

EIPS FAQs

OUT-OF-SCHOOL LEARNING

LAST UPDATED: Sept. 11, 2020



FAQS – OUT-OF-SCHOOL LEARNING

Kindergarten to Grade 12

Q: How does my child access their Brightspace account?

A: For students:

- Brightspace platform for students: <https://eips.brightspace.com>
- Username: Use the EIPS student email address
- Password: Use the EIPS student password

If your child needs help with a password reset, contact your child's school for assistance.

If you are having technical issues, please submit a [request for assistance](#)

Q: How do I access my parent account to see my child's upcoming due dates, assignments and receive notifications from my child's teacher?

A: To log into the EIPS Brightspace for Parents portal, please follow the following steps:

1. Using a web browser, navigate to <https://eips.brightspace.com/d2l/local>
 - a. When visiting for the first time, click on "Forgot your password?"
 - b. Enter your PowerSchool Parent Portal username.
 - c. Instructions to set your Brightspace for Parents password will be sent to the email address on file in PowerSchool.
2. Navigate back to the main Brightspace login page, <https://eips.brightspace.com/d2l/local>
3. Enter your username and password to view all EIPS students linked to your parent portal account.

Click [here](#) for video instructions for first-time setup

Q: When my child is logged in, why can't I see any assignments or work?

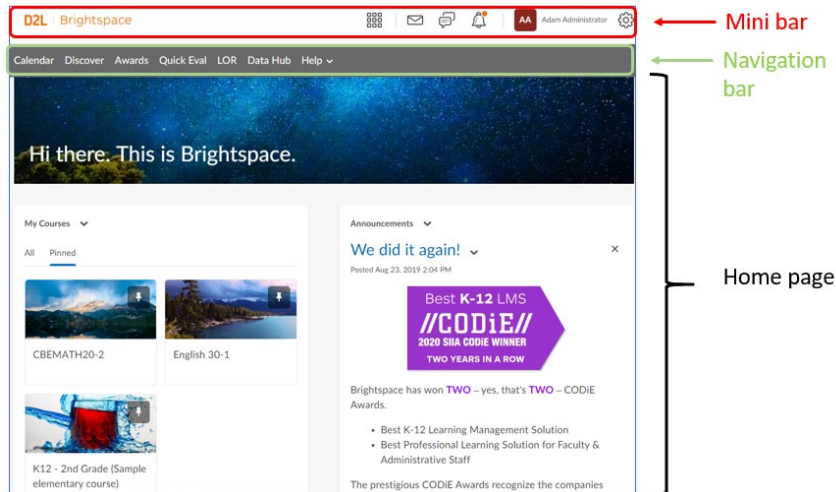
A: Often, this is due to a browser issue. Try upgrading to that latest version of either [Microsoft Edge](#) or [Google Chrome](#) to access the site.

Q: When I log in as a parent, why can't I see any assignments, work or grades?

A: There are currently no due dates listed for student assignments. By the end of September, these will start to appear on the parent portal.


Q: How do I navigate Brightspace?

A: Watch this [video](#) to learn how to navigate the Brightspace environment.



All student courses appear on the home page.

Students can select each course by clicking:

- the 3 x 3 grid image in the  mini bar
- in My Courses on the home page

Q: Where do I find the links for the team meetings?

A: Refer to the emails sent out regarding each student on September 3, 2020. The links will always be the same for each class.

Q: When are new learning packs uploaded to Brightspace?

A: A new pack will be uploaded in time for the first day of school each week. In some cases, the next learning pack may appear over the weekend.

Q: Who do I talk to if I have concerns or issues about my child's program of learning?

A: Submit a [request for assistance](#) and an EIPS representative will get back to you as soon as possible.

Q: How do we submit assignments?

A: Grades K-9

- All assignments that make up the lesson will be submitted into the “Assignment” section in Brightspace. In some cases, multiple tasks/assignments will be uploaded into the same space.

Grades 7-9

- All assignments will be submitted into the appropriately named assignment section in Brightspace.



[Step-by-step instructions](#)

[Video tutorial](#)

Q: What do I do if I can't get onto the online meetings?

A: You would click the link sent to you via email; it will take you to a screen that asks how you want to join the meeting. The easiest way is to select, “view in browser,” and it will take you there immediately. You won't need to enter an email or password, and can sign in as a guest if necessary.

Q: How do I find out my child's email or password for the Brightspace account?

A: Please contact the school in which your child is enrolled and they will provide you with that information.

Q: Where do I find the lessons on the Brightspace parent portal account?

A: The lessons are only under your child's account; they aren't posted to the parent account.

Q: Why am I only seeing blank pages in my learning packs?

A: Hover over the document with your mouse until you see the DOWNLOAD icon (it's a cloud with an arrow inside of it). Click that icon and the blank pages will automatically appear.

Q: Why is the entire learning pack greyed out?

A: This could mean one different things:

- Brightspace is not working properly
- The teacher at the school has accidentally pressed something and either deleted the content or made it invisible. Please contact the teacher if you are experiencing this issue.

Q: Can my child work ahead?

A: The learning packs are being created week by week, so they are not available ahead of time.

Q: During the online meetings, I can't see it when you share your screen.

A: There may be an issue with your network or you may not have enough bandwidth. Please consult with your service provider.

Q: How much work does my child do each day and when is the work due?

A: The lessons are designed to be a week's worth of work. As the parent, you can decide how you want to pace them and when you want to do them. Each lesson gives you an approximate length of time for that lesson. If there are no deadlines set, you should try to submit the work by the end of each week.

Q: What if my child is unable to complete the assigned work within a week?

A: You are asked to catch up with the work as time permits so students can stay on track with others in the same grade. If your child is struggling with the material, you can reach out to your assigned teacher for assistance.

Q: [How can I tell if my child submitted something?](#)

A: Starting on September 21, 2020, student assignments will be uploaded directly into Brightspace and due dates will be assigned to the student work. Parents can log into their Brightspace account to see what students have upcoming and what is past due. Parents will also be able to see any marks provided

Q: [There is work showing up in my child's account for a different grade.](#)

A: In many cases, this is a PowerSchool problem. Please contact your child's school to ensure they are registered in the correct grade in PowerSchool. The exception would be those students on an Instructional Support Plan, who may be assigned work from a different grade level.

Q: [Why is my child's online teacher named Mike Instructor?](#)

A: That is just a demo name that appears until the teacher enters their own information.

Q: [What if my child is unable to complete the assigned work within a week?](#)

A: You are asked to catch up with the work as time permits so students can stay on track with others in the same grade. If your child is struggling with the material, you can reach out to your assigned teacher for assistance.

Q: [Do I have access to RAZ-kids, Brain Pop, Mathletics, Epic and other platforms?](#)

A: Some schools still have subscriptions for RAZ-kids and Mathletics. You should check with the school in which your child is enrolled to see if they still do. Programs like Brain Pop, Epic and so on are not paid for by EIPS. If you wish to subscribe, you are welcome to do so on your own.

Q: [I am not receiving the emails from EIPS about out-of-school learning. What do I do?](#)

A: Contact your designated school to make sure they have your correct contact information in PowerSchool. Sometimes the emails are also going to Spam or Junk Mail accounts; please check there as well.

Q: [Can you do an online session with parents to walk us through Brightspace?](#)

A: There is a [video](#) available to assist parents in learning to navigate the platform.

Grades 10 to 12 specific questions

Q: [Who do I talk to about programming, course selections and options?](#)

A: Please call or email the school in which you are currently registered for assistance in adding, deleting or changing courses. Next Step cannot make those changes.

Q: [When will my option course material be updated on Brightspace?](#)

A: Teachers are populating lesson plans for option courses this weekend. Students should start to see all content as of Monday, September 14 at the latest.