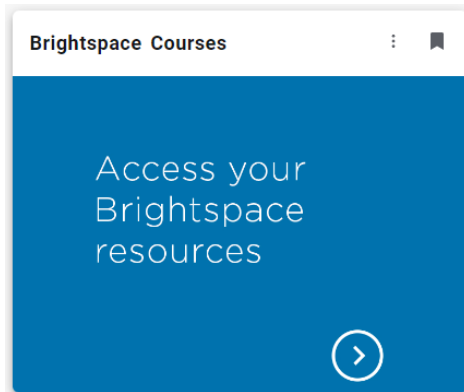
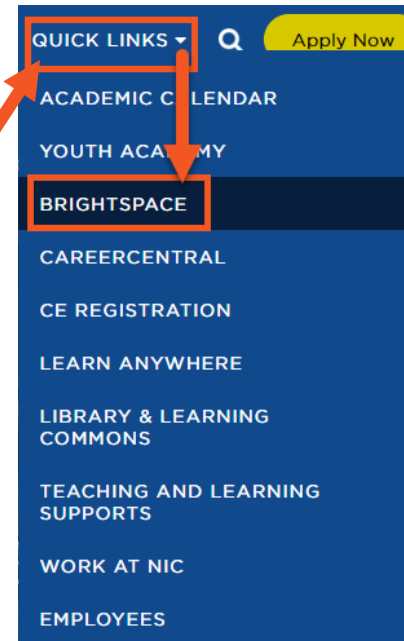


Where do I find the link to NIC's Brightspace learning environment?

1. Direct Url: <https://mycourses.nic.bc.ca> OR
2. MYNIC: <https://mynic.nic.bc.ca/> > Brightspace link OR



3. NIC Website: <https://nic.bc.ca> > Quick Links in top right OR



What do I need to log in?

- **NIC email address**
(XXXX.XXXX@northislandcollege.ca)
- **NIC password**
- **Don't know your NIC email address?**
Here is a way to find it:
 - Go to <https://outlook.office.com> log in with your student number as your username and NIC password
 - Click your name in the top right corner to see your email appear in drop down area
- **Don't know your NIC password?** Reset it here:
<https://passwordreset.microsoftonline.com/>
- ❖ **DO NOT** sign in with your personal Microsoft account – you must sign in using your NIC account

Where can I go for NIC student help?

NIC's Student Technical Services team can answer your computer questions:

- **Brightspace getting started help:**
<https://library.nic.bc.ca/studenttech/Brightspace>
- **Student Technical Services Website:**
<https://library.nic.bc.ca/studenttech>
- **Ask a Question:**
<https://library.nic.bc.ca/studenttech/question>
- **Contact:**
<https://library.nic.bc.ca/studenttech/Contact>
- **Phone:** 250-334-5010 or 1-800-715-0914 ext. 5010

Where can I go to learn more about Brightspace?

- Brightspace **YouTube Playlist** for Learners: [Webpage](#)
 - 11 videos (2-minute or less) for getting started with the Brightspace learning environment
- **Learn Anywhere Website**
 - Resources for North Island College Students Learning in a Digital World > Brightspace page: [Website](#)

How can I see just the courses I want to frequently access?

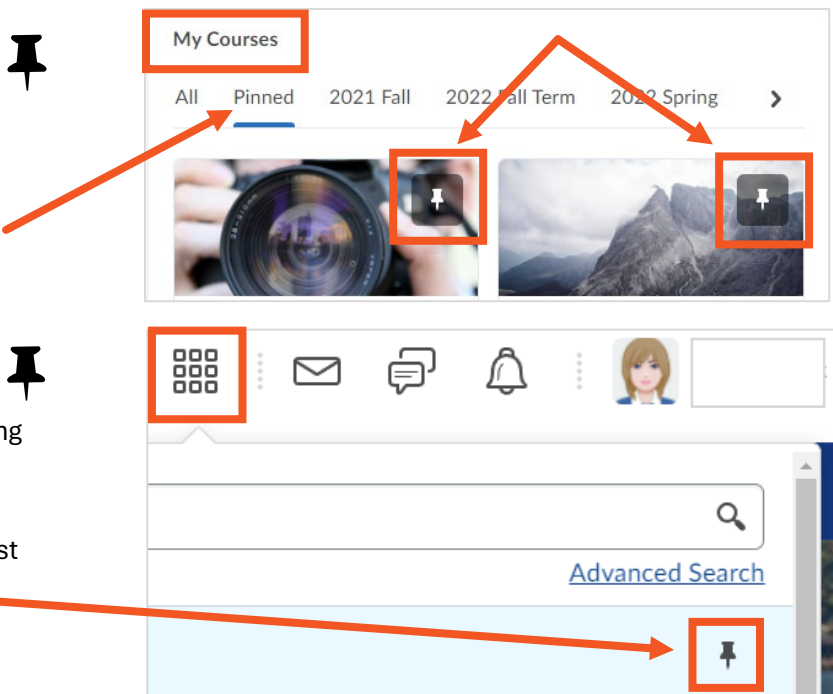
PIN the courses you frequently access by clicking on the **PUSH PIN icon** on the top right of each course image found in the **My Courses** widget.

Pinned courses will always show up under the **Pinned** tab along the top of the widget.

OR

PIN the courses you frequently access via the **Course Selector** (waffle icon in top minibar) by clicking the **PUSH PIN icon** in the list of your courses.

All pinned appear at the top of the list in blue shading.



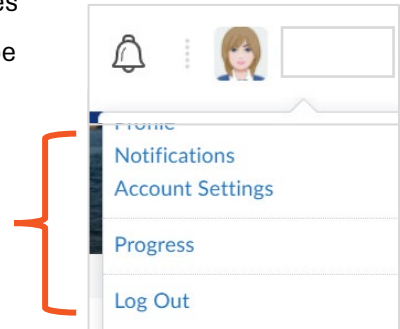
What if I can't see one or more of my courses?

- If you can't see a course in the **My Courses** widget or in the **Course Selector** (waffle icon in minibar), you **a)** may not be registered in that course **OR b)** your instructor may not have made the course available yet.
- If a course is visible but 'greyed out' (unable to access), your instructor has made the course available, but it has a 'start date' that has not yet arrived. If you think you should have access, let your instructor know.

Where can I change my picture, notifications, & account settings?

From any Brightspace page, look to the top right corner and click on your name >

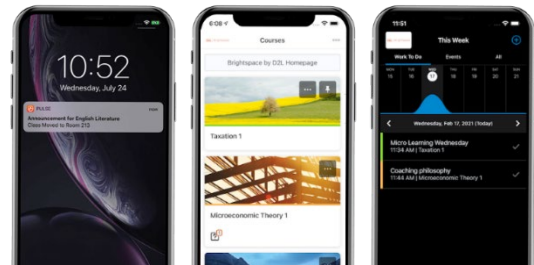
- **Profile** - Add a picture, a tagline, traditional name, share your hobbies
- **Notifications** - Instant Notifications list – choose what you want to be notified about and find the links to the Pulse App for your Android or Apple phone to help stay connected and on track with your courses
- **Account Settings** - Pronouns, Font Settings, Discussion settings, Email signature etc.
- **Progress** - Manage your progress across all your courses in one spot: see how you are doing with grades, discussions, accessing content, assignments etc.



Where can I download the Brightspace Pulse App?

Locations: [Apple App Store](#) | [Google Play](#)

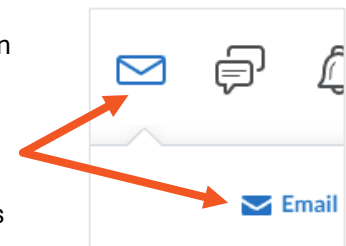
Brightspace Pulse is a mobile app for students that can help you stay connected and on track with your Brightspace courses. It gives you one easy view of course calendars, readings, assignments, evaluations, grades, activity feed and news.



Real-time alerts will let you know when classes are cancelled, rooms are moved, or new grades are available. The schedule view and weekly visualization enables you to quickly view what is due today, this week and upcoming across all your courses. NIC recommends you download the app to help stay in touch.

How can I email my instructor within Brightspace?

- From any location in Brightspace, go to top minibar and you'll see a mail icon > **Email** > Choose **To** or **Address Book** and select instructor **OR** within your course look for the **Classlist** and you can email your instructors there
- Type message > **Send** > message will go to instructor NIC email account
- Email goes only 1-way out of Brightspace to NIC student or instructor emails
- Replying to an email sent from Brightspace will go directly to NIC email accounts



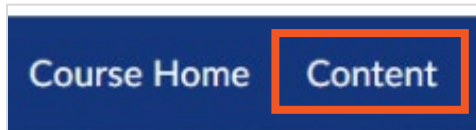
If I register with both my legal & preferred names, what name will show up in Brightspace class list, email, and discussions areas?

- Your preferred first and last names will always display in Brightspace. No middle names. (You must submit your preferred name to the Registrar's Office for it to be part of NIC systems to link into Brightspace)

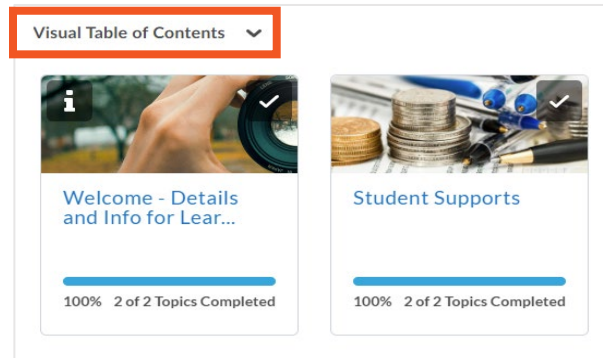
Where do I find the course content, readings, and resources?

You can find course content one of two ways:

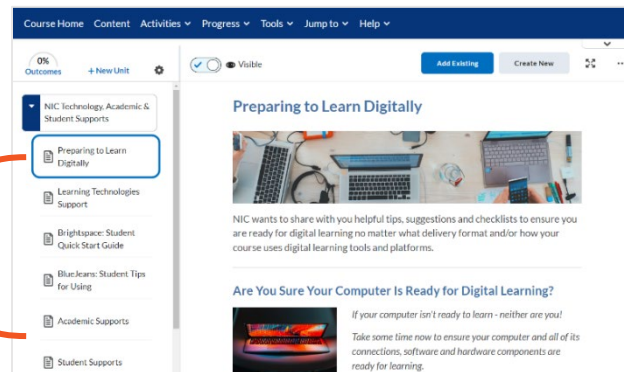
1. Via the **Content** link on the blue nav bar (to the right of Course Home) found in all courses.



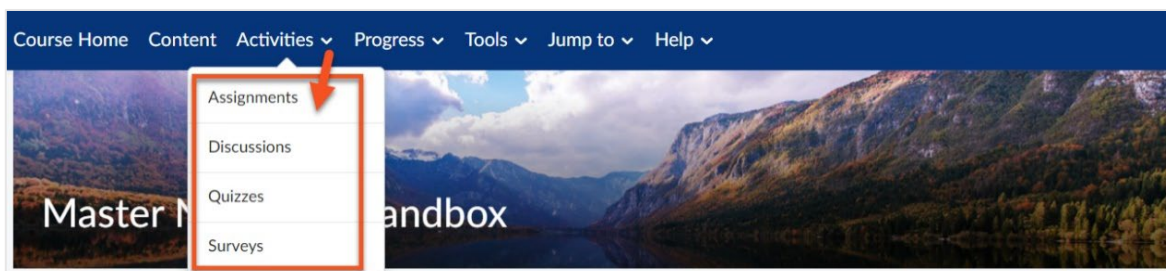
2. Via the **Visual Table of Contents** on the Course Home page. This widget shows each of the sections in the course and your progress in viewing each topic. The blue-colour title is a direct link to that content. The “i” icon share info about that section and the >> arrows link to where you last left off.



All content is displayed with a left menu listing modules, topics, weeks, etc. and the items on those pages (links, text, videos, etc.) are displayed on the right. Items are downloadable.



Where do I find assignments, discussions, and quizzes?



In each of your courses you will find the blue navigation bar running across the top of every screen. On that bar is an **Activities** tab that contains links to **Assignments**, **Discussions** and **Quizzes**. Clicking on each of those links will take you to a page listing just those. Sometimes instructors may also link to a quiz or an assignment within the content area. But the easiest way to find all quizzes or all assignments or all discussions is to use the blue nav bar link. You can also check your grades and progress in the class by accessing those links.

NIC Student Technical Services is here to help!

Unable to copy and paste assignment submissions into Brightspace

If your instructor has set up the assignment to accept file submissions, you are required to upload a file (i.e., PDF, Word Document, PowerPoint... etc.). Only assignments that are set up to accept text submissions will allow you to copy and paste text. Check with your instructor to confirm the type of submission that is required for your assignment. *(Note: Brightspace will not accept an Apple “Pages” file)*

Trouble submitting assignments from OneDrive

If a document has been moved from a personal OneDrive to a college OneDrive (or vice versa) **OR** if a document has been “shared” instead of added as an attachment, you may experience an error during the upload process. To avoid this, save a copy locally to your computer and upload it from there.

Getting the “Access Denied” error

- **Do a Tech Check:** Do a tech check to allow the platform to assess your system and provide feedback on the status of your computer. [Brightspace System Check](#)
 - **Use Chrome as Your Browser:** switch to [Chrome browser](#)
 - **Ensure Chrome Browser Version is Very Current:** ensure [Chrome Browser is up to date](#)
 - If you need to [download new version of Chrome](#)
 - **Enable Third-Party Cookies:** the integration of textbooks, Kaltura and other tools in Brightspace are called “third party” and as such need to be enabled on your browser to function successfully
 - **Chrome:** Settings > Privacy and Security > Cookies and Other Site Data > Allow all Cookies
 - **Third Party Cookies:** [Instructions for all browsers](#)
 - **Allow for Other Third-Party Settings:** Explore your browser’s settings to ensure that ad-blockers, media blockers, privacy blockers are enabled to allow for third-party access for just the platform you are wanting access.
 - **Mac and Firefox** users need to ensure that “Enhanced Tracking Protection” is turned off. Instructions for: [Mac Firefox](#)
 - **Switch to Private Viewing Mode:** switch to a private browser viewing mode ([see all browsers](#)) to be in a mode that doesn’t know of any past browsing history and may provide a temporary solution before you update/download browser
 - **Wired Connection:** Be on a wired internet connection (more mpbs may allow for a stronger connection to display media)
-

Trouble updating password

- Remove saved passwords from your web browser after you’ve reset them. Likewise, you must remove saved passwords on your Apple Keychain access.
-

Trouble finding Academic Integrity Matters (AIM) module

- On your Brightspace home page under “**My Courses**” make sure you’ve chosen “**All**” versus selecting your current semester.