



# USER SUPPORT

## A VLE FAQ Guide for Students and Parents

### Is there a guide that goes over the basics and gets me started in the VLE?

Yes! If you'd like to learn about overall VLE layout, core tools, as well as some troubleshooting, [this should get you started.](#)

### How do I switch between users in Brightspace logging in with 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.

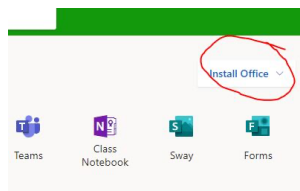


### I'm having trouble uploading a picture a picture to the VLE - what could be wrong?

Make sure that you are not taking pictures in "live mode". These will save in a HEIC format which cannot be opened without a converter. To turn off 'live mode', Open the Camera app, click on the concentric circle near the top of the screen to toggle on and off.

### How do I download Microsoft Office 365 applications on my personal device?

Grand Erie staff and students can install Microsoft licenses on up to five additional devices within Office 365 through the "Install Office" drop down menu. Visit [Office.com](#), sign in using your Grand Erie email address and password, Click on install Office in the upper right -hand corner.



Video Tutorial: [Click Here!](#)



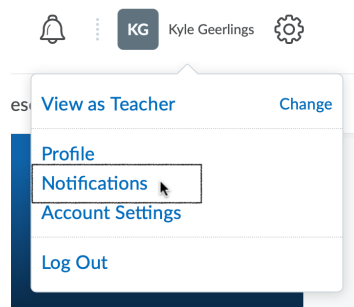


## Why can't I see the activity feed in my class?

Try switching browsers. We recommend using **Chrome**, Firefox, or Safari. You can only see the Activity Feed in Microsoft Edge if you are using the [newest version](#) for Windows 10.

## Can I customize my email notifications from the VLE

Yes, you have a wide variety of notification options. Navigate to your name in the top-right corner of the landing page and click on 'Notifications' to toggle them.

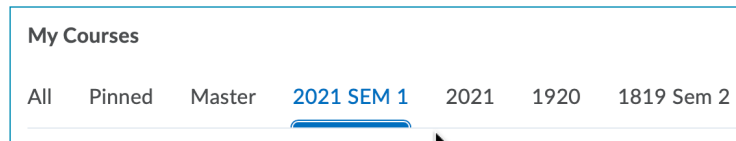


## Can I get notifications from the VLE to my smartphone?

Download the **Pulse** app on your phone to receive notifications on the go - Android or iPhone!

## How can I best access and organize my courses?

All of your courses can be found in the 'My Courses' widget on the landing page of the VLE. Along the top of the widget, you can toggle between different school years. By default this widget shows 'All' courses, which may be confusing as it shows all past and closed courses. It's best to click on the particular school year or semester to filter these out and only show your current class(es).



You may also choose to pin your courses and access them at the top of the page through the VLE waffle - either way works!

## What file formats will the VLE accept for Assignment submissions?

The VLE accepts most files types, included PowerPoint, Word, and PDF. It's important to note for any users with an Apple device, you *cannot* submit Pages (.pages) files. You will need to export them from Pages to either a Word Document or PDF for proper submission.

