Desire2Learn (D2L) Instructions

NOTE: Courses begin Wednesday, January 20, 2016. Students will be able to access their course(s) on D2L on the first day the course is scheduled to start.

Courses will be delivered using D2L, the MSU on-line course delivery tool.

BASIC COMPUTER REQUIREMENTS: At a minimum, most web-based courses require:

- Computer running Windows XP Service Pack 3 or newer or Mac OS X.5 (Leopard) or higher
- CD-ROM drive
- Internet access

To find your Desire2Learn Username/Password:

1. From the MSU homepage (www.montana.edu) click on “MY INFO” in the menu bar on the lower portion of the page.
   a. Click on “Enter Secure Area.” On the User Login page, enter your Social Security Number (without dashes) or your Student ID Number (including the preceding dash, e.g. -00000000) as your User ID, and PIN number.
   b. If you have logged into My Info previously and have forgotten your PIN, please enter your Student ID Number in the User ID box, select the “Forgot PIN” button and follow the directions.
   c. If this is the first time you have ever logged into the My Info system, your initial PIN will be set as your date of birth with a format of ddmonyyyy. For example, if your birthday is January 1, 1970, your initial PIN will be 01jan1970. Please enter your month of birth in lowercase. If you receive a message indicating “Authorization failure”, see step 2d.
   d. After entering your User ID and PIN, if you receive a message indicating “Your PIN has expired,” please re-enter your initial PIN (i.e. your date of birth) in the “Old PIN” box and then create a new PIN, which must be between 8 and 15 characters long, and contain at least one letter and one number. Note: If you add a special character to your PIN such as $, %, @, #, or &, you can use your PIN as your password for logging into Desire2Learn- see step 3c. Please remember your PIN for future use and note that your PIN will expire in 180 days.
   e. If you receive a message indicating “Authorization failure”, try using your Social Security Number (without dashes) as your User ID and 01janXXXX, with ‘XXXX’ being the last four digits of your student ID as your PIN. Please note that your Student ID and Social Security Number are not the same number. If this works, you should see Step 2c. If this does not work, please call (406) 994-7798 for assistance.
   f. You should next be asked to create two security questions in case you forget your PIN. Please create two security questions and answers.
   g. Once inside the Secure Area of My Info, click on the tab labeled “Personal Information”, and then click on the link labeled “View IDs”. Please take note of your MSU IDs (MSU, D2L and NetID). To log into Desire2Learn, you may use either your D2L ID or NetID as your Username. At this point, you can log out of My Info. Remember to click “exit.”

2. To access Desire2Learn, you must use your MSU NetID password. To confirm your NetID password you must go to the MSU Password Help page at http://password.montana.edu.
   a. Once in the Password Help page, click on the link that says “Click here to reset your Portal, NetID/D2L, and/or MSU Domain passwords”.
   b. Next, you will be taken to a page where you will be asked to enter a character verification, your student ID (with preceding dash), last name, and PIN.
   c. On the next page, you will see “User Information” at the top of the page. To create a new password for your NetID, click on the “Passwords” link to the left. Under Password Group A, click “Choose Password”. Follow the password rules and make sure to select the NetID/Desire2Learn checkbox. This will be your NetID password, which you will use for Desire2Learn and perhaps other applications in the future. Click “Change Selected Password(s) to change your password(s).
   d. It will be easier for you in the future if, during the previous step, you select all two or three passwords so they will be the same. If you prefer to use different passwords for different accounts, you may, but you will need to be able to remember all of them. Security experts advise against writing down passwords.
   e. After you have successfully changed your password, please remember to completely exit and close out your browser before attempting to log into Desire2Learn.

Log into Desire2Learn by going to https://ecat.montana.edu. Enter your Username (either NetID or D2L ID) and Password that you obtained above. You may log into Desire2Learn prior to the first day of your course to become familiar with the learning environment; however, please be advised that you will not be able to see any of your courses in Desire2Learn until the first day of class.

If you need technical assistance, please contact the MSU Desire2Learn support team at ecat@montana.edu, or by phone at 1-800-435-1286 or (406) 994-6550. If you need login assistance after normal business hours, you can contact the ITC Help Desk at (406) 994-1777, Monday through Fridays until 6:00 PM; please note these times reflect the Mountain Time zone.