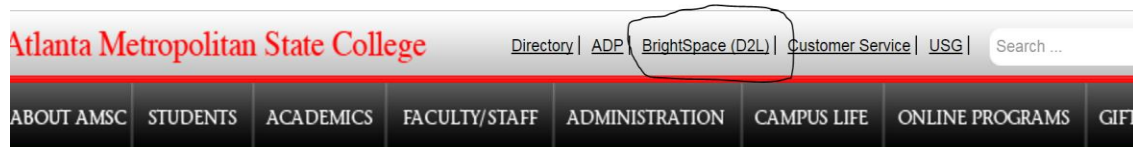# Brightspace (D2L) FAQ

1. **What is Brightspace (D2L)?**
   Brightspace (D2L) is a dynamic learning environment for both fully online and face to face classes at Atlanta Metropolitan State College.

2. **Where is Brightspace(D2L)?**

   You can access your class by going to www.atlm.edu and clicking on

3. **What is my Username for Bringhtspace D2L?**
   Your Username is the first part of your email that comes before the @ sign. For example, if your Email address is jdoe@atlm.edu, your username is **jdoe**

4. **What is my Password for Brightspace D2L?**
   Your password is your (Banner) Student Portal Password (6 digit birth date MMDDYY) unless you changed it.

5. **My password does not work. How can I reset my password?**

   Click the Forgot Password link on the login page and provide your Username. Your password reset link will be sent immediately to your AMSC "Ginger @atlm.edu email address"). If you do not know your email address or if your email password does not work, contact the Center for Academic Success at 404 756-4690 or cas@atlm.edu

6. I have reset my password after receiving the password reset link via email, but I still cannot access my D2L account?

Call the D2L Helpdesk at 1 855 772 0423 or visit https://d2lhelp.view.usg.edu/ and check out the FAQs.

7. The Helpdesk can't help me because they say they cannot find me in the system. What is wrong?
   - Are you registered and enrolled in the course?
   - Is this your first day of class or has the class started already? Please note that courses will appear in D2L only after the first day of class.
   - Has it been 24 hrs since you registered for the course? Please note that D2L will take a minimum of 24 hrs to load from Banner.

8. I have logged into D2L, but I do not see my classes? Where are my classes?

You should be able to see your classes under the My Courses widget. Make sure you have selected the **correct semester** and **the arrow points downwards.** If they do not, the contents of the widget will be hidden.

9. I have checked my widgets, they are all pointing down, but I still cannot see my classes. Where are they?

If you have been "No Showed" by your instructor for non-attendance, you will have to check with the instructor. Contact your instructor immediately.

10. I have accessed D2L, can see all my classes, but I still have some questions:

a. How do I email my professor or peers in D2L?

You can email your professor by clicking on the Classlist. From within the Classlist window, users have the ability to email other users. Use the User tabs to look at specific audience (Student, Instructor). To email from the Classlist, select the checkbox next to the desired users, then click on Compose Message icon and type your message.

b. What is the Discussion Board?

The Discussions tool is a collaboration area where you can post, read and reply to messages on different topics, share thoughts about course materials, ask questions, share files, or where students can work with peers on assignments and homework.

c. What are the recommended browsers for D2L?

Desire2Learn works with most major web browsers.

d. What is the maximum file size upload for D2L?

There are no file size limits for files uploaded to D2L; however, the ability to upload large files is influenced by your Internet connection and web browser. If a file is too large, the browser may time out or stop the upload. Please find below specific file size for each D2L tool.

D2L Email

- Maximum Attachment Size Limit: 10 MB
- Maximum Message Size Limit: 10 MB
Locker

- Maximum File Size Limit: 5 MB
- Maximum Total Storage Space: 20 MB
- Group Locker Maximum Total Storage Space: 20 MB

Dropbox

- Recommended File Size Limit: Less than 20 MB
- Maximum Total Storage Space: Unlimited
  Content

- Recommended File Size Limit: Less than 20 MB
- Maximum Total Storage Space: Unlimited

e. What is the maximum length of audio files recorded within D2L?
5 minutes

f. Where are student tutorials for D2L located?

Watch videos here to learn more about how D2L tools work
1. https://www.youtube.com/watch?v=3L7D1qlT5J8&list=PLxHabmZzFY6mtggGZAitZ61kmpS-pMIaM

For How To manuals and instructions, visit:
2. https://documentation.brightspace.com/EN/-/-/learner/learner_intro_4.htm

g. Whom should I contact on campus if I need help with Brightspace D2L?
AMSC D2L Contact: Dr. Kokila Ravi kravi@atlm.edu 678 623 1141 (Email Preferred)

Dr. Eze Nwaogu enwaogu@atlm.edu 4047564718 (Email Preferred)