

# EIPS FAQs

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BRIGHTSPACE

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# FAQS – BRIGHTSPACE

## 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 or they're having technical issues, contact your child's school for assistance.

**Q:** How do I access my parent/guardian 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 Parent & Guardian, follow these 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 Parent & Guardian 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 Brightspace Parent & Guardian account.

[Video instructions](#) are also available for first-time setup. If you need help with a password reset or are having technical issues, contact your child's school for assistance.

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

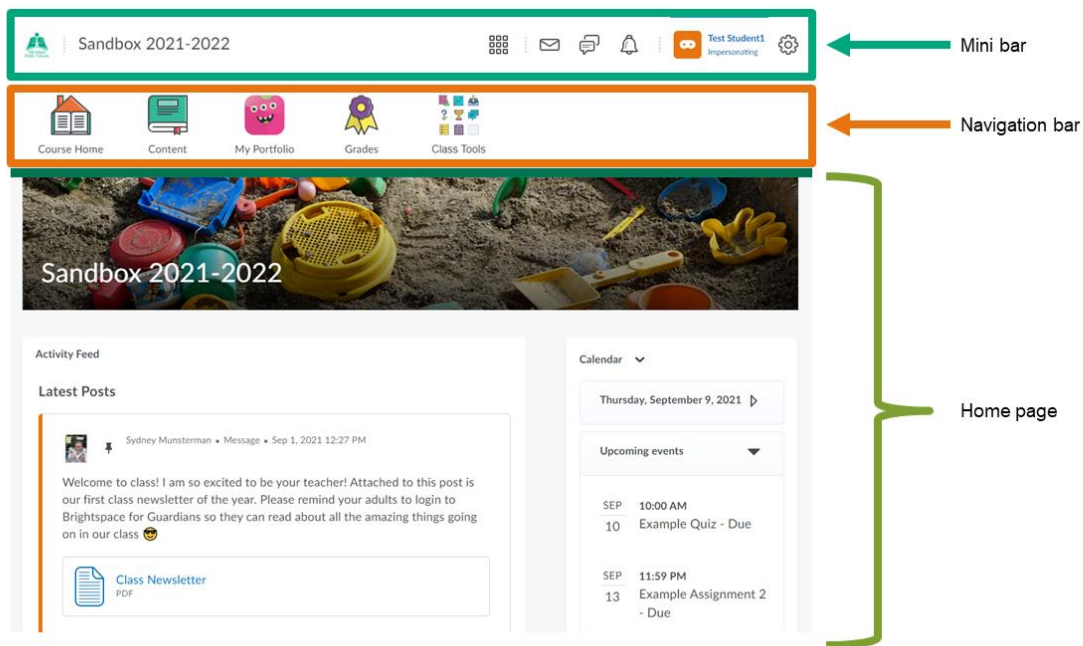
**A:** Often, this is due to a browser issue. Try upgrading to the latest version of either [Microsoft Edge](#) or [Google Chrome](#) to access the site.

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


**A:** Each school, and each teacher, may use Brightspace in a slightly different manner for their classes. If you have questions about what is visible within Brightspace or how your child's teacher will utilize the system throughout the year, reach out directly to your child's school.

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
- My Courses on the home page

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

A: Contact your child's teacher or school administration with any questions about your child's program of learning.

Q: How do students submit assignments?

A: 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.

**Brightspace Assignments:** To submit an assignment, you can go to either the Content tool or Assignments in the Navbar, check with your teacher to confirm which path they would like you to take to submit the assignment. To open the assignment, click on the name of the assignment. From here, you will be able to see any instructions from the teacher about the assignment, as well as if they have posted any links or attachments to view. If the assignment is a file submission, you will have the option to upload your assignment. If you select upload, you can upload files from your computer such as a PDF, photo or Word Doc. The next option when submitting an assignment is to record a video or audio submission. You may also select an existing file from your

Google Drive or OneDrive. After uploading your assignment, there will be a comment box for you to add anything additional that you may want your teacher to be aware of with your assignment, the comment box can also be left blank. The final step is to submit the assignment by selecting the blue “Submit” button at the bottom of the page. You will receive confirmation that something has been submitted by receiving a confirmation email, as well as a time stamp of when the assignment was submitted.

To watch a video of how to submit an assignment, please watch this [video](#).



**Google Assignments:** Your Google Assignment may be posted by your teacher through the Activity Feed, or through the Content tool. Check with your teacher to see where the assignment should be submitted. When you open the assignment, you may be prompted to log in to your Google account, or you may already be logged in. Once the assignment is opened, you will see the title of the assignment, the points allotted for the assignment, the due date and the files attached to the assignment. After viewing the assignment details, click on the blue button that says “Open to attach and submit”. This will take you to a larger screen to view the instruction details as well as a link to your file for the assignment. Click into the assignment and complete the assignment. To submit the assignment, go back to the assignment in Brightspace and attach any necessary files and select the blue “Submit” button. You will receive confirmation that your assignment has been submitted and you will also have the option to “Unsubmit” the assignment if needed.

To watch a video of how to submit a Google assignment, please watch this [video](#).

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

**A:** Contact your child’s school, and staff will provide you with that information.

**Q:** How can I tell if my child submitted something?

**A:** Parents/guardians can log into their Brightspace account to see what students have upcoming and what is past due. Parents/guardians will also be able to see any marks

provided

**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. Check with your child's school to confirm the current subscriptions in place.

**Q:** Where can I find more information about how parents/guardians can utilize Brightspace?

**A:** Watch [this video](#) for an overview of Brightspace Parent & Guardian and an explanation of how parents/guardians can navigate the platform.