

Frequently Asked Questions

(more questions with answers will be added as they are discovered)

Getting Started with Brightspace

What is the difference between D2L and Brightspace?

Desire2Learn (D2L) is the name of the company. Brightspace is the name of the Learning Management System.

I want to learn more about Brightspace.

You can join The Brightspace Community to get support, answers, tips, and proven ideas from thousands of Brightspace users. <https://community.d2l.com/brightspace>

What browsers are supported by Brightspace?

Chrome is our preferred browser. Internet Explorer and Edge are NOT supported.

How will students be notified of the switch?

Students will receive email notifications and shared in the communication channels from Student Affairs

Training, resources, and support for classes

What training is available to instructors?

Training is available through various venues. We suggest you take as many training sessions as you need to feel comfortable using Brightspace. Otterbein's CTL will host webinars and workshops and the scheduled dates/times shared on the CTL website.

Where can I go to learn how to use Brightspace on my own?

Use the Brightspace Community site. For information on how to join the community and get started, review the How to Register for Subscription Training video. Additionally, there are two video series instructors may want to view: Getting Started for Instructors and Semester Start for Instructors. <https://community.d2l.com/brightspace>

Can I request a sandbox course shell to play around in?

We are still learning about sandboxes with Brightspace and when they become available, we will let you know, and you can reach out to ITS helpdesk@otterbein.edu to request a sandbox.

Are there any live training sessions that I can attend?

Visit the CTL website and view the upcoming online Brightspace training sessions.

How can I get assistance for some of the third-party tools added to Brightspace?

Contact ITS, helpdesk@otterbein.edu for assistance in integrating third-party tools.

Instructors

What happens with the organizations on Blackboard when we go to Brightspace?

Manually created Blackboard organizations will need to be migrated to Brightspace just like courses. BB Organization leaders will be notified personally, and new organizations will be created if needed.

Will I have access to the third-party tools currently integrated in my Blackboard courses?

Yes. Please contact ITS, helpdesk@otterbein.edu and inform them of any third-party tools you are planning to use for your course and once the migration is complete, contact them if there are any missing.

Students

How do I navigate Brightspace? Is there a student overview of the most common tasks?

Review the [Navigate the Brightspace Learning Environment for Learners video playlist](#).

