

# Missing courses

## Why can't I find one or more of my courses?

First, if your D2L course does not appear in your My Courses widget, please use the course selector ( ) to look for your course. If the course selector also does not include your course within the list it displays, then please follow either the "Advanced Search" or the "Search All Courses" link to a page that will let you search all your D2L courses.

- **Students**
  - Have you officially registered for, or added, the course?
  - Does the course use D2L?
  - Have thirty-six hours passed since you registered for, or added, the course?
  - Are you a Masters or Doctoral student from Kutztown University or Shippensburg University?
- **Faculty and Staff Members**
  - Have you requested your course?
  - Have thirty-six hours passed since you requested your course?

### Students

Please check the following:

#### Have you officially registered for, or added, the course?

If you have not yet officially registered for the course, or if you've received permission from the course instructor to add the course but not yet submitted that addition, then you will not be enrolled in the D2L course. Please submit your registration or addition.

#### Does the course use D2L?

Not all courses at Millersville use D2L. Your course instructor may have decided not to use D2L for your course or may be waiting until later in the semester to begin using D2L. Please contact your course instructor to confirm D2L is being used for your course.

#### Have thirty-six hours passed since you registered for, or added, the course?

Millersville's student information system, Banner, sends updated course registration data to D2L once a day. Due to data processing delays, it may take up to thirty-six hours from the time you register for, or add, a course for you to be enrolled into the course in D2L.

#### Are you a Masters or Doctoral student from Kutztown University or Shippensburg University?

Enrollment information for Kutztown and Shippensburg students comes from Kutztown's or Shippensburg's student information systems, not from Millersville's. This can create an additional delay. Please contact [Millersville's IT Help Desk](#) if you have questions or need assistance.

### Faculty and Staff Members

Please check the following:

#### Have you requested your course?

D2L course shells are not automatically created for every course. You must [request D2L course](#)

shells for your courses before they will be created in D2L.

## Have thirty-six hours passed since you requested your course?

Millersville's student information system, Banner, sends updated course data to D2L only once each day. Due to data processing delays, it may take up to thirty-six hours from the time you request a course in MAX for the shell to be created inside D2L. Student teaching courses, and other special, non-MAX requests must be processed manually, so the time it takes for them to be completed varies. In most cases, they will be created by the end of the next business day.

This information is also available in the MU IT Help Desk FAQ: <https://millersvilleuniversity.sysaidit.com/FAQTree.jsp#31>



## Help Desk

### Help Desk Contact Info

**Location:** Boyer Building



**Phone:** 717-871-7777

**Email:** [help@millersville.edu](mailto:help@millersville.edu)

**Hours:**

Call Center

- Fall/Spring Semesters:
  - M-Th 7:00am - 7:00pm EST
  - F 7:00am - 5:00pm EST
- Summer Sessions:
  - M-F 7:00am - 5:00pm EST

Walk-in TAC

**Technical Assistance Center** - access via W. Frederick Street side of building

- Fall/Spring Semesters:
  - M-Th 8:00am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
  - M-F 8:00am - 5:00pm EST

Search D2L Resources

