**Where do I go for HELP?**

- There are several options to receive help with Desire2Learn.
- Contact your instructor for any **class related** issues.

For help with your **username**, **password**, or technical support issues:

- Visit the Academic Support Center on the 3rd floor of the Library Building. Their hours of operation are:
  - 8:00 AM to 8:00 PM Monday – Thursday
  - 8:00 AM to 5:00 PM Friday
  - 10:00 AM to 2:00 PM Saturday
  - 2:00 PM to 6:00 PM Sunday
- Visit our online support center at [https://d2lhelp.view.usg.edu/](https://d2lhelp.view.usg.edu/)
- Contact our 24 hour Desire2Learn Help Center at **(855) 772-0423**
- Watch our video demonstrations on how to log-in and other tips on YouTube.

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**Navigate Desire2Learn**

**Updates/News/Events/Calendar**

- **Events, Updates, Calendar** and **News** located on the **My Home page** pertain to college wide announcements.

- **Events, Updates, Calendar** and **News** located on the **My Course page** will be within an individual Course Home and will pertain to announcements created by the instructor for that particular course.

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**Student Orientation**

To access Desire2Learn go to: [https://atlm.view.usg.edu](https://atlm.view.usg.edu)
How to Log-In
Open a web browser (Internet Explorer, Google Chrome, or Mozilla Firefox) and go to https://atlm.view.usg.edu

Username & Password
- If you previously used GeorgiaView, your username and password have NOT changed.
- Your D2L username is the first part of your ATLM e-mail address before the @ sign (username@ginger.atlm.edu). If you do not know your ATLM e-mail address, log-in to the Student Portal (Banner) to locate your e-mail address.
- Your password is your first initial in caps and your initial in lowercase and your 8-digit birth date (MMDDYYYY) unless you have changed it.
- If you have problems logging in, please refer to the “Where do I go for help?” section of this brochure.

Availability of Classes
- Classes are added a week before the semester starts and updated every 48 hours throughout the add/drop registration period. Please wait at least 48 hours after registering for a course before you contact Technical Support.
- Some classes may not be available until the first day of class or until your instructor "releases" it.

What is it?
- D2L is the new Learning Management System (LMS) that provides "anytime, anywhere” access to your course and materials such as:
  o Syllabi
  o Multi-media files
  o Electronic dropboxes
  o Online quizzes
  o E-mail
  o Grades
  o Student progress reports and
  o Project files.
- There are many tools that D2L offers, but keep in mind that each class is customized by the instructor and therefore certain instructors may utilize some tools and not others.
- All online and/or hybrid classes at Atlanta Metropolitan State College are taught via D2L.

Software
- Most likely, you will not have to download any software.
- Desire2Learn uses free software that is installed on most computers.
- To ensure your computer can run Desire2Learn, use the System Check link located in the middle section of the Desire2Learn homepage at https://atlm.view.usg.edu

Navigate Desire2Learn
- After you log-in to D2L, you will be in the My Home section.
- Here you will see the My Settings pane to your left, the My Courses panes in the middle, and the Events, Updates, and News panes to your right (this may vary based on instructor preference).
- If you click on a course listed in the My Courses section, you are taken to the Course Home, which like My Home, contains tools that are unique to that course.
- In Course Home, you will see the Calendar and News pane to your left, the Content Browser in the middle, and the Events and Updates panes to your right (this may vary based on instructor preference).
- If you want to access a different course, click My Home on the top left of D2L.