

Troubleshooting Login Issues



LOGGING IN TO THE VIRTUAL LEARNING ENVIRONMENT (VLE)

Navigate to the Grand Erie Login page: <http://gedsb.elearningontario.ca>

YOUR USERNAME AND PASSWORD

Your username and password are important. These are the same pieces of information that you use to log in to a computer when you are at school. Make sure that you have this information available when you try to log in to the Virtual Learning Environment (VLE)/Brightspace by D2L.

TROUBLESHOOTING STEPS

1. Make sure that you have the correct username. If you are a student, your username is a combination of the first 4 letters of your last name, first 4 letters of your first name, and a short series of numbers. For example, Sally Student's login would be **studsall567**. When logging into Brightspace, be sure to use **@granderie.ca** after your username.
2. Make sure that you have the correct **password**. Every student's password is different and automatically generated by a computer. You must remember your password. If you are certain that this information is correct, move on to the next steps.
3. Change your **browser**. The recommended browsers for accessing the VLE are **Google Chrome**, or **Firefox**.
4. Clear your browser **history** and your **cache**. This should get rid of any saved passwords or "cookies" that have been placed on your computer by various websites. If you do not know how to clear your history/cache, please **Google "clear browser history/cache"** for the browser you are using and follow the instructions.
5. **Restart** your computer. Then, open either Chrome or Firefox and navigate to the eLearning website through the Grand Erie homepage.
6. With 2 or more users on the same device: Logging out of D2L does not log a user out of their Microsoft Account which is why it will continue to login as the same user in D2L. Some suggestions for this are the following: 1) Have each user work in a different browser. (i.e., one child use Chrome, the other use Microsoft Edge) 2) Have each user work on a different device. 3) If they are working on the same device and in the same browser, they will have to remember to log out of BOTH D2L and Microsoft Office OR clear their browser history after each session.
7. If the above options still do not work, **contact your teacher via your board email address**. Please include as much information as possible including your name, login info, the browser you are using, the steps you have tried, and any screenshots you can provide of what happens when you try to log in.