Technical Support

In our experience, many technical issues encountered in the online environment are caused by the interaction of your equipment (PC or Mac) with the learning management system or a specific technology used to deliver course content. In a number of situations, you will be able to solve problems by upgrading to a more recent version of a software tool (e.g. Java) or changing your browser (e.g. using Chrome instead of Internet Explorer).

If you have not had a chance to do so already, please verify that your equipment meets the Eller Technology Requirements.

In some cases, you may encounter a problem that is outside of your control. As we work together to resolve any technical issues you may be experiencing, the below resources are available to you.

Eller D2L Technical Support

If you are experiencing difficulties with:

- **Finding Your Course**.

  If you do not see your assigned courses in D2L, either the course has not been made available or your registration has not made it into the course listing yet. Feel free to contact D2L support at https://help.d2l.arizona.edu/content/contact-d2l-support-1.

- **Viewing Course Content**.

  If you are unable to view a course video lecture or other course content, please either contact your instructor directly or contact D2L support at https://help.d2l.arizona.edu/content/contact-d2l-support-1.

- **Quizzes, Exams, and Assignments.**

  If you experience technical difficulties while taking a quiz or exam (e.g., your Internet connection disconnects) or submitting course assignments, please **contact your instructor** directly. If the instructor is unable to resolve the issue, it will be escalated to the appropriate support channel.

UA Technical Support with your PC or Mac

If you are experiencing issues that are not related to D2L such as:

- Adobe Flash not properly running on your system,
- Adobe PDF reader problems,

Please visit the University of Arizona 24/7 support desk at https://it.arizona.edu/service/247-it-support or call 1-520-626-TECH (*8324*).

The Eller Technical Support Team