Student iLearn Basics

Innovation Technology Institute

Updated: Fall 2017

Bright Space Pulse app:

- Access your iLearn account anywhere at any time!

- Download the Brightspace Pulse app on your iOS or Android device and get direct access to your course information on your phone.

- Brightspace Pulse can help you organize and plan for upcoming assignments, view new grade items in real-time, get iLearn notifications quickly and easily, and track important dates.

- Simply download the app, choose **Tennessee Tech University**, enter the URL, **elearn.tntech.edu**, and proceed with your login information.

- You can find a video with more information about Brightspace Pulse at www.tntech.edu/institute

iLearn Assistance:

- Go to **ilearn.tntech.edu** and login using your TTU account.

- For assistance with specific tools, you can use the online help at **www.tntech.edu/ilearn** and select the tutorials for iLearn under the Student Help Tutorials to the right or call the **Innovation Technology Institute** at 931-372-3675.

- If you are having technical difficulty, **please contact your instructor first!**

- After contacting your instructor if you are still having technical difficulties contact the **Innovation Technology Institute** at 931-372-3675 or ilearn@tntech.edu. Please include the necessary information (username, T-number, course subject, number and section for example, ENGL1010-001, and a brief description of the issue you are having).

- If you do not see your courses listed on the My Home area, please confirm with your instructor that they are using iLearn. If they are using iLearn you can complete the **Student Class Request** form online located on the iLearn Login Page.

iLearn Tips:

- Check the course frequently for updates and new items.

- Read any information given by the instructor, including the Syllabus for important information. The Syllabus should be located in the Content section of iLearn.

- Do not wait until the last minute to complete assignments or other activities in the course! If there are connectivity issues or your computer crashes, it could take longer than you expect to submit an assignment, which could cause you to miss a deadline and receive a failing or incomplete grade.

- Setup Course Notifications, to send you email and/or SMS notifications about what's happening in the course, under your account information.

Trouble logging in?

Contact the myTECH Helpdesk

Call − 931-372-3975

Email— Helpdesk@tntech.edu

Hours:
- *Mon-Thu 7:30am-8pm*
- *Fri 7:30am-4:30pm*

For iLearn assistance:

Web- www.tntech.edu/ ilearn

Call—931-372-3675

Email— ilearn@tntech.edu

Hours:

- *Mon-Fri 7:30am-5pm*

Don't know your username?

- Log on to **Eagle Online**

- Look under **Personal Information—View email addresses**

- Your username is the first part of your campus email address, before the @students.tntech.edu

For more information about TTU accounts:

Visit Information Technology Services— www.tntech.edu/its

Some basic iLearn FAQs:

Basic Information

- Make sure to check the Announcements on the iLearn Homepage. It will contain invaluable information about updates and upgrades to iLearn.

- The server is on **Central Time** (CT) so if you are working in a time zone other than CT you will need to change the time zone in iLearn to your local time zone. That can be done in the Account Settings under your name.

Content

- **Content** is located under **Course Materials** on the Navigation Bar and it can also be located in the Content Browser widget on the course homepage.

- Content is typically arranged in the order it should be completed from top to bottom. Check with your instructor to verify this is how they have organized it.

- Using the Brightspace Pulse app, you can access the course content from a mobile device with an internet connection.

- Your instructor may have put a checklist in Content that details the order in which you should complete your assignments. You can also check the Checklist tool in Course Materials for checklists.

Quizzing

- If you are taking a timed quiz and your computer crashes, as long as you still have time you can go back into the quiz. If you have run out of time contact your instructor immediately.

- If you are taking a quiz and the answers will not save, exit the quiz then re-enter it and it should fix itself. You will have to re-enter any unsaved answers.

- Some courses require Respondus Lockdown Browser to complete quizzes. If your course requires it you will get a prompt to install the software when attempting to start the quiz.

- MAKE SURE when taking a quiz to **Save Answers after each question**!

Assignments

- When uploading an assignment, make sure to **Upload the file and then Submit it**.

- If you do NOT receive a successful confirmation message, confirmation email or the file is not listed in the history after submitting your assignment, is was not successful. Please submit it again.

Email

- iLearn email is INTERNAL to iLearn only. **You cannot email externally to TNTECH.EDU and other external accounts.** To email someone (like the instructor or a classmate), go to the **Classlist**, select the person's name and the compose email window will appear with their username in the To: box.

- **Please confirm with your faculty member before emailing them questions using the iLearn email address**. Many faculty prefer you to email them at their TTU account and will not check their iLearn email account. Most faculty will state this in their syllabus.

Commonly Used Tools

- **Content**—is where materials, handouts, and instructions are typically stored.

- **Classlist**—a listing of the people enrolled in the course, including the instructor. You can email anyone in your course by selecting their name. This is only within the iLearn system, not your TTU email.

- **Discussions**—used for discussions within the class or setup by groups. These comments are visible to all in the class or specific group.

- **Assignments**—used for submitting assignment files for the class. Located in the Assessments dropdown.

- **Grades**—online gradebook for each individual student.

- **Quizzes**—used for online quizzes, tests and sometimes homework.

NOTE: Faculty may use all of the above tools or some of them. Some may use other tools not mentioned as well.