

Sound and Video Issues:

- If you are playing a presentation and don't have sound:
 - Do you have sound when you play other items that include sound? No... check to see if the sound is muted. Do you have a sound card? Do you have the right driver for your sound card?
 - Are your speakers on? Turn on speakers.
 - Have you muted the sound on your computer? Check both the master level and the individual levels.
 - Do you need quick time, real player, windows media player, or iTunes to listen to a podcast? If they don't have a player, we generally suggest QuickTime because it appears to mesh the best with D2L. Use this address to download QuickTime: <http://www.apple.com/quicktime/download/>. The link is also found at the bottom of the "College Resources and Information" widget. This widget is on the right-hand side of your D2L home site and on the left-hand side of your course home site.
 - When all else fails, do a cold re-boot of their computer.
- If you can't see any videos in your course: Do a system check from the main D2L log-in page.



YORK TECHNICAL COLLEGE

Home

Login

Username:

Password:

Please note your password is case sensitive.

Login

[Forgot Password?](#)

Welcome


Welcome to e-learning at York Technical College! To log in to your courses, enter your username and password.

Username: first initial last name last four digits of your college ID number (lower case, no spaces)

Initial Password: 3-digit birth date (mmddyy)

[D2L Information and Technical Support](#)

Please [click here](#) for a System Check before you login.



- If you fail your java check, then go to <http://java.com/en/download/index.jsp> to download and install java for your system.
 - If you pass all the system checks, you may still need Shockwave installed on your computer. Go to <http://get.adobe.com/flashplayer/> to download and install the flash player. This site is found at the bottom of the "College Resources and Information" widget.