



Grand Erie District School Board

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Grand Erie District School Board Parent Support for Remote Learning

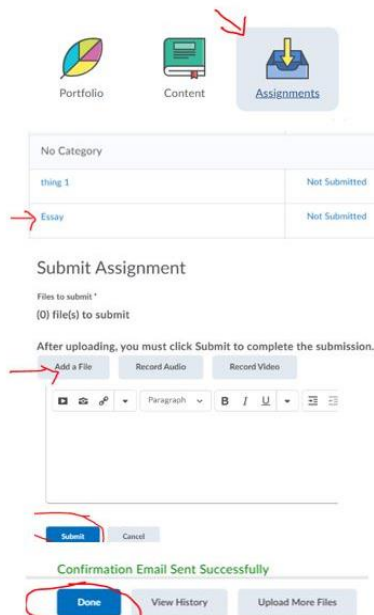
VLE (Virtual Learning Environment) Support

- I am having [trouble getting my child logged into the VLE](#) and accessing their course.
- I have accessed the [Grand Erie User Support Guide to the VLE for FAQs](#)
- I have read through the [Navigating Brightspace Guide for Families](#) guide from D2L.
- I have reviewed the [Distance Learning Infographic](#) with my student.
- I need help using the [PULSE App or Portfolio App](#).
- I need help submitting an assignment for my student.

To submit an assignment to the submission folder:

How to Submit an Assignment

- 1.** Go to the course in which you would like to submit to the Assignments. Click Assignments.
- 2.** Select the folder you want to submit to.
- 3.** In the Submit a File area, click Add a File and browse to the file you want to submit. Click Add.
- 4.** Enter any comments you want to submit with the file. Click Submit.
- 5.** Review the File Upload Results page. Click Done.



□ I need help submitting a discussion thread for my student.

How to Post to Discussion Area

- 1 Click on the Discussions icon in your Navbar at the top of your screen
- 2 Click on the Discussion Topic you'd like to contribute to
- 3 Click on Start a New Thread
- 4 Enter a Subject (title). Create your discussion post. You can click the 2nd icon (insert image) to include a picture. Click Post when you are finished.



□ I need help submitting a video assignment for my student.

Often times, videos taken on newer phones are very large files and D2L gives an error when you try to upload it into your Dropbox. Here are some options:



1 Change the video quality on your device before you record your video.

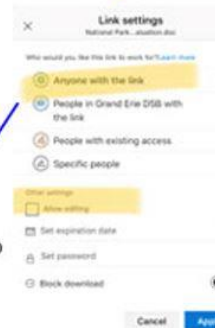
On an **iPhone**, Click Settings, Camera and change the 'Record Video' option to 720p HD at 30 fps. It will show the approximate size of a 1 minute video with each option at the bottom of the screen.

On an **Android**, go into your camera app, go into the settings, click on video size or video quality, choose a lower option (ie. 1280 x 720)



2 If you have already recorded your video in a higher quality, you can upload the video to your OneDrive and then share the link in your Course Assignments Folder

- 1) Download the free OneDrive App, use your @granderie.ca email and password to login.
- Find your video on your phone and  send it to your OneDrive (just as you would send it to Mail or Message)
- 2) Open your OneDrive App, click on your video and then the share icon . Create and copy a 'View Only' link and paste this link in a document to submit to Course Assignments Folder



Teams Support

I am aware of and have accessed Microsoft Teams as the approved synchronous learning tool used by Grand Erie. It is recommended families download the desktop application for better stability and functionality.

Document: [Microsoft Teams Family Support](#)

Video: Students should download the Office 365 Suite to their devices if it is not currently installed – this includes Microsoft Teams. Please follow this short video to install O365 – [click here](#).

I have spoken to my child about digital citizenship skills. These are some resources I can use to have these discussions [Be Internet Awesome](#) or [Common Sense Media](#) for Families.

Technology Support for Families

I am aware that families can view support documents on the Grand Erie Webpage under the [Parent Info Tab](#) if they need support.

Families needing board devices for learning or having technical issues with board devices need to contact their home school for IT Tech Support.