Problems working with Wiggio groups

I can’t share items with other members of my Wiggio group(s). What can I do?

Check your name in Wiggio. If your first and last name are swapped in Wiggio, this can cause problems.

Sometimes Wiggio creates accounts with reversed names. So instead of:

- First name: John
- Last name: Stoddard

Wiggio sometimes creates accounts like:

- First name: Stoddard
- Last name: John

These accounts with reversed names cause problems with groups in Wiggio.

Correcting name order in Wiggio

These instructions assume you are in Wiggio.

1. In the upper right corner of Wiggio, next to your name, click the gear icon (⚙).
2. From the menu that opens, choose “Your Profile”.
3. Click the “Edit” link behind your name.
4. Correct your first and last names.
5. Click the “Save” button.
6. Click “Back to Feed”.

Specifically it is the inclusion of the comma at the end of your purported “first” name that prevents you from sharing with your group. Therefore just removing the comma is sufficient to let you share with your Wiggio group(s) again. Since you need to edit your Wiggio profile to remove the comma though, you may as well correct the order of your names while you are there.

End-of-Life Warning

The D2L company will shut Wiggio down permanently before the end of February 2020.

If you have used Wiggio, please immediately:

- Export from Wiggio any materials you wish to keep.
- Adopt replacement tools: Zoom, Microsoft Teams, etc.