# Technology Requirements & Support

## **Accessibility**

I am committed to the principles of [universal design for learning (UDL)](http://www.udlcenter.org/aboutudl/whatisudl). This means that our virtual spaces, our practices, and our interactions will be as inclusive as possible.

Course content is designed to work with screen readers. All required content videos are captioned. Supplementary videos include text summaries.

I assume that everyone learns in different ways and that the organization of this course will accommodate each learner differently. If you need materials in an alternate format that is not provided (i.e., large print, colored background, captions, transcript, etc.) let me know.

## **System/Device Preferences**

### Browser Preferences

Brightspace will be used for all aspects of this course--communication, collaboration, resources, etc. To eliminate technical difficulties with using Brightspace, you should make sure you use a web browser that is compatible with this version of Brightspace. Refer to this [list of acceptable browsers](https://cat.xula.edu/food/brightspace-faq/#requirements). You can test your browser by using the System Check link below.

### Brightspace Preferences

Account Settings and Notifications allow you to select your personal preferences. You should customize your account settings and notification preferences. Refer to the [Brightspace Account Settings - Learner video](https://youtu.be/aYXbSBZ-VxI%22%20%5Ct%20%22_blank) and [Brightspace Notifications - Learner video](https://youtu.be/JyVYtIzpoI0%22%20%5Ct%20%22_blank) for information on this.

### Mobile Devices

This version of Brightspace was designed with a responsive design. Therefore you do not need a special app to use Brightspace on your mobile device. However, you may want to download the [Brightspace Pulse app](https://www.d2l.com/products/pulse/%22%20%5Ct%20%22_blank) to your mobile device to help you keep track of important updates. The Pulse app brings news, deadlines, and grades together in one place. With the Pulse app, you can check your upcoming readings, assignments, and tests quickly to make better decisions about how to handle your workload.

## **System Check**

Use the automated [system check](https://learn.xula.edu/d2l/systemCheck)  to check if your web browser is properly configured to use Brightspace.

## **Help and Tech Support**

If you are having technical difficulty and cannot find the answer to your problem, you may be able to find the solution in one of these resources:

* [Brightspace Tutorials (YouTube Channel)](https://www.youtube.com/channel/UCLSxTdOzKAFOCZjXav1aCRQ)
* [D2L Help for Learners](https://documentation.brightspace.com/EN/learners/learners.htm?tocpath=Learners%7C_____0)
* [Google Apps Integration](https://cat.xula.edu/food/brightspace-tip-19-google-apps-integration/)
* [Brightspace Learner FAQs](https://documentation.brightspace.com/EN/semester_start/-/learner/learner_faq.htm?tocpath=Getting%20Started%7CLearner%20FAQ%7C_____0)
* [How to use Discussion Forums video [2:02]](https://youtu.be/FKgcKu3CAOA)
* [How to submit Assignments video [2:06]](https://youtu.be/CukqpBqC780)
* [Guide to taking tests in Brightspace](http://cat.xula.edu/food/brightspace-documents/guide-to-taking-tests-in-brightspace/)
* [How to take a test in Brightspace video [2:17]](https://youtu.be/zzJgApt5YWg)
* [How to review grades and feedback video [1:42]](https://youtu.be/XfCet4t8b5Q)

If you are still unable to find the solution to your problem, post your question in the Q & A discussion forum where it will be answered one of your peers in this course or me. Posting the questions and answers in this forum may benefit everyone as there may be another student who may need the answer to that same question.

Additionally, if you are having trouble using one of the Brightspace tools, you can get help from the D2L end-user support. This **help is available 24/7** via live chat and email. You can find the links to initiate a live chat session and send email to D2L support in the Help menu in the NavBar above.