



## D2L Troubleshooting Tips - Students

Legend: ET – Educational Technology, ES – Enrollment Services, SGS – student in good standing, CSR – Course Shell Request,				
<b>Student Symptom</b>	<b>Possible Cause</b>	<b>Student Action</b>	<b>User Responsible for Resolution</b>	<b>Resolution</b>
Cannot log in using the default login information	No D2L account	Contact Enrollment Services	Registrar	If SGS create account
	Account inactive			If SGS activate account
	Invalid login	Contact Enrollment Services or Educational Technology	Registrar or Product Support Specialist	Send Login information
	Account locked			Unlock account
Cannot see the course in their course list	Course list not expanded	Click the + sign next to the quarter title	Student	
	Course has not started	Wait until the first day of class	Student	
	Course is not active	Contact the instructor or dept chair	Instructor	Activate course if ready
	Course not in D2L			Submit CSR and enrollment request
	Not enrolled in course		Registrar	Post-process enrollments
	Course created after enrollments were done			If SGS enroll student