Overview:

In order to ensure that your computer’s settings are ideal for D2L, you should check your computer’s browser settings, pop-up blocker settings and cookies settings. Proper configuration of these tools is required for optimal D2L performance.

Objectives: Upon reading this reference guide, you should be able to...

- Run a Browser Check/Identify Supported Internet Browsers
- Turn off Pop up Blocker
- Enable Cookies

Run a browser check:

1. Start by visiting either of these URLs:
   - My NLU Portal at http://serverlp1.nl.edu
   - NLU Online Campus (D2L) Direct Login at https://d2l.nl.edu

2. Run a browser check
3. After clicking the “Browser Check” link on the login page, you will receive a system check report. All items on this report should show a green check mark, with the message “All Checks Passed!” at the top of the screen.

If you do not receive an “All Checks Passed” message, or you do not see a green check mark next to a specific item, this means the browser failed a component of this system check. If you failed a component of the system check, review the error message explaining why the browser failed, and follow any actions you need to take to meet the requirement.

If you have questions or are unable to meet the system or browser requirements, please contact the NLU helpdesk for assistance.

Supported Internet Browsers:

- Internet Explorer (Version 9)
- Firefox (Newest Version)
- Chrome (Newest Version)
- Safari 5.1 and later

Turn off Pop up Blockers:

1. In order to ensure that your courses in the NLU Online Campus work properly, you will need to turn off your pop-up blockers. Follow the directions below to turn off pop-up blockers for various browsers.

**Internet Explorer:** Open your Internet Explorer browser. Click the tools menu, in the top right hand corner of the window. Then choose “Internet Options”. Choose the “Privacy” tab. Locate the “Pop-up Blocker” heading. Be sure the “Turn on Pop-up Blocker” box is **NOT** checked. Click “Apply”, then “Ok”. 
Firefox: Click the “Firefox” button on the top left side of the window. Choose the “Content” tab. The first option in the content tab is “Block pop-up windows”. Make sure this box is **NOT** checked. Click ok.

Chrome: Click the “chrome menu” on the browser toolbar, and click “settings”. Scroll to the bottom of this page and click the link: “show advanced settings”. Under the “Privacy” heading, click “Content Settings”. Next, scroll down to the “Pop-ups” heading. Select “Allow all sites to show pop-ups”. Then, choose “Done” in the bottom right corner.
Safari: Click the settings dropdown menu on the top right side of the screen. Scroll down to find the “Block Pop-up Windows” prompt. Ensure there is no check mark next to this option.

Incorrect: [Image]

Correct: [Image]

Enabling Cookies:

To ensure your courses in the NLU Online Campus work properly, you should make sure to enable cookies on your Internet Browser. On most browsers, you will enable cookies by:

- Clicking either Tools, Settings, or Preferences
- Selecting Internet Options
- Choosing the Privacy Tab
- Setting the privacy level to medium, choosing “never block cookies”, or choosing “enable cookies”.

For assistance contact the NLU Help Desk: 866-813-1177