Support Document for Parents: Multiple Children Using One Device to Access Brightspace

Background

Our remote learning educators use Brightspace to provide access to announcements, learning activities, discussions, quizzes, and content. The Brightspace online learning environment is provided to all publicly funded schools in Ontario by the Ontario Ministry of Education. Our remote learning educators are using Microsoft Teams for live remote learning events. Teams and the Office 365 productivity suite are provided to all staff and students by the Brant Haldimand Norfolk Catholic District School Board.

The Challenge for Families with Multiple Children Using One Device

Brightspace uses convenience features common to many of the web applications we use in our daily lives. One convenience feature is to store the credentials (i.e. username and password) of the user in the internet browser used to access the application. Unfortunately, in the case where a family has more than one user accessing the Brightspace application, the convenience can prevent other users from signing in. As is often the case with technology, there are several ways to solve the problem. Below we will describe a couple of options that families can use.

Use Different Browsers for the Children

One simple approach would be to have the different children use different internet browsers for their Brightspace learning. Microsoft Edge, Google Chrome, and Apple's Safari are all examples of internet browsers. Internet browsers are free to download and install to your computer.

Click this link to get Microsoft Edge for Windows 10

Click this link to get Google Chrome

Clearing Browsing History, Cache, and Passwords

As mentioned above, the internet browser used to access Brightspace will store credentials. You may need to clear this information out in one of the browsers to enable the other user to access their Brightspace account.

Click this link to learn how to clear the browsing history, cache, and passwords in Microsoft Edge -

Click the link below to learn how to clear the browsing history, cache, and passwords in Google Chrome

Use an InPrivate Window – Microsoft Edge

The option to use an InPrivate window is a feature of Microsoft Edge. InPrivate windows only store the browsing history and cache credentials for the active session of browsing. When you close the InPrivate window, that information is automatically deleted. In the case of Brightspace, the user will open a New

InPrivate window, go to our Brightspace learning environment, sign in, engage in their learning, and then when done, close the InPrivate browsing window. When it is their turn, the next user would open a New InPrivate window and repeat the same steps as the previous user.

In Microsoft Edge, select the Settings and More icon (…) and then New InPrivate window
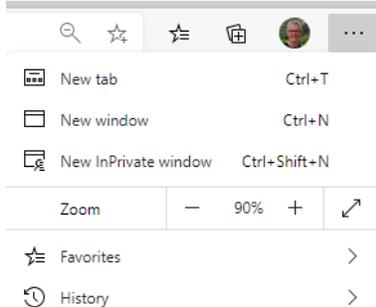
Use Incognito Mode – Google Chrome

The option to use Incognito mode is a feature of Google Chrome. Incognito mode works like an InPrivate window in Microsoft Edge. Click this link to learn more about Incognito mode.

Other Information

- Microsoft's Internet Explorer browser **should not** be used to access Brightspace
- Please ensure that you are using the most **up to date version** of the internet browser(s)
- Modern browsers include a **translation** functions that families can use if English is not their preferred language of communication

  Click this link to learn how to use the translator in Microsoft Edge

  Click this link to learn how to use the translator in Google Chrome

- When signing in, students are to **enter their email address** and password. A child's email address is their username @bhncdsb.ca (e.g. bsmith0101@bhncdsb.ca)