

Fueled (Brightspace) Student ToolKit

Welcome to your online class!

Your first step is to review the [student toolkit](#) training guide.

Troubleshooting:

- **Chrome:** Use the chrome browser for Brightspace. [Download Chrome](#) if you do not have it on your computer.
- **Content not loading:** If content is not loading, you need to enable flash player on your chrome browser. Check out these [instructions](#).
- **Content View:** For a user friendly view of your assignments and quizzes, click the **content tab** on the homepage.
- **Content:** Complete all content in ORDER. Go through each lesson step by step. Assignments and quizzes are embedded in the content.
- **Pacing Guide:** Need due dates? Check out this [tutorial](#) to learn how to create a pacing guide for your course.
- **Assignments:** When you open a pdf assignment from your course, you need to save the pdf to your computer first and then write in the saved document. If you start writing in the document straight from the website, none of your info will be saved. Watch this [tutorial](#) for a video explanation.
- **Password:** You do not have access to change your password. If you forget your username or password or want to change your password email Sjohal@auhsdschools.org.
- **Password protected exams:** Must be taken in person unless otherwise authorized by your instructor. You can setup a time to take the exam with your instructor or at the tutoring center. If taking the exam in the tutoring center, inform your instructor of the date and time so they can schedule the exam with the teacher running the tutoring center. [Tutoring Center Hours](#)

Service Station:

Live Chat support is available Monday–Friday (8 AM–Midnight EST) and on Saturdays and Sundays (Noon–8 PM EST). Simply select [Chat Now at the Service Station](#) . Live Chat offers academic support (including tutoring), basic platform troubleshooting, self-serve directions to enrollment actions, and answers to licensing questions. If you prefer to speak on the phone, call 1.866.512.2273