

## Online Learning & Brightspace Learning Environment Frequently Asked Questions (FAQs)

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## 1. What is Brightspace?

Brightspace is a learning management system (LMS) produced by Desire to Learn (D2L) Corporation, a leading provider of eLearning systems for educational institutions.

The Nova Scotia Health Learning Institute for Health Care Providers uses Brightspace to deliver the online components of our programs and courses.

## 2. Where do I access the Brightspace learning environment?

The direct link to the login page is: <https://nshealth.brightspace.com/d2l/home>

## 3. What if I DID NOT receive an email with my username and password information prior to the start date of my course/program?

You should receive this email approximately one week before your course/program starts.

- Check the email account you provided with your registration information.
- Check your junk/spam/deleted folders.
- If you still cannot find the email, please contact [helpdesk@d2l.com](mailto:helpdesk@d2l.com). Please be sure to note **nshealth.brightspace.com** in your message to the helpdesk.

## 4. What is my username?

Your username is generally your firstname.lastname (first name **dot** last name)

## 5. How do I change my name (or preferred name) in Brightspace?

To change your preferred name in Brightspace, contact your faculty. Faculty will make this request on your behalf with the Learning Institute's online learning team.

## 6. I forgot my password, how do I get a new one?

From the Brightspace login page (<https://nshealth.brightspace.com>) click "*Forgot your password?*" and check your email to see if the reset password link has been sent. Follow the directions as provided.

## 7. I have reset my password after receiving the password reset link via email, but I still cannot access my Brightspace account?

Contact [helpdesk@d2l.com](mailto:helpdesk@d2l.com). Please be sure to note **nshealth.brightspace.com** in your message to the helpdesk.

## 8. I have accessed Brightspace before, but now I am unable to login, what do I do?

One common reason you are unable to log in is that the username and/or password were entered incorrectly. Try to log in again and remember that the password is case sensitive. If you still can't log in, select the "*Forgot your password?*" link on the login page and check your email to see if the reset password link has been sent.

Once you have access to the email, follow the instructions to reset your password. If still unable to access, please contact your instructor.

### **9. I am receiving a message that my account has been locked, what does this mean?**

If you are receiving a message that your account has been locked, this means that you have unsuccessfully attempted to log in to Brightspace six times. Try logging in again in 15 to 30 minutes. If access to Brightspace is urgent, please contact your instructor.

### **10. How do I navigate in Brightspace?**

See the below link to a series of Brightspace videos on navigating the Brightspace Learning Environment

<https://www.youtube.com/playlist?list=PLxHabmZzFY6mtggGZAitZ61kmpS-pMIaM>

These videos provide quick overviews for each tool in Brightspace, depending on your individual learning needs when navigating within the Brightspace LMS environment.

### **11. How do I access my course/program materials?**

The Navigation-Learner video in the above link shows how to navigate to the Course Selector icon on the top right of your homepage so you can access your Course(s).

The Content-Learner video in the above link shows how to navigate to your **Content** area in Brightspace where your instructor has placed your course materials.

### **12. How do I update my profile, notifications, and account settings?**

In the menu at the top of your screen you will see your name. Click the downward facing arrow and you will be able to access your profile, notifications, and account settings. Here you can add your picture (highly recommended) and control course activity notifications via email.

### **13. How do I know if my computer (browser) is properly configured to access the system?**

All users of the Brightspace system should run a Systems Check on their computer. This is done from the Nova Scotia Health Brightspace homepage and is found at the top of your screen in the menu, click on **System Check**.

You can also view the computer requirements here

[https://documentation.brightspace.com/EN/brightspace/requirements/all/browser\\_support.htm?Highlight=browser](https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm?Highlight=browser)

### **14. Which issues should I contact my instructor/faculty for help with?**

Contact your instructor if you have questions about course materials, content, schedules, quizzes/exams, assignments, discussions, grades, etc.

### **15. How do I logout of a Brightspace session?**

You can logout of a Brightspace session by clicking the **Log Out** link at the top of the course page.

## 16. Where can I find more information about using Brightspace?

From the menu, you can access more information by clicking **Brightspace Help** or click [https://documentation.brightspace.com/EN/-/-/-/welcome\\_page.htm](https://documentation.brightspace.com/EN/-/-/-/welcome_page.htm) From here you can access a searchable collection of information, specific to Learners.

## 17. How do I access Brightspace technical support?

Technical issues related to the learning environment should be directed to Brightspace technical support. Technical support (in English) is available 24/7 via the below.

Prior to logging in:

- Brightspace login homepage (accessed at the top of the homepage) or by email [helpdesk@d2l.com](mailto:helpdesk@d2l.com)

Once you login to Brightspace:

- Live Chat- similar to texting (accessed on NS Health Homepage in right hand column)
- Need Help- similar to email (accessed on NS Health Homepage in right hand column)

**Note:** Course related questions should be directed to your instructor.