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Introduction

This document has been developed to introduce you to Kennesaw State University’s learning management system, Desire2Learn (D2L). The various sections presented on the following pages will help you to learn how to use the different features within Desire2Learn.

Desire2Learn can be used as a small component of a traditional course, such as to submit papers and check grades, or it can be used in a course where everything occurs completely online.

Objectives

The following learning objectives are covered in this document:

- Accessing Desire2Learn.
- Understanding the Home Page.
- Using the Calendar tool.
- Using the Email tool to read and send messages.
- Being able to use the Content tool.
- Understanding the features of the Dropbox tool.
- Participating in class discussions via the Discussions tool.
- Taking an online assessment via the Quiz tool.
- Checking your grades in the Grades tool.
- Using the Locker tool to store files.
- Logging out.
- Being aware of system requirements.

Desire2Learn on the Mobile Device

Desire2Learn includes a mobile interface, accessible from an iPad, Android, or other mobile devices. Please see our booklet Desire2Learn on the Mobile Device for more information about mobile access.
Accessing Desire2Learn
The following instructions explain how to access Desire2Learn.

1. Go to the following website: http://d2l.kennesaw.edu
2. Click the Log In to KSU D2L link.
3. Enter your NetID and NetID Password in the area provided (see Figure 1).

![Figure 1](image1.jpg)

4. Click the Login button.
5. When you have logged in to Desire2Learn, the D2L My Home page will appear on your screen (see Figure 2).

![Figure 2](image2.jpg)
The Home Page

On the D2L My Home page, you will find the minibar and many options such as adjusting the Profile, Account Settings, and Notifications (see Figure 3). The following describes features available on the Home Page.

The MiniBar

The minibar provides consistent access to courses, alerts, and personal settings, no matter where you are in Desire2Learn. The following explains the available features on the minibar.

Figure 3

(a) My Home
Clicking My Home will take you back to the main homepage (See Figure 3 above).

(b) Select a course
The course selector drop-down provides access to your courses. The list displays ten courses, but clicking on Load more courses will expand the list by ten courses at a time. You can switch between courses from the drop-down without returning to My Home. You can also pin courses so they remain at the top of the list.

Figure 5
c) **Alerts**

- **New Emails Alert** - Gives direct access to new emails and your mailbox. A red dot on the Message alerts icon indicates new emails.

- **Updates Alert** – A red dot on the Update alerts icon indicates you have new news items, a new grade has been posted, and upcoming due dates for items not completed.

- **Subscriptions Alert** – A red dot on the Subscriptions alert icon indicates that there are new posts to topics and forums that you have subscribed to in Discussions.

d) **User Settings**

Clicking your name on the far right of the Minibar expands the user settings menu. This menu lets you set up your personal profile, email and text notifications, and account settings. You can also go here to logout (See Figure 6).

![Instruct-59 Account](image)

**Profile**

The following explains how to adjust your profile.

1. From the D2L My Home page Minibar, click the User Settings drop-down, and then select **Profile** (see Figure 6).
2. The **Edit My User Profile** screen will appear (see Figure 7).
3. Enter any information that you wish to share with others.
4. Click the Change Picture button if you wish to set a profile picture.
5. Click the Save and Close button in the lower-left area of the screen to return to the D2L My Home page (See Figure 8).

![Save and Close, Save, Close](image)

**Figure 8**

**Notifications**

The following explains how to locate the settings for *Notifications*.

1. From the D2L My Homepage Minibar, click the User Settings drop-down, and then select Notifications (see Figure 6 on Page 7).
2. On the next screen that appears, you will see the settings for *Notifications* (see Figure 9).

![Notifications](image)

**Figure 9**

3. On the *Notifications* screen, you can do the following:
   a. Have notifications sent to the email of your choice by clicking *Change your email settings*.
   b. Have notifications sent to your mobile device by clicking *Register your mobile*.
   c. Adjust the settings for notifications in the following three categories located on the screen: *Summary of Activity, Instant Notifications, Customize Notifications, and Exclude Some Courses.*
4. Click the **Save** button in the lower-left area of the screen to return to the D2L *My Home* page (See Figure 10).

![Save Button](https://via.placeholder.com/150)

**Figure 10**

**Account Settings**
The following explains how to locate the **Account Settings**.

1. From the D2L *My Homepage* Minibar, click the **User Settings** drop-down (See *Figure 6* on page 7).
2. Select **Account Settings**.
3. The **Account Settings** screen will appear (see *Figure 11*).

![Account Settings Screen](https://via.placeholder.com/150)

**Figure 11**
4. On the Account Settings tab, you can adjust the settings as desired (see Figure 11 on the previous page).
5. Click the Save and Close button in the lower-left area of the screen to return to the D2L My Home page (See Figure 12).

![Figure 12](image)

**News**

Any information (example: system downtime, updates, announcements, etc.) about the Desire2Learn system will be provided in the News area (see Figure 13).

![Figure 13](image)

**Accessing Your Courses**

The following explains how to access your courses in Desire2Learn.

**Important Information about Course Access:**

- Even if you registered during Early Registration, your courses will not be visible in Desire2Learn until the official start date of the semester.
- During Add/Drop, after you register, it will take 24-48 business hours for your course access to become available in Desire2Learn.
- If you Drop a course, that course will remain in your list of courses in D2L until you contact the instructor of the dropped course to have him/her remove your name from the Classlist.

1. From the D2L My Homepage Minibar, click the Select a course drop-down. The course(s) that you are currently enrolled in this semester will appear (see Figure 5 on Page 6). Click the course of your choice.
2. The Course Home Page will appear on your screen (see Figure 14).

![Image of ITS Training 58](image)

**Figure 14**

**Calendar**

You can use the calendar in Desire2Learn to view important dates for your class. If your instructor chooses to do so, he or she may include the following types of events on the calendar: exams, due dates for important papers, office hours, etc.

You can also keep a “to-do list” in the task area to help you stay organized throughout the semester. The following explains how to use the calendar in Desire2Learn.

**Finding the Calendar**

The calendar is located on your Course Home Page (see Figure 15 on the next page).
Note: If you do not see the calendar on your Course Homepage, click the expand button above the calendar date (See Figure 16).

Viewing Events on the Calendar
Your instructor(s) may choose to post important dates to the calendar. The following explains how to find these events on the calendar.

1. Click on a bolded day on the calendar to view events. For example, as shown in Figure 17, if you want to view events for Wednesday, December 11, you will click on the number 11.

NOTE: Any day that has an event on the calendar will appear as bold.
2. The events for the day chosen will appear underneath the Calendar (See Figure 18).

3. To enter the Calendar tool, click the drop-down arrow next to Calendar and select Go to Calendar (See Figure 19).

4. The calendar will appear on your screen showing events for the current date. To view events for a different date, select a day from the mini calendar to the right of your screen (See Figure 20).
5. To change the view of the calendar, click any of the options shown in Figure 21.

![Figure 21](image1)

6. To return to your Course Homepage, click the Course Home button located on the Navigation Bar (Navbar) (See Figure 22).

![Figure 22](image2)

**Adding Tasks**

Desire2Learn allows you to post tasks to help you stay organized, which is explained in the following. Your tasks are only visible to you.

1. Click the drop-down arrow next to Calendar and select Go to Calendar to enter the Calendar tool (See Figure 19 on the previous page).

2. Next, click Add a task (see Figure 23).

![Figure 23](image3)

3. Enter the name of the task to be added (see Figure 24).

![Figure 24](image4)
4. Press the **Enter** key.

5. Click the item in the **Tasks** list (see **Figure 25**).

![Figure 25](image)

6. Click **No due date** (see **Figure 26**).

![Figure 26](image)

7. Enter the date when the task should be complete (see **Figure 27**).

![Figure 27](image)
8. Click the Save button as shown in Figure 28.

![Figure 28](image)

9. The task will be added as shown in Figure 29.

![Figure 29](image)

10. Click the Course Home button on the Navbar to return to your Course Home Page (See Figure 22 on page 14).

Email

The Email tool can be used to send and receive emails within Desire2Learn. This email tool is separate from your student email account. The following explains more about using the email tool within the Desire2Learn application.

Opening Email

The following explains how to open the email tool within Desire2Learn.

1. From the Minibar, click the Email Alerts icon, and then select Go to Email (See Figure 30).

![Figure 30](image)
2. Desire2Learn’s email tool will appear on your screen (see Figure 31).

![Figure 31](image1)

**Reading Your Email Messages**
The following explains how to check your email messages.

1. If you are enrolled in multiple classes, you can use the *Filter By* option as shown in Figure 32 to select the class of your choice.

![Figure 32](image2)

2. In the *Folder List* area, you will see the folder for the *Inbox* (see Figure 33 on the next page). If a number appears next to the *Inbox* folder, this number indicates the number of unopened emails that you have received.

   For example, in Figure 33, you see the number 2 next to *Inbox* indicating that there are two unopened emails.
3. To open the email so that you can read the contents, click the Subject of the email, as shown in Figure 34.

4. The message will appear on your screen (see Figure 35).
Sending an Email
The following explains how to send an email to your instructor or another person in your class.

1. Click the Compose button (see Figure 36).

![Figure 36](image)

2. The Compose New Message window will appear on your screen. To send an email to your instructor or other people in your class, click the Address Book link as shown in Figure 37.

![Figure 37](image)
3. The Address Book window will appear on your screen (see Figure 38). You will see the names of the people in your class in the area shown in Figure 38.

![Figure 38](image)

4. If you are enrolled in multiple classes, you can use the Filter By option as shown in Figure 39 to select the class of your choice.

![Figure 39](image)

5. Next, click to select the name(s) that you want to send a message to in your email (see Figure 40 on the next page).
6. Then, click one of the following links, shown in Figure 41:
   - **To** – Select this option if the recipient is directly affected by this email.
   - **Cc** – Select this option if the recipient should know about the email, but is not directly involved.
   - **Bcc** – Select this option if the recipient should know about the email, but others listed in the “To” area and “Cc” area do not need to know that he or she received a copy of the email.

7. After you have selected all of the recipients, click the Add Recipients button in the lower-left corner (see Figure 42).
8. You will be directed back to the *Compose New Message* window. Enter a *Subject* and your *Message*, as shown in *Figure 43*.

![Figure 43](image1.png)

9. Click the *Send* button (see *Figure 44*) when you are done.

![Figure 44](image2.png)

10. You will then be directed back to the *Inbox*. 
Content

The Content tool is where you will find course materials that can include the following: syllabus, lecture slides, assignments, etc. The following explains how to use the Content area.

Accessing and Viewing the Content

The following explains how to access the Content area.

1. From the Course Homepage, click Content on the NavBar (see Figure 45).

2. The Table of Contents will appear on your screen (see Figure 46).

3. See Figure 47 on the next page for a description of the Table of Content screen.
Figure 47

a) **Top-Left Sidebar** - Access the course overview, topics you have bookmarked, and upcoming events.
b) **Table of Contents** – Contains the course modules.
c) The number next to each module heading indicates the number of incomplete items there are within that module.
d) **Completion Tracking** – Shows an overview of your progress for the selected module.
e) **Course Topics** – The content material that you will need to complete for the selected module.
f) A checkmark beside a topic indicates that you have completed it.
g) A dot beside a topic indicates that it has not been completed yet.

**Accessing Content Materials**
The following explains how to access your content material that has been provided by your instructor.

1. Click on a Module heading to view the topics (See **Figure 48**).
2. Click on a topic to view its contents (See Figure 49).

3. Once you have completed all topics within a module, a green checkmark will appear next to the module heading within the Table of Contents (See Figure 50).
Navigating within a Topic

Once you access a topic, there are several navigation buttons that you will encounter while viewing a topic. See Figure 51 for a description of these buttons.

![Figure 51](image)

a) Breadcrumb Trail - Use the breadcrumb trail to move backwards to the Table of Contents.
b) Bookmark – Bookmark the content displayed on the screen.
c) View Content in New Window – Opens the content displayed on the screen in a new window.
d) Arrow buttons - Move through topics using the arrow buttons.
e) Slide Out Panel - Select the slide out panel tab for access to the Table of Contents. See Figure 52 for a description of the navigation buttons within the slide out panel.

![Figure 52](image)

a) Go to the Table of Contents.
b) Move through modules.
c) Close the Slide Out Panel.
The Content Browser
Another place where you can find the content for your course is in the Content Browser (see Figure 53). Simply click on the folders in the Content Browser to access the various materials that has been provided by your instructor.

Figure 53

Dropbox
The Dropbox allows you to submit assignments to your instructor. The following explains how to use the Dropbox.

Accessing the Dropbox
The following explains how to access the Dropbox.

1. From the Course Homepage, click Dropbox on the NavBar (see Figure 54).

   Figure 54

2. The Dropbox area will appear on your screen (see Figure 55).

   Figure 55
Submitting an Assignment

The following explains how to submit an assignment.

1. In the Dropbox area, click the assignment that you are ready to submit to your instructor (see Figure 56).

![Figure 56](image)

2. Next, click the Add a File button (see Figure 57).

![Figure 57](image)

3. In the Add a File window that appears on your computer screen, click the Upload button (see Figure 58).

![Figure 58](image)
4. The File Upload window will appear on your screen. Locate the file on your computer that you want to submit to your instructor and click to select the item.
5. Then, click the Open button in the File Upload window.
6. Click the Add button in the Add a File window (see Figure 59).

![Figure 59](image)

7. Optionally, enter any comments about the assignment, and then click the Submit button to submit the assignment and comments to your instructor (see Figure 60).

![Figure 60](image)
8. The *File Upload Results* window will appear on your screen indicating the status of your submission (see Figure 61). Click the **Done** button to return to the *Dropbox Folders* screen.

![Figure 61: File Upload Results](image)

**Submission History**

The following explains how to review the submission history in the *Dropbox*.

1. In the *Dropbox* area, click **View History** (see Figure 62).

   ![Figure 62: Dropbox Folders](image)

2. Select the **Folder** of your choice and click **Apply** (see Figure 63).

   ![Figure 63: Submission History](image)
3. Information about the submitted file(s) will appear on your screen as shown in Figure 64.

![Figure 64](image)

**NOTE:** You can determine if the file has been read by your instructor by the following icons, which are located to the left of the filename:

- 🌐 Unread – *The file has not been read by your instructor.*
- 💌 Read – *The file has been read by your instructor.*

### Instructor Feedback

The following explains how to review instructor feedback for assignments that you have submitted to the Dropbox.

1. In the Dropbox area, if feedback is available from your instructor, the icon shown in Figure 65 will appear. Click this icon once to view the feedback.

![Figure 65](image)

2. The View Feedback window will appear as shown in Figure 66. Click **Done** to return to the Dropbox Folders.

![Figure 66](image)
Discussions
The Discussions area allows you to participate in discussions with other people in your class. The following explains how to Read, Post, and Reply to messages.

Accessing Discussions
The following explains how to access the Discussions area in Desire2Learn.

1. From the Course Homepage, click Discussions from the NavBar (see Figure 67).

![Figure 67](image)

2. The Discussions List will appear on your screen. The Discussions List consists of Forums and Topics. Forums are the categories for which topics are placed. See Figure 68 to view the Discussions list and identify a Forum and a Topic.

![Figure 68](image)

Creating a Message
The following explains how to create a message in the Discussions area.

1. In the Discussions area, click the Topic where you want to create a message for others to read. For example, in Figure 69 you would click the second First Impressions to create a posting for this topic.

![Figure 69](image)
2. Next, click **Start a New Thread** as shown in *Figure 70*.

![Figure 70](image)

3. Then, enter a **Subject** and **Message**, and then click **Post** in the bottom-left corner (see *Figure 71*).

![Figure 71](image)

4. The message will appear for other people in your class to read (see *Figure 72 on the next page*).
Reading and Replying to Discussions Posted by Others
The following explains how to read and reply to messages posted by other people in the class.

1. From the *Discussions list*, click the topic of your choice (see Figure 73).

2. The message(s) will appear on your screen (see Figure 74 on the next page).
3. If there is a message that you would like to respond to, click on the Subject of the message (see Figure 75).

4. A window will open for you to type your reply. Write your response in the area above the original message, and then click Post (See Figure 76).

5. Your reply will appear in the Thread.
Quizzes
The following explains how to take a quiz in Desire2Learn.

Accessing the Quiz
The following explains how to access the Quiz area.

1. From the Course Homepage, click Quizzes on the NavBar (see Figure 77).

![Figure 77](image)

2. The Quizzes area will appear on your screen (see Figure 78).

![Figure 78](image)

Taking a Quiz
The following explains how to take a quiz in Desire2Learn.

1. From within the Quizzes area, click the quiz that you want to open (see Figure 79).

![Figure 79](image)
2. Thoroughly read the instructions on the screen and then click **Start Quiz** to begin (see **Figure 80**).

![Figure 80](image)

3. The **Confirmation** window will appear on your screen. Thoroughly read the instructions in the window and click the **OK** button.

4. Answer each question and then click the **Save** button for each question (see **Figure 81**).

![Figure 81](image)

5. Some quizzes will have questions on multiple pages. To navigate to different pages, click the **Previous Page** and **Next Page** buttons shown in **Figure 82**.

![Figure 82](image)

6. When you are finished taking the quiz and want to submit your answers, click the **Save All Responses** button, then click the **Go to Submit Quiz** button (see **Figure 83**).

![Figure 83](image)
7. The Quiz Submission Confirmation window will appear on your screen. Click the Submit Quiz button to submit your answers (see Figure 84).

![Figure 84](image)

NOTE: If you attempt to submit a quiz that has unanswered questions, a warning message will appear. Links will appear below the message; clicking these links will return you to the pages with unanswered questions.

8. A Confirmation window will appear on your screen. Click the Yes, Submit Quiz button to submit your quiz.

Timed Quizzes Information
Most instructors will set a time limit for quizzes. Different instructors set up their quizzes in different ways. If your quiz has a time limit, please be aware of the following:

- Some quizzes that have a time limit have been set up to prompt you to submit your quiz. Points may be deducted by your instructor for quizzes that are submitted after the time limit.
- Some quizzes that have a time limit have been set up to automatically submit your quiz. If the computer automatically submits your quiz, only the questions that you have saved will be submitted (questions that you have not saved will be not be submitted).
- A clock will be displayed during the quiz, but it only show minutes (no seconds will be displayed).

Reviewing Your Quiz Results
The following explains how to review your quiz results.

1. From within the Quiz List, click the down arrow next to the Quiz you want to review, and then click Submissions (see Figure 85).

![Figure 85](image)

2. The results will appear on your screen (see Figure 86).

![Figure 86](image)

NOTE: Be aware that the quiz results only appear when they are released by your instructor. Therefore, your results may not be available immediately after taking the quiz.
Grades
The following explains how to check your grades in Desire2Learn.

1. From the Course Homepage, click Grades on the NavBar (see Figure 87).

![Figure 87](image)

2. The Grades area will appear on your screen (see Figure 88).

![Figure 88](image)

**NOTE:** The Final Calculated Grade area that you see in Figure 88 will not appear until your instructor releases this information. Often, this information will not be released until the end of the term.
Groups
Your instructor may place you in a group or ask you to sign up for a group. The following provides you with information about groups in Desire2Learn.

Finding the Your Group
The following explains how to find your group.

1. From the Course Homepage, click the Other drop-down menu on the NavBar as indicated in Figure 89.

![Figure 89](image)

2. Under the Groups column, you will see the group that you have been assigned to in the class (see Figure 90). In the Members column, you will see how many people are in your group. Click the number to see the names of the other students in your group.

![Figure 90](image)

**NOTE:** An alternative way to find your group is to click the Classlist button on the NavBar. Find your name in the list, and then click the drop down arrow next to your name as shown in Figure 91. Select View group enrollments. You will see your group assignment. However, this option will not allow you to enroll in a group. To enroll in a group, follow the instructions in the next section.

![Figure 91](image)
Enrolling in a Group
Your instructor may ask you to enroll in a group, which is explained in the following.

1. From the Course Homepage, click the Other drop-down menu on the NavBar, and select Groups as indicated in Figure 92.

2. Click Choose Group (see Figure 93).

3. In the window that appears, click to select the group of your choice in the Group column (see Figure 94). In the Members column, you will see the number of students in each group. Click the number in this column to see the name(s) of the people in the group.
4. Click the Select button in the lower-left area of the window when done.
5. You will be assigned to the group that you selected.

**Locker**
The Locker Tool provides 2 GB of private storage space within Desire2Learn for students.

**Accessing the Locker Tool**
1. Access the Locker tool by clicking My Home from the MiniBar to go to your Homepage (see Figure 95).

![Figure 95](image)

2. Click Locker within the My Settings area (Figure 96).

![Figure 96](image)

The first time you access the Locker, it will be empty. You can Upload Files from your computer, create a New File in the HTML editor, or create a New Folder to organize your files.

**Upload Files to the Locker**
Use the Upload Files menu to upload files to Desire2Learn directly from your computer or USB drive.

1. From the Locker tool, click the Upload Files menu item (see Figure 97).

![Figure 97](image)
2. Click the **Upload** button (see *Figure 98*).

![Figure 98](image1)

3. Browse to the file on your computer and select it.
4. Click the **Save** button.

**Create a New File**

Use the New File function to create a new HTML document in your locker.

1. From the Locker tool, click the **New File** menu item (see *Figure 99*).

![Figure 99](image2)

2. The **New HTML File** window will appear (see *Figure 100*).

![Figure 100](image3)
3. Enter a File Name.
4. Type your document text in the Edit Contents box.
5. Click the Create button.

Download Files from the Locker
1. Access the Locker tool from Homepage in Desire2Learn.
2. Click the name of the file you want to download.
3. Alternately, check the box next to any files in the locker, then click the Download button.

Attach a File from the Locker
After uploading or creating a file in the locker, you can attach the file in some places in your Desire2Learn courses. You can attach a locker file to a Dropbox submission or a Discussion post.

Follow these steps to attach a locker file to a Dropbox submission.
1. Access the Dropbox Folder where you need to submit your file.
2. Click the Add a File button (see Figure 101).

![Figure 101](image1.png)

3. At the Add a File window, click My Locker or Group Locker at the left (see Figure 102).

![Figure 102](image2.png)
4. Choose the file you want to submit by selecting the checkbox next to the file name.
5. Click Add.
6. Click Submit to submit your assignment to your instructor.

**Group Lockers**

Use the Group Locker to share files with your group members.

**Important Information about Group Lockers:**

- Group lockers are limited to 200 MB of storage space.
- Anything uploaded to the group locker area can be viewed by your instructor(s).
- The Group Locker feature is only available when configured by your instructor.

**Accessing the Group Locker**

- In Desire2Learn, access the course where you will be working with a group.  
  **Note:** the Group Locker is *not available* from the My Home page; it is only available from within the course.
- Click the Other drop-down menu on the NavBar, and then select Groups (see *Figure 103*).

**Figure 103**

- The Groups window will appear. Click **Group Files** below the Locker column, for your group (see *Figure 104*).

**Figure 104**

**NOTE:** If you are enrolled in multiple groups with lockers, you will receive a list of groups. Click the name of the group to select it.
Your group locker appears (see Figure 105). You can Upload Files, create New Files, Download files, or Attach Files from the group space, as described in the previous sections.

Logout
To log out of Desire2Learn when you are finished using the application, click the drop-down menu next to your name on the Minibar, and then select the Logout button (see Figure 106).

Additional Help
For additional help, please contact the KSU Service Desk in either of the following ways:

- Phone: 770-499-3555
- Email: studenthelpdesk@kennesaw.edu

You can learn more about the KSU Service Desk by visiting their website: http://its.kennesaw.edu/students/
Appendix A: *Desire2Learn System Requirements*

Please click this link to run a system check (or copy-and-paste this link into the address bar of your browser window):

https://usg.desire2learn.com/d2l/tools/system_check/systemcheck.asp?ou=6606

**System & Software Requirements:**

D2L supports a wide range of client computer configurations. However, upgrading to the newest browser version is not recommended, since D2L may not have had an opportunity to evaluate the new version. If your current software configuration allows you to access D2L as expected, we recommend maintaining the software you have and NOT upgrading. You may wish to disable any "automatic updates" until you have completed your D2L Online Courses at the end of each semester.

**Supported Operating Systems:**

- Windows XP, Vista, Windows 7
- Mac OS X 10.4–10.7

**Recommended Video Resolution:**

- HIGHER than 1024 x 600

**Internet Connection Speed:**

- Although D2L is usable over a 56K modem, the faster & more reliable your Internet connection speed, the better your experience with D2L will be.
- A hardwired Cable or DSL connection is recommended, particularly for submitting assignments and quizzes.

**Java Runtime Environment (JRE):**

- JRE 6 update 31 (Required to run the Equation Editor)
- JavaScript & cookies must be Enabled.

**Browser Support:**

D2L supports most popular web browsers. However, upgrading to the newest version of any browser is not recommended. If your web browser seems to have problems with D2L, either downgrade to an older browser version or download and use another browser. The KSU Service Desk can assist you with these tasks.

**Windows Computers:**

- Internet Explorer 8–10
  - *Although IE is supported, our usability tests suggest that IE may not be the most dependable software to use with D2L.*
Firefox versions 5–10 (Firefox 7 has had the best results)

Chrome (newest versions have had the best results)

Apple Computers:

- Safari 5.1
- Safari 5.0
- Safari 4.0
- Firefox versions 5–10 (Firefox 7 has had the best results)
- Chrome (newest versions have had the best results)

Tablet support for Desktop Web:

- Android Browser
- iPad Safari
- Playbook Browser

Mobile Web:

- NOTE: Different mobile devices may behave differently.

Operating System/Browser/Status

- iOS/Newest/Supported
- iOS 5/Safari 5.1/Supported
- iOS 4/Safari 5.0/Maintenance
- iOS 3/Safari 4/Maintenance

Operating System/Browser/Status (continued)

- Android/Newest/Supported
- Android 4.0/Ice Cream Sandwich/Supported
- Android 3.2/Honeycomb/Supported
- Android 2.3/Gingerbread/Supported
· Android 2.2/Froyo/Supported
· Android 2.1/Éclair/Maintenance
· Android 1.6/Donut/Maintenance
· Android 1.5/Cupcake/Maintenance
· Blackberry 6/Supported

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