

June 2022

THE CITL REPORT

931-372-3675 | citl@tntech.edu | tntech.edu/citl

DESIRE2LEARN | BRIGHTSPACE | ILEARN UPDATES

NEW ILEARN SUPPORT OPTIONS

We will be implementing a Basic End User Support in iLearn on June 6th, 2022. This will place a small **Need Help?** bubble in the bottom right of the screen. This is initially a virtual assistant to help users find a solution by entering their question in the chat field. However, if the documents and resources are not helpful, all users will have access to a Contact Support option where they can email support or initiate a live chat. This support channel will be available 24x7 and able to assist with iLearn (Brightspace) issues and questions. If you have issues with logging in and account passwords, users will need to contact the Tn Tech IT Helpdesk at 931-372-3975.

This new option is to help provide additional support to our users. We will still be here to help you through the CITL. Feel free to email ilearn@tntech.edu or call 931-372-3675.

We will be providing more information as we implement the service so look for announcements and information in iLearn too.

[Need Help?](#)

USING THIRD PARTY INTEGRATIONS IN ILEARN

Are you currently linking to a publisher or other external tool through iLearn? Some examples are Connect, Pearson, ALEKS, WebAssign, Turnitin, YuJa, etc. This summer, we will be updating some of the integrations due to LTI 1.1 (which is what most integrations currently use) no longer being supported after June 30, 2022. This does not mean that the older integration will not work at this point in time, but if there are issues going forward, it will not be fixable.

We are working with the different companies that we currently have integrations with to make sure we get the updated integration information. If you are using a current integration (usually through Existing Activities in Content, a Quicklink or Insert Stuff in other tools, a widget (like Pearson or Connect) on the homepage, or through External Learning Tools, you might need to update your integration for Fall 2022 to the latest one. This will only need to be updated in certain situations. If you have questions about publisher integrations, you can reach out to your support person at the publisher company. We will continue to update our [iLearn Software Integrations page](#) with information as the integrations are updated.



[CITL Summer Workshops](#)

