eLearning
@Grand Erie

Parent Guide for Supporting Your Child in eLearning

Start Here: A Quick Guide for Parents

Quick steps to get started: device setup, login, first-week checklist.

What You'll Need

To help your child get started smoothly, ensure the following are ready:

- A laptop or desktop computer (recommended). Phones should not be used as the main learning device.
- Your child's **Grand Erie login** (username@granderie.ca + password).
- A quiet workspace where your child can focus.
- Reliable home internet.
- A plan for when and where your child will complete coursework each day

Sign in to Brightspace

Brightspace is the online classroom where students access lessons, submit work, check deadlines, and communicate with their teacher.

- Students log in using their **Grand Erie credentials** at the standard board login page.
- Once logged in, they will land on the **My Home** page.
- All courses appear in the **"My Courses"** widget.
- If your child is taking a course taught by another school board through OeLC, that course will appear in **"My Courses in Other Orgs."**

Find Your Child's Course

Your child's courses may appear in one of two locations, depending on where the course is hosted:

- **My Courses** (taught by Grand Erie teachers)

- **My Courses in Other Orgs** (taught by teachers from another Ontario board)

If a course does not appear immediately, it may take **1–3 school days** after registration to activate.

First-Week Checklist

Help your child establish strong routines by completing these steps in the first week:

- Log in successfully and locate all active courses
- Read/complete the course **Welcome / Start Here** module
- Review due dates and pacing expectations
- Connect with the teacher through the course email or announcements
- Ensure device and browser are working properly
- Identify a school contact (guidance or Student Success) your child can reach out to if needed

Troubleshooting Basics

If things aren't working as expected:

- Try a different browser (Chrome, Edge).
- Make sure the student is logged out of all Microsoft accounts except their school account.
- If uploading photos, ensure the device is not using "Live Photo"/HEIC formats.
- Restart the browser or device.

If issues continue, start by contacting the **course teacher**, who can help determine next steps.

Access & Login

Instructions for Grand Erie and OeLC login, switching accounts, and troubleshooting.

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Grand Erie Student Login

All Grand Erie students use the same credentials they use for school computers and Office 365.

Login format:
username@granderie.ca
Password: same password used for school computers.

After signing in:
- You will land on the Brightspace **My Home** page.
- Look for courses in the **"My Courses"** widget.
- Some courses may appear a day or two before or after others due to host-board calendars.

Out-Of-Board Student Login

If your child is taking an eLearning course from another school board through the Ontario eLearning Consortium:
- They must log into **their home board's Brightspace site** using their home board credentials.
- After login, look on the right side for the **"My Courses in Other Orgs"** widget.
- The Grand Erie course link will appear there and take them to the correct class.

If the widget is missing, the school's eLearning contact or guidance counsellor can assist.

Switching Between Accounts on Shared Devices

If multiple children share one device:

- Use different browsers for each child (**e.g., one in Chrome, one in Edge**)

OR

- Ensure each child logs out of **both Brightspace and Microsoft Office** before switching

OR

- Clear browser history/cache before logging in as the next student

This prevents the device from automatically logging the second child into the wrong account.

Common Login Issues & Fixes

Issue: Course isn't visible
Fix: It may take up to 1–3 school days after registration. Check again later or contact the teacher. If you are taking an OOB course, double-check the start date of the course on your welcome email. Other boards may have different semester start dates than Grand Erie.
Issue: Incorrect account auto-loads
Fix: Sign out of all Microsoft accounts, switch browsers, or clear browser data.
Issue: Can't upload a photo
Fix: Ensure the device is not taking pictures in "Live Photo/HEIC" mode; switch to JPG.

When to Contact the School or eLearning Support

Start with the **course teacher**—they can quickly guide your next step.

If the issue is account or access-related, contact your school's:

- **Guidance counsellor**, or
- **Student Success/Learning Support** staff

For out-of-board/OeLC access issues, talk to your guidance counsellor who will connect you with your board's eLearning contact.

Schedules & Important Dates

Host-board calendars, PA days, daily routines, and late registration tips.

Why Schedules Matter in eLearning

Understanding timelines helps families support students in staying organized, meeting deadlines, and avoiding last-minute stress.

In eLearning, schedules are determined *not only by your child's home school*, but also—sometimes—by the **school board hosting the course**.

Understanding Host-Board Calendars

If your child is taking an Ontario eLearning Consortium (OeLC) course taught by another school board, the class will follow that school board's calendar.

This means:

- **Start dates** may be earlier or later than Grand Erie
- **PA days** may not line up with your home school
- **Instructional days** may vary
- Some eLearning courses may begin **before Labour Day**

This is normal and is based on provincial cross-board sharing agreements.

Course Start Dates & Access Window

Most eLearning courses follow these patterns:

- Students typically gain access to their course **1–3 school days after registration is processed**.
- Depending on the host board, teachers may publish the course shell slightly earlier or later.
- Students will see the course in Brightspace once the system sync is complete.

Tip for families:
If the course is not visible yet, check the "My Courses" and "My Courses in Other Orgs" areas before reaching out for support.

PA Days, Holidays & Exam Periods

Your child's eLearning course follows the **host board's** schedule for:

- PA days
- Breaks / holidays
- Exam or culminating activity windows
- Semester end dates

If the host board has a PA day when Grand Erie does not (or vice-versa), the course expectations still follow the **teacher's board**, not the student's home school.

What this means for families:

- A student may have coursework due on a day when their home school is closed.
- They may have a "day off" in their eLearning course when their home school is running normally.

Daily & Weekly Routines

Although fully online, eLearning has the same participation expectations as in-person classes:

- Students should plan to work in their eLearning course **each school day**.
- Teachers post due dates, announcements, and pacing guidelines inside the course.
- Weekly check-ins (reading announcements, submitting small tasks, attending drop-ins if offered) help keep students on track.

Families can help by:

- Setting a consistent daily time for eLearning
- Reviewing upcoming deadlines together once a week
- Encouraging early communication with the teacher when issues arise

Attendance Procedures

Attendance is taken on a weekly basis, rather than daily, in eLearning, so it is very important for your child to log into their course regularly so as not to be

marked absent for an entire week. As per Ontario Ministry of Education policy [Enrolment Register Instructions for Elementary & Secondary Schools](#), *"for online courses, where a pupil accesses an online course at any time during a week (Monday to Friday), the pupil will be marked present in the course for the entire week. Where a pupil does not participate in the course during a week (Monday to Friday), the pupil will be marked absent ("A") in the pupil's Daily Attendance Record in the course for the entire week."*

Please also note that, as per the same Ontario Ministry of Education policy cited above, a student may be removed from the class for 15 consecutive absences:

"If a secondary pupil has been absent from a course for 15 consecutive scheduled days without supporting medical documentation, the pupil will be deemed, for funding purposes, to have withdrawn from the course on the day immediately after the last day of attendance."

Late Registration Considerations

Students who register close to or after the semester start may experience:

- A **1–2 day delay** in course access
- A small backlog of introductory tasks
- Adjustments needed to catch up with pacing

Teachers understand this and usually provide guidance on how to get started efficiently.

What to Do When Dates Differ From the Home School

If your child's eLearning schedule does not match their brick-and-mortar school:

1. **Follow the host board's dates first**
   – Assignments, tests, and course deadlines follow the teacher's board calendar.
2. **Plan ahead for PA day differences**
   – Mark both calendars on the fridge or digital planner.

3. **Communicate early**
   – If a conflict arises (e.g., home school event on an eLearning due date), encourage your child to email their teacher in advance.
4. **Ask guidance for help**
   – Guidance counsellors and Student Success teams can clarify schedule overlaps and provide planning support.

Technology & Troubleshooting

Device/browser recommendations, common fixes, and file upload help.

Device & Browser Recommendations

A reliable setup helps your child stay focused and prevents small issues from becoming big frustrations.

Best options:

- A laptop or desktop computer (recommended over a phone or tablet)
- Updated Chrome or Microsoft Edge browser
- Stable home internet connection

Phones should not be the primary device—Brightspace tools, file submissions, and typing tasks work best on a computer.

Common Technical Issues & Easy Fixes

Problem: I can't upload a photo or file.
Fix: Many phones use "Live Photo"/HEIC format by default.
Switch the camera to standard JPG mode before taking the picture.

Problem: Brightspace logs me in as the wrong person.
Fixes:
- Try a different browser for each user
- Log out of BOTH Brightspace *and* Microsoft 365

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- Or clear browser history/cache before switching accounts

Problem: The course isn't showing up.
Fix:
- It may take **1–3 school days** for new registrations to sync into Brightspace
- Check **My Courses** and **My Courses in Other Orgs**
- Refresh the browser or log out/in again

Problem: My child can't open or find documents in the course.
Fix:
- Ensure the browser is updated
- Try opening in another browser
- Download the file and open with Office 365 apps

Brightspace Tips & Navigation

- All active courses are listed in the **My Courses** tile on the homepage
- OeLC/other-board courses appear in **My Courses in Other Orgs**
- Announcements from teachers appear at the top of each course homepage
- The "Content" section holds lessons, checklists, and assignments
- The "Assignments" tool is the place to upload work

File Upload Help

If your child is submitting images or documents:

For images:

- Turn off Live Photo
- Use JPG instead of HEIC

For documents:

- Use Word, PDF, PPT, or standard formats
- Avoid taking photos of Chromebook screens (poor readability)

Microsoft 365 Access

Students can install Microsoft Office apps on up to five devices using their Grand Erie credentials.
Go to **office.com → Sign in → Install Office**.

This helps with Word, PowerPoint, Excel, and file compatibility in Brightspace.

Working on Shared Devices

To prevent login mix-ups:

- Assign each child their own browser
- Sign out of ALL Microsoft accounts between users
- Or use private/incognito mode

When to Ask for Support

Start with the **course teacher**—they can determine whether the issue is technical or course-related.
If login or access problems continue, guidance or Student Success staff can help.
For OeLC courses, contact your home school guidance who can connect with your board's eLearning contact if necessary.

How Families Can Help

Workspace setup, routines, communication, and organization strategies.

Supporting an eLearning student doesn't mean sitting beside them each day—it means creating conditions that help them thrive independently.

Setting Up a Productive Workspace

A good space helps a student think clearly, stay organized, and reduce stress.

Try to ensure the workspace has:

- A desk or table
- Good lighting
- Minimal distractions
- Headphones (optional but helpful)
- All necessary supplies nearby

A predictable work location helps students switch into "learning mode."

Building Healthy Learning Routines

eLearning works best when treated like a regular class:

- Encourage daily check-ins with Brightspace
- Establish a set time for coursework each day
- Review the week's deadlines together every Sunday or Monday
- Encourage breaks (5–10 minutes per hour keeps the brain fresh)

Routines help prevent last-minute panic and support steady progress.

Encouraging Communication & Self-Advocacy

Students succeed when they feel comfortable reaching out.

Help your child:

- Email their teacher early if they're confused
- Ask questions about expectations or assignments
- Let the teacher know if something isn't working

Parents can model the language:

"Hi, I'm unsure how to start this task. Could you clarify what you're expecting?"

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Supporting Organization & Time Management

You can help your child build independence by:

- Reviewing the course homepage together once a week
- Encouraging the use of a planner, phone reminders, or a weekly checklist
- Breaking tasks into smaller steps
- Setting aside time for long-term assignments

Small organizational habits make a big difference in online learning.

Staying Informed Without Taking Over

Parents play a supporting—not supervisory—role.

Helpful involvement looks like:

- Checking in about progress, not micromanaging
- Encouraging your child to do their own work
- Asking guiding questions ("What's your plan for today?")
- Celebrating effort and progress

The goal is independence, confidence, and consistent engagement.

Knowing When to Reach Out

Parents should step in when:

- A child feels overwhelmed or stuck
- The student hasn't been able to reach the teacher
- Technical issues block access
- Personal circumstances affect learning

If needed, your school's **guidance counsellor, Student Success teacher**, or the eLearning office can help coordinate additional support.

FAQs

Answers to common questions about access, login, submissions, and support.

Why can't my child see their course yet?

Course access may take 1–3 school days after registration is processed.

Check both:

- **My Courses** (Grand Erie-taught classes)
- **My Courses in Other Orgs** (OeLC/out-of-board classes)

If it still doesn't appear after three school days, contact the course teacher or your school's guidance office.

Brightspace keeps logging in as the wrong student. What can we do?

Try one of the following:

- Use a different browser for each child
- Fully log out of both Brightspace and Microsoft 365
- Clear browser history/cache
- Use an incognito/private window

This prevents the device from auto-signing into a previous account.

My child uploaded a photo, but the teacher can't open it. Why?

Many phones default to HEIC / Live Photo format.
Switch your phone camera to JPG before taking the picture.
If the photo is already taken, convert it to JPG before uploading.

How does my child contact their teacher?

Students can:

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- Email the teacher directly through Brightspace
- Reply to course announcements
- Attend drop-in or virtual help sessions (if offered)

Encourage your child to reach out early if they're confused or falling behind.

Who do we contact for technical issues?

Start with the course teacher.

They can determine if the issue is course-related or technical. If needed, they will direct the student to school-based support, like guidance or Student Success.

What is an OeLC course and why does the calendar look different?

OeLC (Ontario eLearning Consortium) lets students take courses offered by another Ontario school board.

These classes follow the host board's calendar — meaning:

- PA days may differ
- Start/end dates may not match Grand Erie
- Breaks and assessment periods may vary

Students must follow the teacher's board schedule for all coursework.

Do eLearning courses still require daily work?

Yes. Students are expected to work in their online course every school day, just like an in-person class.

Regular engagement keeps students from falling behind.

My child is overwhelmed — what should we do?

Encourage your child to email their teacher and share what they're struggling with. Teachers can:

- Adjust pacing
- Clarify instructions
- Suggest supports through guidance or Student Success

If challenges continue, reach out to the guidance counsellor for additional help.

Digital Citizenship & AI

Responsible online behaviour, privacy, academic integrity, AI use.

Why Digital Citizenship Matters

eLearning relies on safe, respectful, and responsible online behaviour. Students interact with teachers, classmates, and digital tools daily — including emerging AI tools — so understanding expectations protects everyone's privacy, integrity, and safety.

Responsible Online Behaviour

Students are expected to:

- Use technology for **educational purposes only**
- Interact respectfully with teachers and classmates
- Report any unsafe, harmful, or inappropriate online behaviour
- Keep login information private
- Use their **own** accounts — never someone else's

Online conduct should reflect the same respect students show in a physical classroom.

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Protecting Privacy

Students should **never** share:

- Full name, address, or phone number
- Birthdate or student number
- Personal passwords
- Sensitive information about themselves or others

If a tool or website asks for personal details, students should check with a teacher before proceeding.

Academic Integrity

Students must submit work that reflects their **own learning**.
That means:

- No copying, pasting, or submitting someone else's work
- Always acknowledging any sources used
- Being honest about the level of support received

Integrity is essential for meaningful learning and accurate assessment.

Using AI Tools Safely & Responsibly

AI tools can support learning — but they must be used appropriately.

Students should:

- Use AI for **idea generation**, not full assignment writing
- Be transparent about when AI contributed to their work
- Double-check AI-generated information
- Never input personal or sensitive details
- Ask their teacher if they're unsure whether AI use is appropriate

AI should **support**, not replace, student thinking.

What Students Should *Not* Do

Students must not use technology or AI to:

- Bully, impersonate, or mock others
- Manipulate media to cause harm
- Cheat, plagiarize, or submit AI-generated work as their own
- Bypass school privacy or security systems
- Share confidential or inappropriate material

These actions violate board policies and can result in consequences.

How Families Can Support Responsible Tech Use

You can help reinforce safe, thoughtful digital habits by:

- Talking regularly about respectful online behaviour
- Encouraging your child to ask before using new tools or platforms
- Reviewing class expectations together
- Teaching your child to protect personal information
- Asking questions like:

    - *"Is this your own work?"*
    - *"Did you check the accuracy of this information?"*
    - *"Is it safe to share this online?"*

Consistent family dialogue helps students build strong digital citizenship skills that extend far beyond eLearning.

Who to Contact

Teacher first, then guidance, Student Success, and eLearning office.

Printable Who to Contact Quick Reference

Who to Contact When You Need Help
Start with the Course Teacher

Your child's **course teacher** is the first point of contact for:

- Questions about assignments or expectations
- Clarification on deadlines
- Help with course navigation
- Reporting technical issues that affect learning

Teachers can often resolve issues quickly or direct you to the right support.

School-Based Support

If the teacher cannot resolve the issue or if it involves broader concerns:

- **Guidance Counsellor** – for timetable questions, academic planning, or credit concerns
- **Student Success Teacher** – for learning strategies, organization, or ongoing support
- **Special Education Staff** – if your child has an IEP or needs accommodations

These staff members work closely with the eLearning team to support students.

Technical Help

For login problems, device issues, or Brightspace access:

- Start with the **teacher** (they can confirm if it's a system delay or a technical glitch)
- If unresolved, contact your school's **IT support** or **eLearning contact**
- Common fixes include clearing browser cache, switching browsers, or checking account credentials

OeLC / Out-of-Board Support

If your child is taking a course through the **Ontario eLearning Consortium (OeLC)**:

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- Contact the **home school guidance counsellor** first
- They will coordinate with the **host board's eLearning contact** if needed
- Remember: calendars and PA days follow the **host board**, not Grand Erie

Emergency or Escalation

If your child is unable to access learning for more than **two school days** or is experiencing significant stress:

- Notify the **course teacher immediately**
- Contact **guidance** for additional support
- If necessary, the school will escalate to the **board eLearning office**

Printable Checklist

One-page checklist for parents to support their child effectively.

eLearning Parent Support: [One-Page Printable Checklist](#)

✓ **Getting Started**

- Ensure your child has their **Grand Erie login** (username@granderie.ca + password).

- Confirm access to a **laptop or desktop** (preferred over a phone).

- Check that your home internet is working reliably.

- Help your child find their eLearning course in **My Courses** or **My Courses in Other Orgs**.

- Remember: Course access may take **1–3 school days** after registration.

✓ **Workspace Setup**

- Provide a quiet, consistent place to work.

- Ensure good lighting and minimal distractions.

- Keep necessary supplies nearby (charger, notebook, pens, headphones).

✓ **Daily & Weekly Routine**

- Encourage logging into Brightspace **every school day**.

- Review weekly deadlines (Mondays work well).

- Encourage short breaks every hour.

- Track upcoming assignments/tests using a planner or digital calendar.

✓ **Communication & Support**

- Remind your child to **email their teacher** when they have questions.

- Check announcements in Brightspace regularly.

- Know your school contacts: **Guidance, Student Success, classroom teacher**.

- Ask: *"What's your plan for today?"* and *"Do you need clarification from your teacher?"*

✓ **Technology Checks**

- Use updated **Chrome or Edge**.

- If uploads fail, turn off **Live Photo/HEIC** mode on phones.

- When multiple students share a device, use different browsers or fully sign out of all accounts.

- Install Microsoft Office apps via **office.com** (students can install on up to 5 devices).

✓ Staying on Track

- Encourage early action when confused or behind.

- Break larger tasks into smaller steps.

- Remind your child to start assignments early and submit on time.

✓ Digital Citizenship & AI Reminders

- Keep passwords and personal information private.

- Use AI tools only for idea generation—**not** to complete assignments.

- Be honest about which parts of work are AI-assisted.

- Treat all online interactions with kindness and respect.

✓ When to Reach Out

Contact the **course teacher first** if:

- Your child cannot access the course.

- They are overwhelmed or confused.

- Technical issues are preventing progress.

Contact **Guidance or Student Success** if:

- Your child needs academic planning help.

- There are ongoing concerns affecting learning.