

# Brightspace Support Document for Families



Updated March 2023

## Support for Families Using Brightspace

This document provides families with answers to the most commonly asked questions when working with Brightspace. Step-by-step instructions with images and a link to a how-to video will be provided when possible.

**Please note that this document is designed to provide a basic overview of logging in to the platform, submitting work and accessing feedback. Information is provided for several different ways to do this, but not all will apply based on the decisions made by your child's educator in their use of the platform.**

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## What is Brightspace

Brightspace is a ministry funded and provincially supported cloud-based learning management system in which students K-12 can access classroom learning activities, submit work for assessment and receive feedback.

## Logging into Brightspace

### Logging into Brightspace as a Student

- [Video: Log in for Laptop, Chromebook, Desktop](#)
- [Video: Log in on an iPad or tablet](#)

Although Brightspace is accessible on several different browsers, it is found to have the best functionality when accessed using the **Chrome browser**. Chrome can be downloaded to an iPad, phone, Mac or any PC.



To begin the login process, navigate to the website [www.tvdsb.ca/brightspace](http://www.tvdsb.ca/brightspace), and you will see the following login screen with two options for signing in.

Welcome to the Thames Valley District School Board Virtual Learning Environment

Log in to access digital resources, explore tools, and experience Technology-Enabled Learning. The TVDSB VLE provides tools and interactive activities for students and supporting resources for educators.

**TVDSB Students & Staff Login**

Use your Active Directory login credentials.

Staff: use your employee number (e.g. tv12345@tvdsb.ca)  
Students: use your student number (e.g. 123456789@gotvdsb.ca)

**Out of Board Students, Parents & Guest Login**

Use login credentials provided to you by TVDSB.

Students - choose the top option of “**TVDSB Students and Staff Login**” -you will then be prompted to sign in using your @gotvdsb.ca account.

Each student’s username is their 9-digit student number @gotvdsb.ca (same as logging in to Google).

**Returning students:** use the same password you use to log in to Google. If you are having trouble remembering this password, please reach out to your classroom educator.

**New students:** reach out to your school to obtain your initial password.

Thames Valley District School Board

Sign in

Students@GoTVDSB.ca | Staff@TVDSB.ca

Can't access your account?

Sign-in options

Back Next

Students should sign-on with 'username@gotvdsb.ca', and Staff should use 'username@tvdsb.ca'.

Once signed in to Brightspace, please select the ‘Waffle Icon’ from the top of the page. This will bring up a menu of their courses. Students can then click on the appropriate course.



### Logging into the Portfolio App as a Student


- [Video Tutorial](#)



Log into the Brightspace Portfolio App

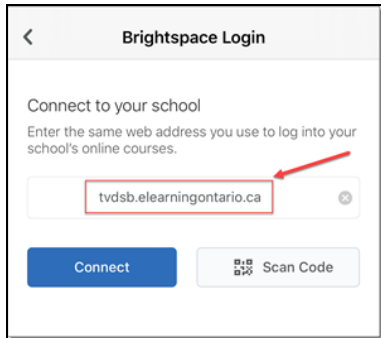
### Step 1: Download the app

Available for Phone and Tablet:



Go to the app store on your phone and search for 'Brightspace Portfolio'.

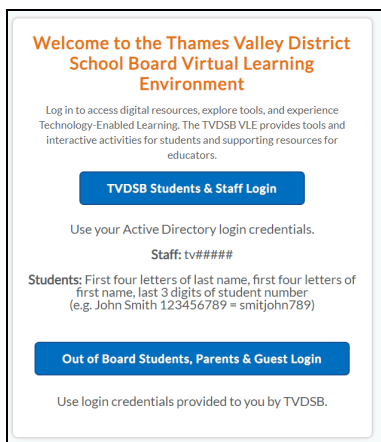
Begin by downloading and opening the Portfolio app on any IOS or Android Device.



The screenshot shows the 'Brightspace Login' screen. It has a back arrow at the top left. Below the title, it says 'Connect to your school' and 'Enter the same web address you use to log into your school's online courses.' There is a text input field containing 'tvdsb.elearningontario.ca' with a red box around it and a red arrow pointing to it. Below the input field are two buttons: a blue 'Connect' button and a white 'Scan Code' button with a QR code icon.

Once you have downloaded this app you will need to connect to your classroom (1 time only) by typing in **tvdsb.elearningontario.ca** when prompted to connect to your school.

When the sign in page appears choose the top blue button **“TVDSB Students and Staff Login”**.

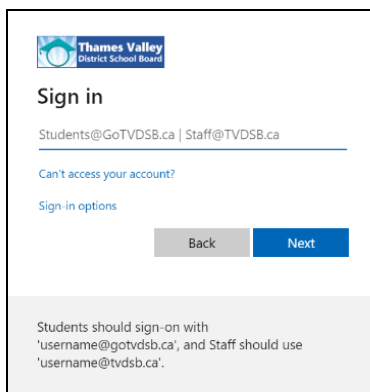


The screenshot shows a welcome page for the 'Thames Valley District School Board Virtual Learning Environment'. It includes a blue button labeled 'TVDSB Students & Staff Login'. Below this button, it says 'Use your Active Directory login credentials.' and provides login instructions for staff (tv#####) and students (first four letters of last name, first four letters of first name, last 3 digits of student number). There is also a blue button for 'Out of Board Students, Parents & Guest Login'.

Students - choose the top option of **“TVDSB Students and Staff Login”** -you will then be prompted to sign in using your @gotvdsb.ca account.

Each student's username is their 9-digit student number @gotvdsb.ca (same as logging in to Google).

**Returning students:** use the same password you use to log in to Google. If you are having trouble remembering this password, please reach out to your classroom educator.  
**New students:** reach out to your school to obtain your initial password.

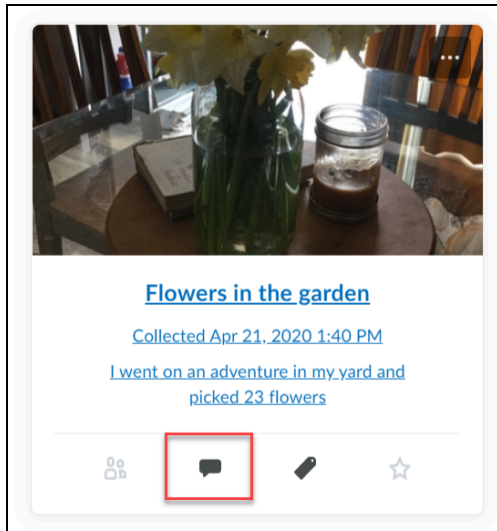
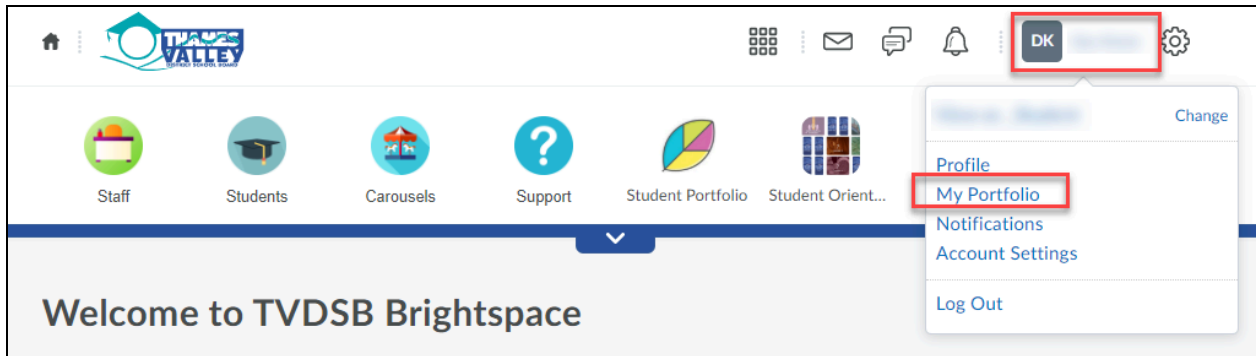


The screenshot shows the 'Sign in' page for the Thames Valley District School Board. It features the school board logo at the top left. Below the title, it shows the email addresses 'Students@GoTVDSB.ca | Staff@TVDSB.ca'. There is a link for 'Can't access your account?' and a link for 'Sign-in options'. At the bottom, there are two buttons: a grey 'Back' button and a blue 'Next' button. A footer note states: 'Students should sign-on with 'username@gotvdsb.ca', and Staff should use 'username@tvdsb.ca'.'

## Logging into Portfolio on a Web browser as a Student

- [Video Tutorial](#)

The best way for students to access their Portfolio is from the browser option for Brightspace. See instructions above called "[Logging on With a Browser as a Student](#)". Once students are in their class, they select their student name from the top right and from the dropdown menu choose 'My Portfolio'.



Here, students will be able to see items that have been submitted and approved by their educator. As educators have many students and multiple learning items coming in, there may be a delay in processing.

The portfolio of learning will stay with your child from K-12 and will serve as a snapshot of their learning in both eLearning and in the classroom over the years.

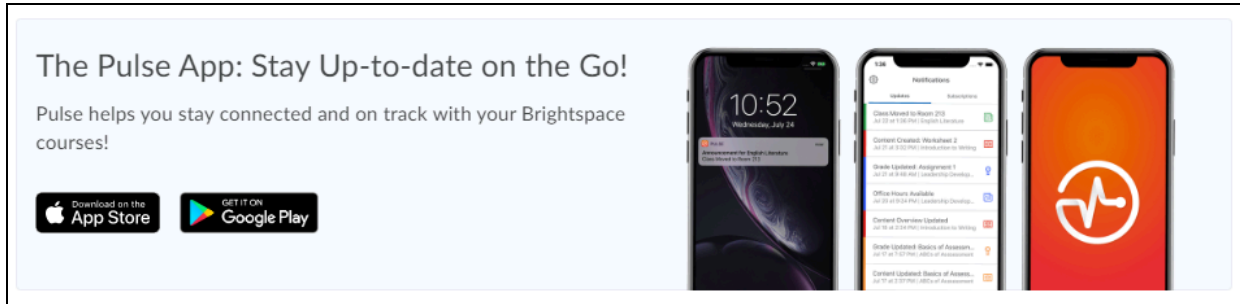
You can view feedback and assessment provided by the educator(s) by clicking any of the learning artifacts here. If the speech bubble at the bottom of the artifact is grey, it indicates there is feedback for you to view.

## Logging into the Pulse App as a Student

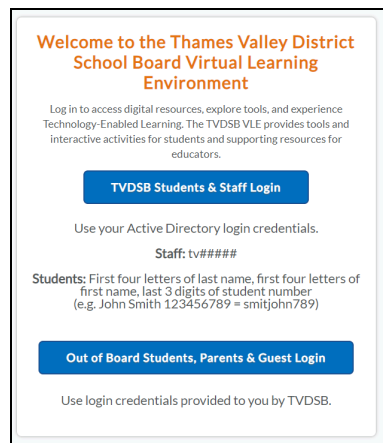


- [Video Tutorial](#)

The Pulse App is very different from the Portfolio App. The main function of the Pulse App is for students to be able to view their course in a snapshot format and receive notifications. The app can provide notifications about new posts and upcoming assignments. They are not, however, able to work on their course within the app and any attempt to do this will result in them being logged into the web browser version of the course.



When you open the app it will ask **“Who provides your learning?”** Students will need to type **TVDSB** and then Thames Valley DSB will pop up as an option.

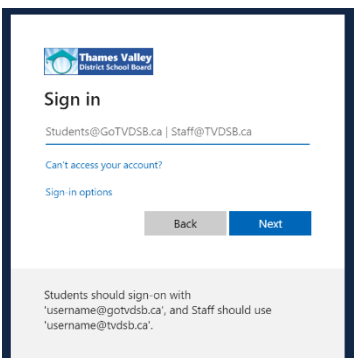


Students - choose the top option of **“TVDSB Students and Staff Login”** -you will then be prompted to sign in using your @gotvdsb.ca account.

Each student’s username is their 9-digit student number @gotvdsb.ca (same as logging in to Google).

**Returning students:** use the same password you use to log in to Google. If you are having trouble remembering this password, please reach out to your classroom educator.

**New students:** reach out to your school to obtain your initial password.



## Logging into Brightspace on the Web as a Parent

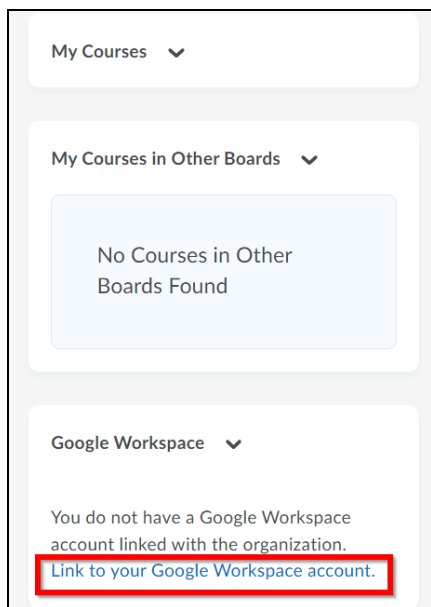
Brightspace for parents and guardians is not available in TVDSB. Families are encouraged to sign in alongside their child to support their online needs, and to view progress. Please remember that Brightspace is best-viewed using the Chrome browser.



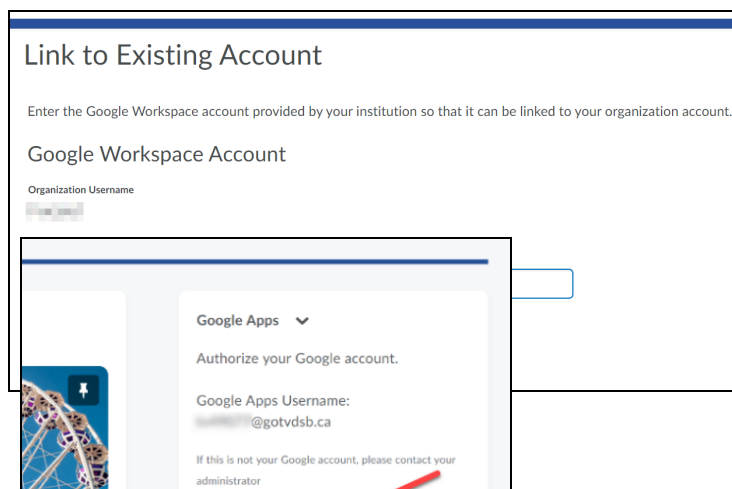
## Connecting Google Workspace and Brightspace

Brightspace and Google Workspace accounts can be linked to allow seamless access to files stored securely within the student's Google Workspace. This provides the ability to submit files to the Assignments tool or Portfolio tool from the Google Workspace directly.

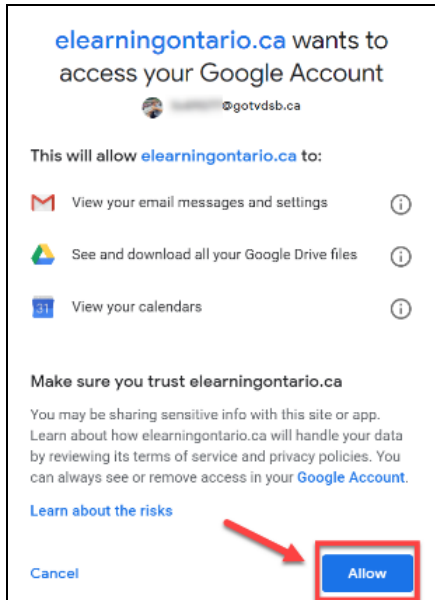
Note that this is a two-step authentication process where you first need to 'Link to your Google Workspace account' and in the second step 'Authorize'.



After you have logged in, please scroll to the Google Workspace widget at the bottom right of the main homepage and click on 'Link to your Google Workspace account'. You will then be prompted to create a link to an existing account. Verify that the username is correct and select 'Create Link'.



After you have created the link, please scroll to the Google Workspace widget at the bottom right on the main homepage a second time and click on 'Authorize'.



In the new pop up window, confirm the @GOTVDSB.CA email address that is linked, then review and accept the elearningontario.ca permissions regarding the Google account. When finished, select 'Allow'.

Moving forward, students will now have full access to their Google Drive, Gmail and Calendar from right within the Brightspace platform.

## Submitting Work for Assessment

There are multiple ways to submit documentation of learning. Below is an outline of a few of the tools your student's educator may be using to collect work back for assessment and feedback.

### Submitting to the Assignments Tool

Educators using the Assignments tool may provide a link or direct you to the icon in the Navbar.

Here there will be assignment folders in which work can be submitted. Be sure to select the appropriate folder for the Assignment being turned in.

Assignment	Completion Status	Score	Evaluation Status	Due Date
Assignments				
<a href="#">Weekend Assignment</a>	Not Submitted	- / -		
<a href="#">Test Assignment</a>	Not Submitted	- / -		

Test Assignment

▼ Hide Assignment Information

Submit Assignment

Files to submit\*

(0) file(s) to submit

After uploading, you must click Submit to complete the submission.

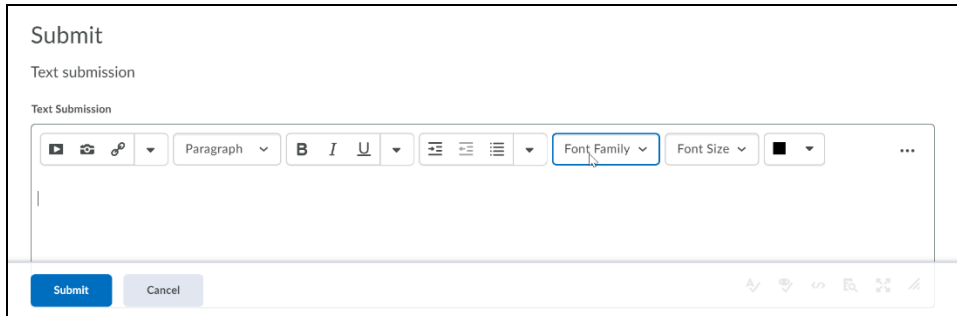
Add a File Record Audio Record Video

Comments

Submit Cancel

Assignments can be submitted as a file (.pdf, .doc or a Google Drive file if the account is linked). See instructions for [Connecting Google and Brightspace](#)

Alternatively, educators may set up the Assignment folder to be a text only submission where students can insert a link, text, or a Video Note recording through the 'Insert Stuff' Icon.



### Submitting to the Student Portfolio

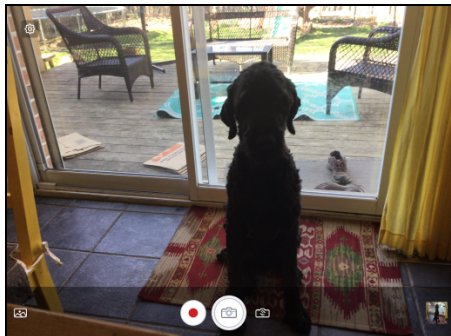
There are two methods for submitting to Portfolio (either via the app or via the browser). Portfolio submissions allow the enhanced feature of ongoing communication about an artifact of learning between educator and student/family. Portfolio items are private between student and educator and the evidence of learning that is collected stays with the student from K-12. Using the **Portfolio App** is also the suggested way in order to seamlessly provide evidence of learning via a photo or video and/or the addition of an audio or written reflection.

### Uploading a Learning Artifact with the Portfolio App

- [Video Tutorial](#)

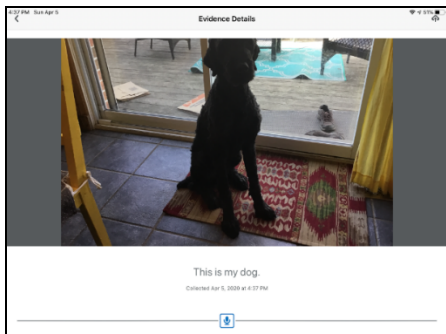


Download the app and sign into the app ([Logging into the Portfolio App as a Student](#)).



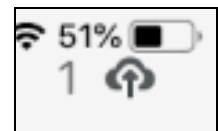
Once logged in, the app will bring you to the camera. You can either take a photo/video or choose a photo/video from the ones already on the device. Just click the mountain image on the bottom left.

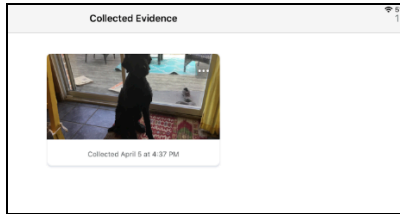
Once you have taken your photo/video, click the image on the bottom right to add details about the learning artifact.



You will now see your photo/video. When you click on it the item, you will have the option to add a title as well as record audio of yourself describing the artifact and/or type out a written reflection of the learning.

When you finish, click the upload button on the top right.



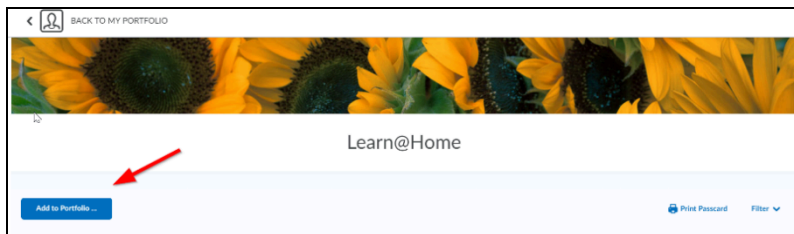


If the student has more than one Brightspace class, you will then have the opportunity to choose your class and the item will be uploaded. Once finished, you can either view your Portfolio or go back and submit a new artifact.

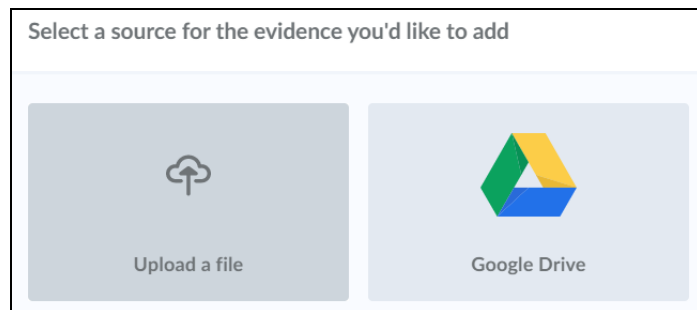
## Uploading a Learning Artifact to Portfolio on a Web browser

- [Video Tutorial](#)

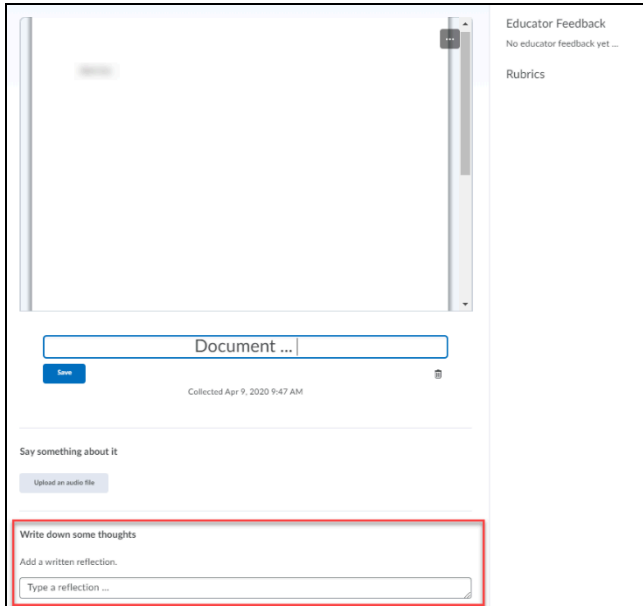
Students must sign into Brightspace and access their Portfolio using the steps outlined previously in [Logging into Portfolio on the Web as a Student](#).



Students will then click the Blue Button 'Add to Portfolio...'.



Students will be able to choose from the options of uploading an item from their computer files or their Google Drive. Google Drive is only an option if the steps to link them were followed initially. [Connecting Google Workspace and Brightspace](#)

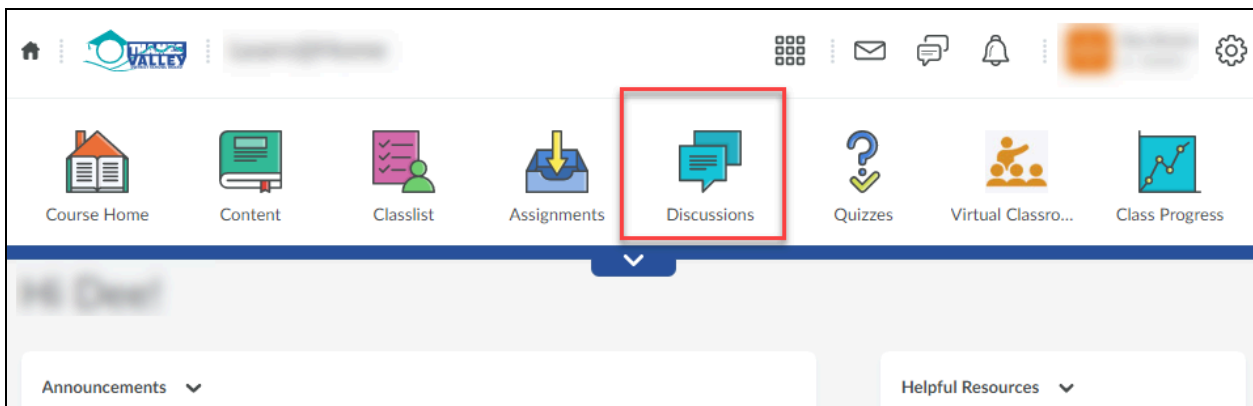


Once the file has been added, students can click on the item and provide a written reflection if desired. This is also the way a student could engage in ongoing discussion about the learning artifact but entering further reflections based on educator feedback.

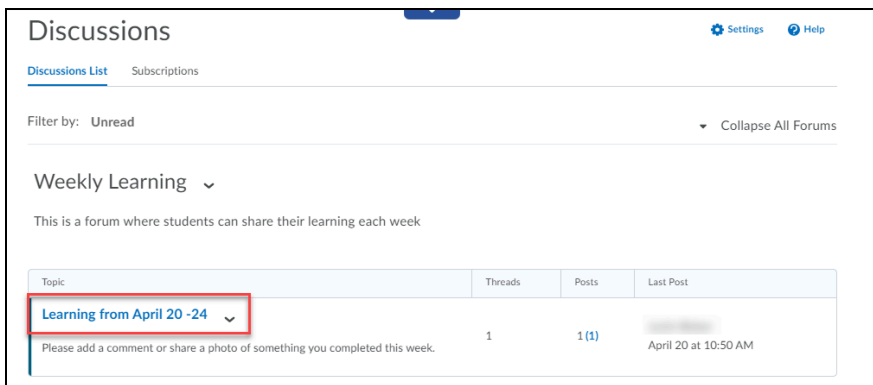
## Using the Discussions Tool

- [Video tutorial](#)

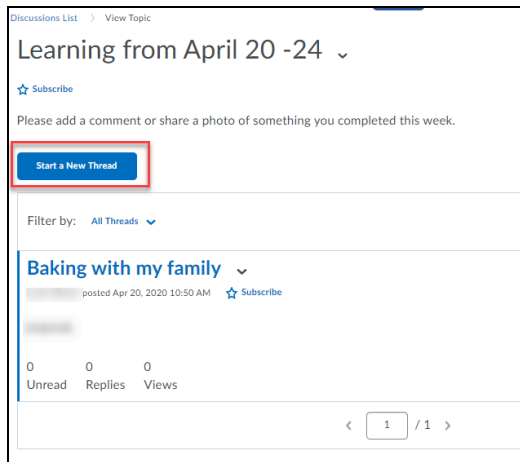
The Discussions tool provides a way to simulate conversation that happens in the classroom between educator and student or a group of students. Items posted here can be made visible by the educator to all members of the classroom, making it a unique tool for sharing learning. Educators using the Discussions tool may provide a link or direct you to the icon in the Navbar.



Here there will be discussion forums and threads within them.



Students can click on the Topic within the Discussion Forum to begin a new thread, or click on a previous thread to reply/comment on the post of others.



## Viewing Feedback/Assessment on Submitted Work

### Assignments or Discussion Tool

Log into Brightspace using a web browser and navigate to the tool where work was originally submitted (Assignment/Discussion). If the educator has left feedback and/or provided assessment, you will have a notification showing that feedback has been provided, and you can read it by clicking on the link.

Assignment	Completion Status	Score	Evaluation Status	Due Date
Assignments				
<a href="#">Weekend Assignment</a>	<a href="#">1 Submission</a>	- / -	Feedback: <a href="#">Unread</a>	
<a href="#">Test Assignment</a>	<a href="#">Not Submitted</a>	- / -		

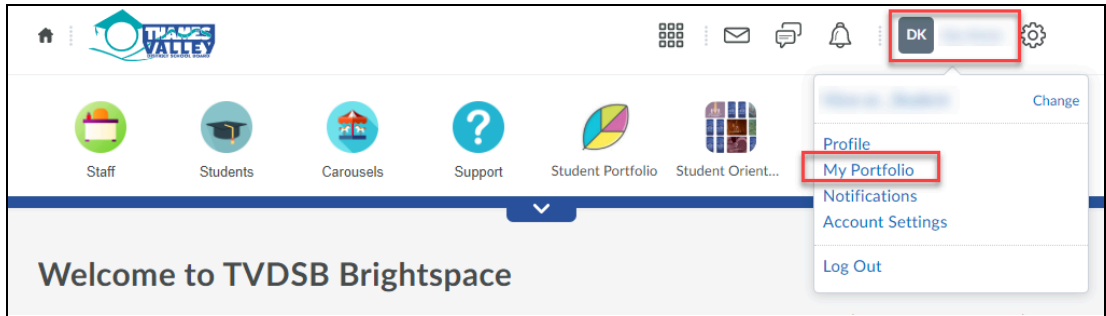
Within the Discussion tool you can view the responses of others as well as look for feedback provided by the educator within the Topic thread. Unread posts will be highlighted in blue.

Unit 2: Measurement ▾

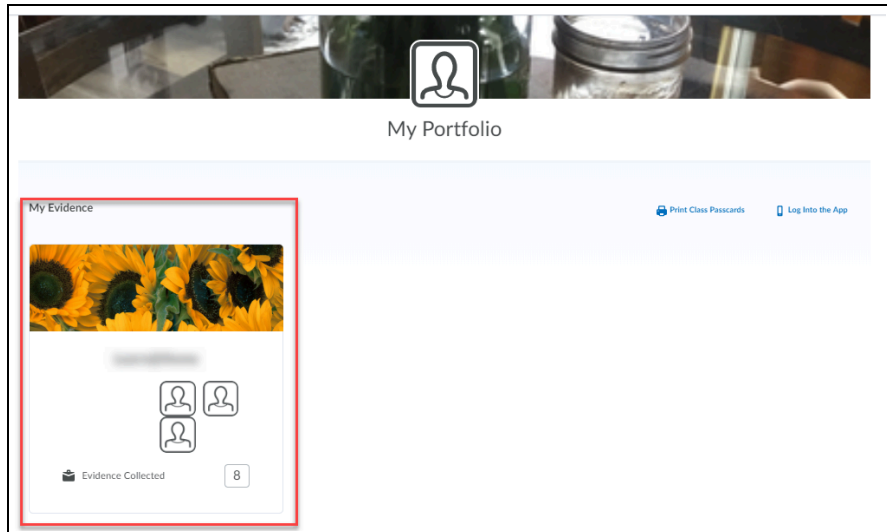
Topic	Threads	Posts
<p><b>A2: Minds On - Formula for Circumference of a Circle</b> ▾</p> <p>1. Translate the formula <math>C = \pi \times d</math> into words and explain why it is appropriate.</p> <p>2. Post your formula and explanation.</p> <p>3. Read through your classmates' responses and select two of them. Respond to each using the following three prompts:</p>	2	2 (2)

Portfolio Tool

Log into Brightspace using the web browser and navigate to the student name in the top right corner of the screen. From the dropdown menu, choose 'My Portfolio'.



Follow the prompts to the current classroom Portfolio.



If the speech bubble is highlighted on a particular item, it indicates that the educator has provided feedback.

## What if I need Help?

### Contact Help Hub

You can reach a member of our technical support team by calling 519-452-2005 or submitting an **Online Service Request Form**. Please provide our staff with as much information as possible to assist us in responding to your query as quickly as possible. Information that will help us to support you:

- Student name
- Student school/location
- Device number (located on device)

### Contact your Educator

- Questions about the learning
- Difficulty accessing Brightspace materials and tools
- Questions about assessment and feedback

### Helpful Reminders

- Brightspace works best in the Chrome browser.
- Downloading the Portfolio App is helpful for submitting learning artifacts if your child's educator is using this tool
- The Pulse App is for quick viewing of class updates from a tablet or phone

**As we navigate this learning together, please remember to ask questions. We are here to help!**