

There are several ways to access your Desire2Learn (D2L) account, including through mobile devices. The following document explains how to access D2L on both a computer and a mobile device, troubleshooting access issues, and other aspects of the logging in process.

Login

1. Access the UW-Eau Claire website at www.uwec.edu and select **D2L** on the top, right- side of the screen.
2. Select **Campus Account**.
3. Enter your UWEC username and password into the applicable fields and click **Login**.

Trouble Accessing on Computer

There are a number of explanations for why you may have trouble accessing D2L:

- ◆ Try a different browser. Google Chrome and Mozilla Firefox are good options.
- ◆ Ensure you are entering your UWEC username and password correctly. Enter only your username without the *@uwec.edu*. Your password is case sensitive so be sure your CAPS lock is off.
- ◆ Keep up-to-date on the times that weekly maintenances are held by checking the *Weekly Maintenances* widget on the D2L homepage and plan around the maintenance schedule.

WARNING: There may be unannounced outages on Thursdays between 5:00 am and 7:00 am CT.

If the above options do not resolve the problem, do the following:

1. Log in to D2L and select **System Check** on the top of the screen.



Calendar | Locker | Links | ePortfolio | eP Help Docs | System Check

2. Make any necessary changes.

If problems persist, contact the Help Desk staff either by email at helpdesk@uwec.edu or by phone at 715-836-5711. They may be able to help you troubleshoot login in problems due to other issues.

Mobile Access

You can access D2L from your mobile phone via a browser. The mobile site allows you to post messages in a discussion and view grades, news, and other items. Aside from posting in discussions, the mobile site is read-only. You can view D2L as the standard site by clicking **Desktop Version** at the bottom of the homepage after logging in to the mobile site.

D2L is also accessible for students (not faculty) via the UW-Eau Claire Mobile App in read-only mode. They *cannot* perform activities such as post to a discussion topic or submit to dropboxes, but they can view their course class list, see assignments or dropboxes, read discussions, and view grades. Students cannot access any project courses or courses in which they are enrolled as an Academic assistant.

You can see what a course looks like from a mobile site on your desktop or laptop computer.

1. Log in to D2L.
2. Change the URL to <https://uwec.courses.wisconsin.edu/d2l/m/home>.

Access D2L from your mobile device by:

1. Login to D2L as described in the *Login* section. The following image shows the mobile homepage:



2. Select the gray **Eau Claire** bar to view courses. A list of courses appears with courses from the current semester at the top.
NOTE: Inactive courses do not appear in the mobile site.
3. Select the arrow on the right of the course title to access a course. Events and news for the course appear.
NOTE: If you see an end date to the right of the course name, you will be unable to access the course on the mobile site.

Mobile Tools

The mobile site has fewer tools available than the standard, computer version. View the available tools by selecting



the tools icon: . The various tools and their functions are listed below:

Tool	Uses
	This icon represents the course home page and displays a welcome message, course events, and course news items regardless of whether there are events or news items in the course.
	This icon represents content. Select a folder to see its content and select an item's title to open it. Select the bookmark button  to add an item to bookmarks
	This icon represents discussions. Select a topic to read messages. Select Compose or Reply to post your own message.
	This icon represents news. Select a news item to see it larger and with formatting.
	This icon represents bookmarks. Select an item to open it.
	This icon represents grades. Instructors see grade items while students see their grades for each grade item.
	This icon represents the calendar. Navigate through the calendar and select a date to see course events for that day.
	This icon represents the logout button.