URL bar.
2. Select **Load unsafe scripts**. This will refresh the page and load the non-secure content.

***NOTE:*** This action will need to be performed each time you start a new browsing session in Google Chrome and attempt to access non-secure content.