D2L Student Support

D2L BRIGHTSPACE

General Browser Issues:

Starting fresh: Close all open browser windows. Just like power cycling a computer, sometimes just closing out of the window and launching it again will solve your issues.

Be up-to-date: Make sure you are using the most up-to-date version of a browser supported by D2L (Google Chrome and Firefox preferred) and make sure your system can handle D2L.

Try the alternate browser: We suggest using Google Chrome or Firefox, Microsoft Edge is not supported. If you are having an issue with one, try the other.

Google Chrome & Firefox

MIDWESTERN STATE UNIVERSITY

Welcome

Welcome to Desire2Learn at MSU Texas. Please log in to view your courses.

Username *

Password *

Log In

- Enter the same username and password for D2L that you use for the [MSU Portal](). If you have just registered for courses, your D2L account will create the following day. Courses will not show up in D2L until the first day of the semester.
- Problems logging in or other D2L issues? Submit an [Online Problem Report]() or email us at [d2lhelp@msutexas.edu]()
- Unsure if your computer will work with D2L? Try this quick [System Check]()!
- Is your browser up to date? Check with this [Browser Update Checker]().

Problems with Portal, MSU Campus Network, or other technical difficulties: The IT HelpDesk is available to assist with MSU sign-in problems, computer lab PC errors, and other technical difficulties you may encounter. For technical assistance, please contact the HelpDesk at 940-397-4278 or email them at [helpdesk@msutexas.edu](). For D2L assistance, please contact [D2Lhelp@msutexas.edu]().

Common Questions:

I've just enrolled and I can't see my classes: If you are a brand-new student, once you register for classes, your account will create. You will be able to log in to D2L the next day, however, you will not see your semester's courses inside of D2L until the first day of class.

I've installed Lockdown Browser from D2L but I can't see my tests when I launch it: You will not launch the desktop icon for Respondus to access the tests. Log into D2L and enter your test to launch LockDown Browser.

My password won't let me log into D2L: All the passwords you'll use for MSU are the same. You will need to reset your password within the MSU Portal then login to D2L.

I can't submit homework/files for my course: Check your file name and make sure there aren't any special characters in the title. If there is, rename without the characters and try again. If the file is over 2 GB, that will also cause an error.

When taking a test in D2L:

- Save the answers as you progress through the test.

- Be aware that if you close your browser, the timer continues counting down.

- Do ***NOT** at any time click the browser Refresh button.

- Use caution when taking a test on a computer using WiFi (wireless). Use a computer that is connected to the internet with a network (Ethernet) cable if at all possible.

- It is ***NOT** recommended to take a test on any type of smart phone.

- Always take a test on a computer with a supported browser!

- Make sure to click the Save and Submit button only once, then wait to see the submission confirmation page before leaving the screen.

- Contact your Instructor immediately if you encounter any difficulties!

Respondus LockDown Browser & Monitor:

Some of your Quizzes and Tests (Midterms/Finals) MAY require the LockDown Browser & Monitor. If they do, please review the following to be prepared.

Most of the time you will not encounter any problems, however, listed below are some common issues.

- Make sure you have the most recent version of the LockDown Browser on your computer. You can install the latest version here: Lockdown Browser Download
- The most common issue is the loss of connection during the test. If you get a blank page or a spinning wheel, you will need to exit the test, close the browser, and re-enter the test.
- If you are taking this test at home, it is best that no other device is being used that requires the Internet while you are taking the test.
- Chromebook Laptops are NOT compatible with the LockDown Browser, so you will need to locate a different device. If you have the ability to come to campus the LockDown Browser is on the computers in the Clark Student Center lab and the first floor Dillard lab. Note: There are no cameras on these computers, if your test requires the Monitor you will need to bring your own webcam or check one out from the Library.
- iPads are compatible with LockDown Browser, if the instructor has allowed their use for that test.
- If you need assistance with issues, please use the Report a Problem link at the top of this page or email d2lhelp@msutexas.edu.

Always let your Instructor know that you've had a technical difficulty and have reached out to us.