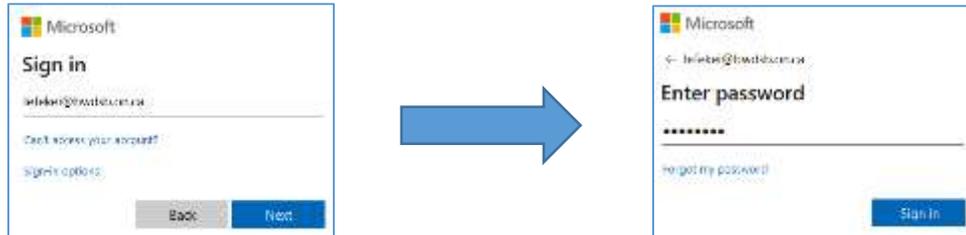


## I am having trouble accessing the vLE. What are the steps?

Navigate to <http://bwdsb.elearningontario.ca>  
 Enter you child's username + bwdsb.on.ca (e.g. [smithjoh123@bwdsb.on.ca](mailto:smithjoh123@bwdsb.on.ca))  
 Enter your child's password

Here are some screenshots of what it looks like ...



[How to video link](#)

## I have multiple users in the house. What are your suggestions to manage the automatic login issue?

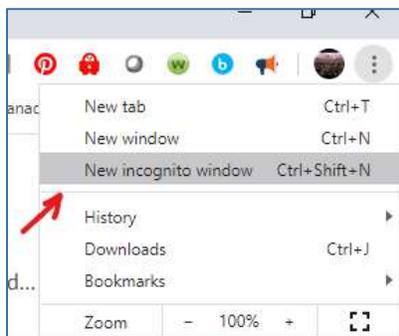
If you have two or three users, consider assigning them different browsers. For example, one child could use Firefox, one Chrome and one Edge or Safari. Other browsers can be found by entering a search in your current browser and following the instructions on the website for downloading or access.



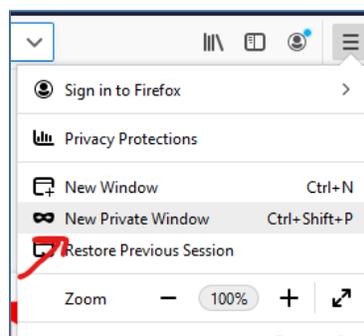
If you have trouble with an automatic sign-in, try the following:

- Log out of Brightspace
- Go to <http://portal.office.com>
- Log out of your Microsoft account
- Exit your browser and come back into your browser
- Go to <http://bwdsb.elearningontario.ca> and start login process, choose user

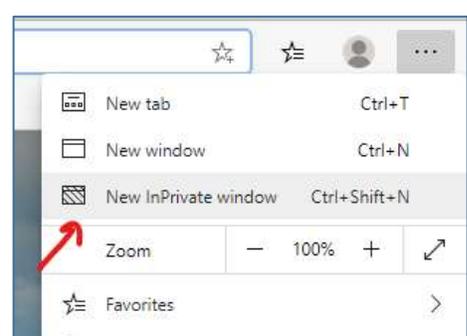
An alternative solution is using an incognito, private or inPrivate browser window whenever you access Brightspace. This bypasses the automatic sign-in process.



Chrome



Firefox



Edge

## **My child's teacher wants us to use Brightspace portfolio. What is that and how do I set it up?**

The teacher will send you a QR code and you are encouraged to view the handout on this page: [Brightspace Portfolio Instructions Home](#)



## **We have tablets at home. What is your best suggestion for using tablets with Brightspace?**

Depending on your device, it is recommended to download the Brightspace Pulse app. This app allows the user to navigate Brightspace and access content material on phones and tablets more easily than a browser. Give it a try.



## **Why are we using Brightspace and not Google Classroom?**

Bluewater is not a Google board. We are using Brightspace as our virtual learning platform because it has been approved by the Ministry of Education and provided to all publicly funded school boards in Ontario. We also use Microsoft O365 products such as Teams and Class Notebook to support online learning within Bluewater