

# Frequently Asked Questions



## What's my course username?

Your Desire2Learn (D2L) username is your firstname.lastname (For example, John Doe would be john.doe - all lowercase, no spaces, with a period between the first and last name).

**NOTE:** This username is different from the email address you used to register for a class (which uses the GENIUS registration system).

## How do I login to D2L?

Go to **www.mninfinity.org** - on the left hand side of the webpage, you can enter in your course username and password. Alternatively, you can go directly to D2L's login page at <http://mninfinity.desire2learn.com>.

## Can I connect to my D2L course from home?

You can access your Desire2Learn courses from anywhere you have access to the internet.

Can't be in front of a computer? No problem! You can access course materials by using intuitive apps on your mobile devices.

- Browse courses, take study notes, assign personalized document tags, and fetch content from Open Courses using the Desire2Learn Binder™ app on your iPad.
- Receive course notifications about upcoming quizzes, grades on assignments, discussion postings, etc; from Desire2Learn (you choose which notifications you wish to receive when you setup your profile during orientation).

## Do I need special software to use D2L?

As your course is entirely “in the cloud”, you should be able to access your Desire2Learn course using a web browser. Check our website for a complete list of supported browsers. (For some specific courses, students may need additional software).

## I forgot my password. How can I retrieve it?

If you have setup your email address in your profile, you can click the “Forgot Password” link on the login screen. If you did not do so, then you will need to call the technical help desk at 1-800-624-4072, ext. 80 to have your password reset.

## How do I change my password after I login to my D2L courses?

To change your password, click on your Profile in the upper right hand corner and go into your personal profile – there is an option to change your password there.

### How do I send email from within D2L?

Click on the Email icon at the top of the page, then click go to email, then click compose. You may also go to the class list, check the person you wish to send an email to, then click email. A new window will pop up where you can compose and send the email.

### How do I open documents that are in my course?

You may click on the document link to open it. However, the best way is to right click the link and open it in a new window.

### I can't see my course - what do I do?

Courses are not released for student access until the first day of the semester. Additionally, you must complete the student orientation course to familiarize yourself with the Desire2Learn system prior to having access to your courses as well. If you still do not see your courses AND you have already completed the orientation, please contact the technical support desk at 1-800-624-4072, ext. 80.

### What if I've completed my orientation but still do not see my course?

Please allow up to 24 hours after completing the orientation to be placed in your course. If you still do not see your course after that time, please call the technical help desk at 1-800-624-4072, ext. 80.

### When will information about getting started with my online class be sent to me, and how?

An email will be sent to the student and the parent/guardian a few weeks before classes start. This email will contain your login information and instructions on how to get started. Note: All students, returning and new, are required to complete orientation once per year.

