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Getting Help with Desire2Learn (D2L) at OU

URL:  [http://learn.ou.edu](http://learn.ou.edu)

**Course Combine Info:** If you teach multiple sections of the same course and would like to combine the sections into a single D2L course, there is a link to a request form on the login page. Allow 48 working hours for the course combine to be processed. Wait until the course combine is complete before loading any materials into the course!

**Online Help:**

**Knowledge Base**

1. Log into D2L with your OU Username and password.
2. On the My Home page, locate and click the Help logo to be taken to the OU IT Knowledge Base.
3. To search for help on a specific topic or tool – type the keywords in the search box and click “Search.” For example, type “Discussions” if you want to locate all help topics associated with the Discussions tool.
4. If you are unable to locate help files for your specific question – contact the Help Desk or send a request for help to [learn@ou.edu](mailto:learn@ou.edu) and a system administrator can create a help topic in the database for your question.

**Video Tutorials**

1. Log into D2L with your OU Username and password.
2. On the My Home page, locate and click the “Help Resources” link at the top right area of the page. This takes you to a D2L Course containing both Student and Instructor Help videos.
3. Locate the Instructor Resources module.
4. Search for and view the topic associated with your question. If you cannot locate a video, see above. The Knowledge Base has a much more extensive collection of Help Materials.
5. If you are still unable to locate help for your specific question, contact the Help Desk or send a request for help to [learn@ou.edu](mailto:learn@ou.edu) and a system administrator can create a help topic in the database for your question.

**Phone Help: (405) 325-4357**

The OU IT Helpdesk can be reached by calling (405) 325-4357. They are staffed Monday – Saturday 7:00 AM to 10:00 PM and Sunday Noon to 6:00 PM. However, if you are an instructor looking for help with D2L, you will want to call Monday-Friday, 8AM to 5PM; excluding university holidays. During these hours, full time IT employees are on hand to assist faculty with D2L. OU students run the helpdesk during the evening, weekend, and holiday hours. Student employees do not have sufficient permission levels in D2L to answer complex questions or troubleshoot your course. Student workers can, however, report an emergency to the on-call staff member. If you feel there is an emergency problem with your course, do not hesitate to call at any time.
My Home Orientation

After you successfully log in to D2L, you are taken to the **My Home** page. You can return to this page at any time by clicking the “My Home” link in the upper left corner. Below are the main features of My Home. Brief descriptions of each feature follow on page 4.
My Home Orientation – Features Descriptions

Mini Bar: The minbar remains at the top of the screen throughout the system. It contains links to My Home, the Course Selector, Alerts, and your Personal Menu.

Course Selector: Courses may be ordered by last selected (recommended) or by course name. Click the pin icon to pin a course to the top of the list for easy access.

Alerts:

- The Message Alert icon takes you to an area to compose email and email settings. This is for outgoing email only. Any reply sent from D2L generated email will go to your OU email account, not D2L.
- The Update Alert icon displays a red dot to students when there are new news items, upcoming dropbox ending dates, newly released grades, and upcoming quiz ending dates. For faculty, a red dot is displayed when there are new News items on the My Home page. Clicking the red dot takes you to a detailed and clickable notification link.
- The Chatter Alert icon displays a red dot when any new discussion item has been posted in a forum or topic you have subscribed to.

Personal Menu: The personal menu dropdown menu provides links to your profile, notifications, account settings, and the logout command. Anything you populate in profile area, including your picture, can be viewed within the Roster area of a course. Notifications allow students and faculty to subscribe to text and/or email alerts for course events such as new News items, dropbox ending dates, new grades posted, etc. Account settings includes the ability to set a larger or smaller default font size for personal viewing as well as an area to create an email signature line.

Nav Bar: The NavBar area inside a course will display course tool links, custom links, and link groups. The Nav bar may be customized by faculty to have a unique feel for each course.

News Items: The D2L administrator posts general announcements in the News widget. These contain helpful information, system bugs, and other noteworthy information. You can subscribe (email and/or text) to these updates by clicking the Notification link in the Personal menu dropdown area.

Course Listing: Course links are always active to instructors. Student links are clickable only during the active semester. “Course access starts...” and “Course access ended...” notes refer to the ability of students to access the courses. By default, students can access the course on the first day of the semester. Instructors can change course access dates by clicking the Edit Course pencil icon next to the course name. Hide unwanted semesters by clicking on the corresponding expand and collapse icons.

Events/Calendar: The Events tool displays the next 5 events in courses that utilize due dates and ending dates on course activities. Click “Show More” to open to a calendar view with options to display more events.

Help: Click the graphic to access on-line help articles or use the phone to contact the Help Desk.

Links: You can elect to follow OU D2L on Facebook or Twitter as well as link to the OU Academic Technology Blog or link to Ozone.
Course Home – Posting News Items

To enter a course, click its link in the My Courses widget on the My Home page. The entry page is called the “Course Home.” Tools on this page include News, Content Browser, Events, and Role Switch.

The most widely used tool on the Course Home page is the **News** tool. This is where an instructor posts messages for students.

**To Add a News Item:**

1. Click the dropdown arrow next to News and select “New News Item.”
2. Enter a subject for the Headline.
3. Type the body of the post in the Content box. Note the HTML editor, the availability dates, and the option to attach files.
4. Use Publish to display News item to students. Click Save as Draft to save your work but keep it hidden from student view.

**Content Browser** allows students to browse content, view bookmarks, and navigate quickly to recently visited files without having to go to the Content tool.

**Upcoming Events** displays the next 5 Dropbox and Quiz due dates, and any event title you manually add to the calendar. To add events not associated with a Dropbox folder, Discussion, or other D2L tool, click “Create an Event,” fill in the form, and save.

**Role Switch**, viewable only to instructors and TAs, allows you to switch to student view of the course.
Understanding Content

When an instructor clicks the Content link in D2L, they are taken to the “Course Overview” tool. Course Overview allows instructors to upload a single overview file and is optional. To view and upload files and create links in your course, use the Table of Contents view.

Modules: Before uploading content, you must group your course materials into Modules. Using modules in your course creates structure and meaning for the materials you post.

Topics: Topics are files and links posted within modules. D2L accepts a wide range of file types: text files, images, multimedia, etc. Topics can also be links both inside (dropboxes, quizzes, discussion threads, etc.) and outside (websites) the course.

Drop Down Menus: Note that all options to Edit, Delete, Reorder, Add, etc are located in the dropdown menus found next to each module and topic name. Click the downward shaped triangle to see the options available.
Uploading Content

Before uploading course content, instructors must organize their Topics (files and links) into Modules. “Course Information” is an example of a module that would hold administrative type documents such as a syllabus, class policies, a calendar, etc.

In this example, we are going to create a module titled Course Information and upload the course syllabus.

Create a Module:

1. Click the “Add a Module” box in the left navigation area under Table of Contents.
2. Fill in the Title. (Course Information, in this example.)
3. Use the Enter (Return) key on your keyboard to create and save the Module. You will now see the module beneath the Table of Contents on the left navigation.

Create a Topic: (Upload files)

1. In the left navigation, click the name of the Module in which you would like to upload your file.
2. Make sure your File Manager is open on your computer to the location your files are stored.
3. Select the file(s) you’d like to upload by clicking (Or Shift + Click to select multiple contiguous files) and then dragging and dropping the file(s) into the corresponding “Drag and drop files here...” message box beneath the appropriate module.
4. The files automatically save and take the name of the file you uploaded. To edit the file name, click the down arrow next to the file name and select “Edit Properties.” The file name title is now in edit mode and the name may be changed. To edit the names of multiple files within a module, click the “Bulk Edit”

Create a Topic Link (Link to Dropbox, Quiz, Discussion, etc.)

1. In the left navigation, click the name of the Module in which you would like to add a link.
2. Use the “New” button to create a new Discussion Topic, Dropbox item, or Quiz.
   Use the “Add Activities” to provide a direct link to an existing Discussion, Dropbox folder, or Quiz.
3. Be sure to use the “Description” and “Custom Instruction” fields in the Dropbox/Discussion/Quiz areas in order to provide full instruction set to students viewable from the content area.
Create a Dropbox Folder

The Dropbox tool allows students to submit assignments online by uploading their files to designated folders. Faculty can view submitted work, grade them, and leave feedback from the Dropbox.

Faculty also have the option of running submitted assignments through the plagiarism check via Turnitin.com. Directions for this additional step are included on the next page.

To create a Dropbox folder:

1. Click “Assignments/Dropbox” in the navigation bar.
2. Click “New Folder.”
3. Name the folder.
4. Decide if you want to enable Plagiarism Detection through Turnitin.com. (If yes, see next page for further explanation and instructions.)
5. If you use the D2L Grades tool, you can attach a Dropbox folder to a grade item. If you attach to a grade item, also fill in the “Out Of” score.
6. Fill in custom instructions. Custom Instructions will display to a student if you create a link to the Dropbox in the Content area of D2L. Therefore, you don’t have to create a separate document of instructions for the Content Area.
7. Expand the “Show Submission Options” menu to adjust and control the number of files a student may submit to a folder.
8. Save the folder.
9. Click the “Restrictions” tab. (See Next Page.)
10. Fill in “Has Due Date” to set the due date and time for the folder submissions. The folder will remain open and active for students to submit materials unless you also complete the “Has End Date” field.

Files submitted between the “Due Date” and the “Ending Date” will be flagged as late and you will be able to see dates and times for ALL file submissions.

If you do not want students to be able to submit after a particular date/time, just use the “End Date” designator.

Optional: Use the Special Access settings on the Restrictions tab to allow a particular student to submit a late assignment with differing Ending/Due dates. Steps:

1. Click “Add Users to Special Access.”
2. Fill in the new date/time restrictions.
3. Locate the student and place a check by their name.
4. Click “Save Special Access”
Enable Dropbox Plagiarism Detection via Turnitin.com

OU subscribes to Plagiarism Detection (now called Originality Check) services at Turnitin.com. D2L has the capability of running Dropbox submissions through the Originality Check module at Turnitin.com.

For more information on the use of Turnitin.com at OU, please see the OU Integrity Council website:

http://integrity.ou.edu/index.html.

If you would like to run student Dropbox submissions through turnitin.com, check the box that says “Enable this folder” in the Plagiarism Detection section of the folder properties. (See step 4 on page 8.)

**NOTE:** Once you enable Plagiarism Detection, you will not be able to turn this option off. The only way to “turn it off” is to delete the folder. Deleting a Dropbox folder will also delete any student submissions in that folder.

When you enable Originality Check, an “Originality Check Options” link appears at the bottom of the properties page. Click “Show Advanced Originality Checking Options” to view all settings. Instructors can adjust options that control student visibility and report frequency.

For further information and training on interpreting the results of the Originality Report from Turnitin.com, please visit their site and watch the brief Turnitin.com "Viewing Originality Reports" video. The screen shots will differ from OU D2L but the information regarding the interpretation of results is still relevant.

Note the availability of the GradeMark product as well as the option to enable Grammar Checking. These are both features within Turnitin.com and not a product of D2L. For instructions on how to use GradeMark and Grammar Check, please visit the Turnitin.com website

http://turnitin.com/en_us/training/instructor-training
Roster Functions

Use the Roster to view and email students, add a TA, view student profiles, and monitor student progress.

Send a class email:

Email in D2L at OU is outbound only. D2L will not store a copy of the email you send so remember to send yourself a copy! When a student replies to an email sent from D2L, it will go to your @ou.edu email address.

1. Make sure you are on the “All” tab to ensure that you will also receive a copy of the email.
2. Click the “Email” button at the top of the screen. This will populate your screen with the names of everyone in your course. At the bottom of the screen, click “Send Email” This opens up a new window and populates the “To” field with all student, Instructor, and TA email addresses. You may want to select these email addresses (triple click inside the “to” field to select all) and move them to the “bcc” field to make the email more reader friendly – especially in a large class.
3. Fill in the subject and message areas.
4. Send.

Add a Teaching Assistant

1. In the roster area of the course, click “Add Participants.”
2. Click “Add an Existing User.”
3. In the search box, type in the student’s Sooner ID number and search. This returns just that student. If you don’t have the number, type in their first and last name with no punctuation (no commas) and search.
4. Place a check next to the student’s name and select a TA role and verify the section.
5. Select the section and click “Enroll Selected Users.” Click “Done” to return to Roster.

The Profile Image displays an image only if the student has elected to upload a photo of their choice to their D2L profile. Students are NOT required to upload a photo and many will elect not to do so for privacy reasons as this photo is viewable by all of their classmates. Faculty can access a separate photo roster using Ozone.

Action Icons: Action Icons are located to the right of each person’s name and contain links.

Students will only see their own User Progress button, instructors see all. User Progress shows information regarding class access, files viewed, timestamps, etc.

If an instructor creates Groups within D2L and enables a Group Locker, the shared files will display for members of the shared group as well as the instructor.

If an instructor creates Groups within D2L, the membership shows here.

The Blog is a private tool, not a course tool. Students elect (or not) to use the blogging feature within D2L.