

Brightspace Pulse

Learner Guide

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Document Change History

This version of the document replaces all previous versions. The following table describes the most recent changes to this document.

Revision Date	Summary of Changes
June 2, 2022	Updated the Brightspace Pulse platform requirements topic to reflect the new recommended versions of Android and iOS.
January 6, 2022	Updated the View notifications in Brightspace Pulse topic to include subscription notifications for discussions.
October 7, 2021	Updated the Brightspace Pulse platform requirements topic to update OS support.
August 5, 2021	<p>Renamed the View Activity Feed posts and comments topic to View and comment on Activity Feed posts, and added the ability to comment on Activity Feed posts.</p> <p>Updated the View courses and course content in Brightspace Pulse topic to include support for content module descriptions.</p> <p>Added the View all grades for a course in Brightspace Pulse topic.</p>
March 4, 2021	Updated the View notifications in Brightspace Pulse topic to include upcoming quizzes and assignments.
December 5, 2020	<p>Added the View Activity Feed posts and comments topic to add Android support.</p> <p>Added the View upcoming work in Brightspace Pulse topic.</p> <p>Updated the Troubleshooting Brightspace Pulse topic to include more frequently asked questions.</p>
November 5, 2020	Updated the Navigate in Brightspace Pulse topic to add support for Dark mode in Brightspace Pulse for Android.
September 3, 2020	Added the View Activity Feed posts and comments topic and updated the View notifications in Brightspace Pulse topic to add Activity Feed support.

Manage your course workload with Brightspace Pulse

Brightspace Pulse is a mobile app that can help learners stay connected and on track with their courses in Brightspace Learning Environment. It provides one easy view of course calendars, readings, assignments, evaluations, grades, and announcements. The app can help learners make better decisions about how to handle workload, when to submit assignments, and when to prepare for tests. Real-time alerts can let learners know when classes are canceled, rooms are moved, or new/updated course content and grades are made available. The schedule view and weekly visualization provides learners with a quick, at-a-glance view of what is due today, this week, and later in the term across all their courses.

Brightspace Pulse platform requirements

Brightspace Pulse is available for download from any global [Google Play™](#) store or [Apple App Store®](#). The app is generally released at the beginning of the month, and then sometimes mid-month, if issues are found. Depending on how your device is configured, the app may update automatically or you may have to manually check for new versions.

Brightspace platform support

Brightspace Pulse is compatible with Brightspace platform 10.5.1 and higher. By default, Brightspace Pulse is turned on for use in your organization.

Region and language support

Brightspace Pulse is supported in the following geographic regions:

- U.S.
- Canada
- Europe, Middle East, Africa (EMEA)
- Asia Pacific (Singapore and Australia)

Brightspace Pulse is available for use in the following languages:

- Arabic (Saudi Arabia)
- Chinese (Simplified)
- Chinese (Traditional)
- Danish
- Dutch
- English (U.S.)
- French (Canada)
- French (France)
- German (Germany)
- Japanese
- Korean
- Portuguese (Brazil)
- Spanish (Latin America)

- Swedish
- Turkish

Note: The Brightspace Pulse app reflects the language preference selected on the user's device, not what is set in Brightspace. This includes right-to-left language support.

Operating system support

Brightspace Pulse is optimized for mobile devices with the following operating systems:

Note: For an optimal experience, D2L recommends using Brightspace Pulse on a mobile device with the latest version of a supported operating system.

- Android™ 6.0 (2015 release) or later on tablets or phones
- iOS® 13.0 or later on iPhone®, iPad®, and iPod® touch

Accessibility support


Brightspace Pulse is accessible using VoiceOver (iOS) and TalkBack (Android).

Log in and out of Brightspace Pulse


When you initially log in to Brightspace Pulse, you can quickly find your organization by turning on your device's geolocation service. Brightspace Pulse searches for all organizations within a 55km / 34-mile radius from your current location; however, the list may not include all institutions that use the Brightspace platform. Alternatively, you can search for your organization by name. If there are no search results, type the URL for your organization's Learning Management System (LMS).

After logging in, Brightspace Pulse loads your course data by retrieving calendar events from Calendar. These events might include dates from Content, Checklist, Discussions, Assignments, and Quizzes in Brightspace Learning Environment, if instructors set due dates in these tools.

To log in to Brightspace Pulse

1. From your device, tap the  **Brightspace Pulse** icon.
2. Learn more about Brightspace Pulse by swiping left/right or proceed to the next step by tapping **Next**.
3. Tap **Pick Your School**.
4. Enter your Brightspace Learning Environment credentials and then tap **Log In**.

To log out of Brightspace Pulse

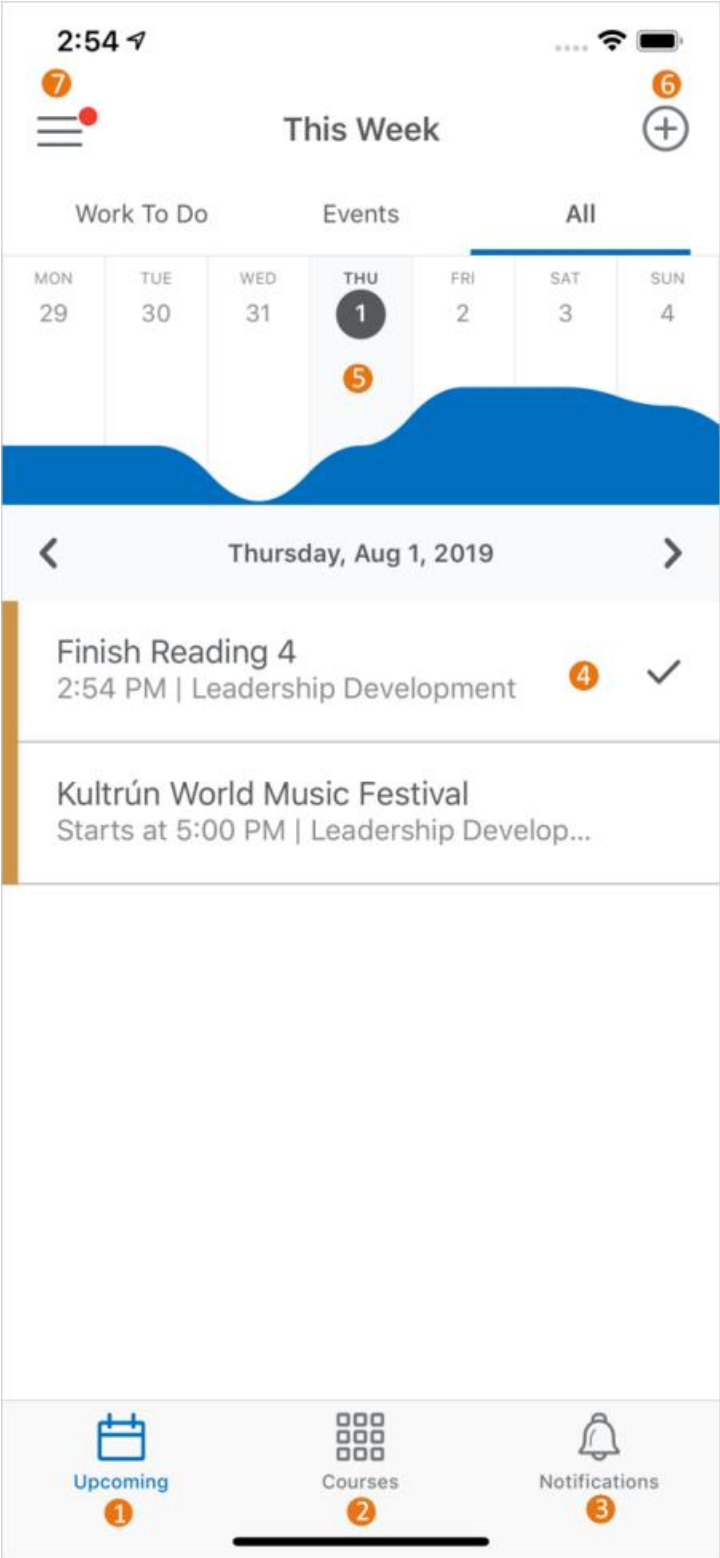
1. From the navigation bar, tap the  **Menu** icon.
2. Tap **Settings**.
3. Tap **Sign Out of All Accounts**.






Navigate in Brightspace Pulse

Brightspace Pulse features an intuitive interface for iOS and Android devices.

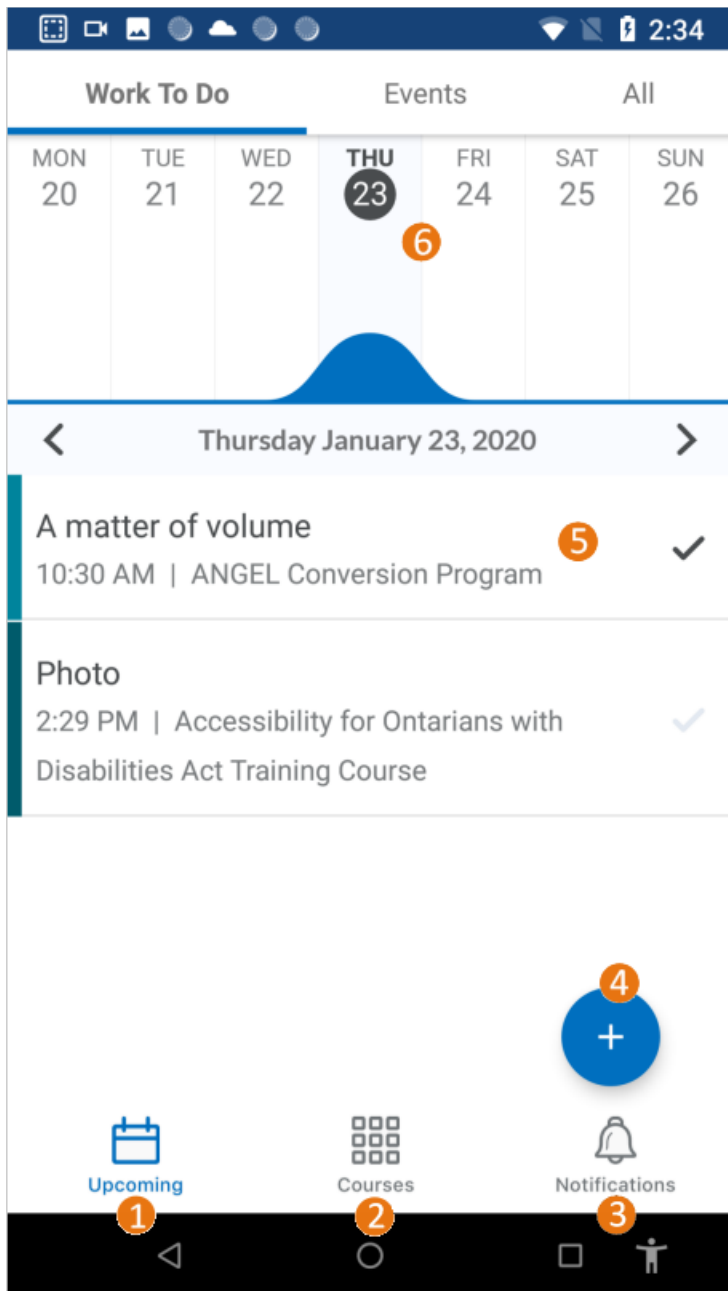
Tip: When Dark mode is enabled on your iOS or Android device, Brightspace Pulse displays in Dark mode. Using this mode can reduce eye strain and conserve battery power on your device.



Brightspace Pulse interface overview (iOS)






1. The  **Upcoming** tab displays upcoming work (activities) for your courses. You can filter the list of activities by tapping the **Work To Do**, **Events**, or **All** sub-tabs.
2. The  **Courses** tab displays the courses you are currently enrolled in, and a button to access the org homepage in Brightspace Learning Environment. By default, this tab displays when you log in to Brightspace Pulse.
3. The  **Notifications** tab displays notifications about course-related news, updates, and grades from Announcements, Activity Feed, Grades, and Content in Brightspace Learning Environment.
4. The activity list displays a summary of your activities, for example, readings, assignments, and evaluations.
 - Navigate activities by swiping up or down.
 - Swiping left/right moves to the next/previous week. As you navigate, the graph updates.
 - Tapping an activity displays detailed information and actions you can perform.
 - When an activity is complete, a ✓ **Check Mark** icon automatically displays.
5. From the **Upcoming** tab, the graph displays upcoming activities at-a-glance, indicating which days are the busiest.
 - Navigate weeks by swiping left/right or using Apple VoiceOver. As you navigate, the activity list updates.
 - Tapping a day updates the activity list.
6. The  **Add activity** icon allows you to create activities to fill in any gaps in your schedule.
7. The  **Menu** icon allows you to switch accounts, add new accounts, log out of all accounts, provide feedback, change graph settings, or view the version number.

Brightspace Pulse interface overview (Android)



1. The  **Upcoming** tab displays upcoming work (activities) for your courses. You can filter the list of activities by tapping the **Work To Do**, **Events**, or **All** sub-tabs.
2. The  **Courses** tab displays the courses you are currently enrolled in, and a button to access the org homepage in Brightspace Learning Environment. By default, this tab displays when you log in to Brightspace Pulse.



3. The  **Notifications** tab displays notifications about course-related news, updates, and grades from Announcements, Activity Feed, Grades, and Content in Brightspace Learning Environment.
4. The  **Add activity** icon allows you to create activities to fill in any gaps in your schedule.
5. The activity list displays a summary of your activities, for example, readings, assignments, and evaluations.
 - Navigate activities by swiping up/down.
 - Swiping left/right moves to the next/previous day. As you navigate, the graph updates.
 - Tapping an activity displays detailed information and actions you can perform.
 - When an activity is complete, a ✓ **Check Mark** icon automatically displays.
6. From the **Upcoming** tab, the graph displays upcoming activities at-a-glance, indicating which days are the busiest.
 - Navigate weeks by swiping left/right or using Android TalkBack. As you navigate, the activity list updates.
 - Tapping a day updates the activity list for that day.
 - Streamline your view by tilting your device to landscape view, hiding the activity list.
7. The  **Menu** icon allows you to switch accounts, add new accounts, log out of all accounts, provide feedback, change graph settings, or view the version number.

Manage multiple Brightspace Pulse accounts

Brightspace Pulse for iOS and Android supports the ability to simultaneously log in to multiple Brightspace Pulse accounts. You can easily switch between multiple Brightspace instances without logging out from Brightspace Pulse. In addition, you can receive notifications from all of their accounts in Brightspace Pulse.

This feature is useful if you are:

- completing more than one degree
- supplementing a degree with a preferred course offering at a partner institution
- simultaneously pursuing a degree and professional development at work

In Brightspace Pulse, a  **Menu** icon or your organization's logo displays in the navigation bar. Tap the  **Menu** icon or logo to open a menu with options to switch accounts, add new accounts, and access settings. The current active account is indicated by a ✓ **Checkmark** icon.


If there is at least one outstanding notification for any of the accounts, a ● red notification dot displays on the  **Menu** icon or organization logo in the navigation bar.



Figure: Brightspace Pulse displaying an organization's logo in the navigation bar, with a notification indicator



Figure: Menu options that display when you tap the menu icon or organization logo in the navigation bar

To add another Brightspace Pulse account

1. From the navigation bar, tap the ☰ **Menu** icon or your organization's logo.
2. Tap **Add Account**.
3. Enter your account information.

To switch between Brightspace Pulse accounts

1. From the navigation bar, tap the ☰ **Menu** icon or your organization's logo.
The current active account is indicated by a ✓ **Checkmark** icon. If there is at least one outstanding notification for any of the accounts, a ● red notification dot displays on the account's organization logo.
2. From the list, tap the account you want to switch to.

To remove a Brightspace Pulse account

1. From the navigation bar, tap the ☰ **Menu** icon or your organization's logo.
2. From the list, long-press (tap and hold) the account you want to remove (except the active one, indicated by a ✓ **Checkmark** icon).
Note: You cannot remove the active account unless it is the only account, in which case you are then directed to the Welcome experience in Brightspace Pulse when you initially load the app.
3. Tap **Remove Account**.

To sign out from all Brightspace Pulse accounts

1. From the navigation bar, tap the ☰ **Menu** icon or your organization's logo.
2. Tap **Settings**.
3. Tap **Sign Out of All Accounts**.

View upcoming work in Brightspace Pulse

In Brightspace Pulse, the 📅 **Upcoming** tab displays upcoming work (activities) for your courses. The graph displays upcoming activities at-a-glance, indicating which days are the busiest.

You can filter the list of activities by tapping the **Work To Do**, **Events**, or **All** sub-tabs.

Navigate weeks by swiping left/right or using Apple VoiceOver. As you navigate, the activity list updates, displaying a summary of activities due for the day. Tapping a day in the graph also updates the activity list.

The activity list displays a summary of your activities, for example, readings, assignments, and evaluations.

- Navigate activities by swiping up or down.
- Swiping left or right moves to the next or previous week. As you navigate, the graph updates.
- Tapping an activity displays detailed information and actions you can perform.
- When an activity is complete, a ✓ **Check Mark** icon automatically displays.

Start dates, end dates, and due dates for activities

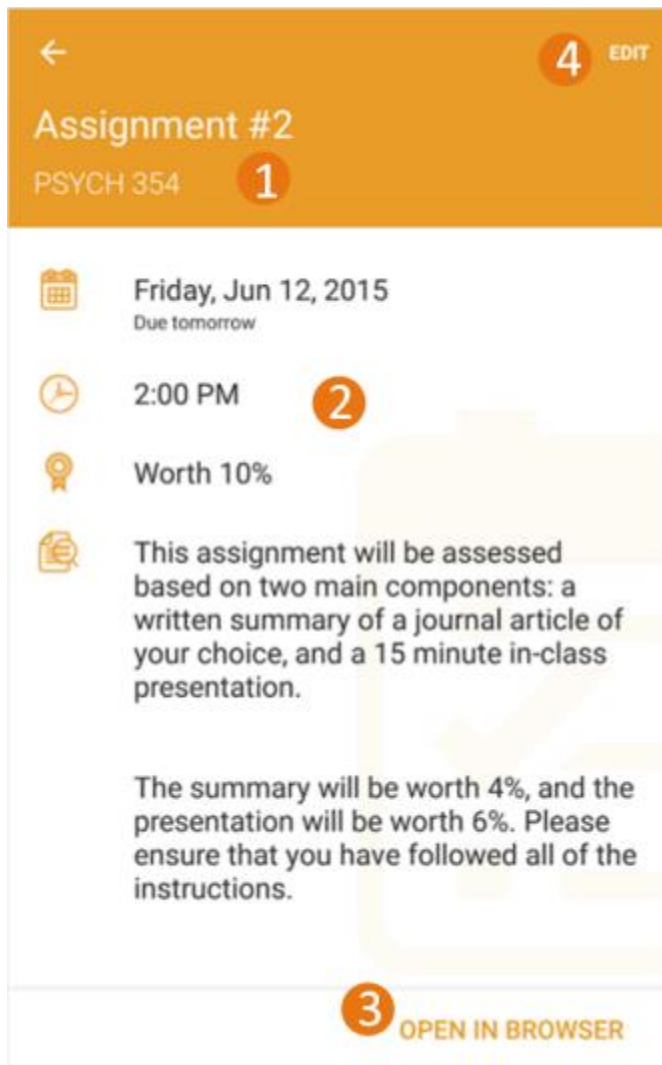
To help you stay on track, Brightspace Pulse uses start dates, end dates, and due dates for activities, ensuring that the activities appear in the **Upcoming** tab. However, for some activities, due dates do not apply. Specifically, for discussion topics and surveys added from the Content tool, these activities *must* have a start date and end date. If these activities *only* have a due date and are added from the Content tool, they do *not* appear in the **Upcoming** tab.

View and edit activities in Brightspace Pulse

Brightspace Pulse displays activities mapped from corresponding data in Brightspace Learning Environment and activities you create in Brightspace Pulse. These activities can include assignments (mapped from an assignment, discussion forum/topic, checklist, or survey), evaluations (mapped from a quiz or grade item), readings (mapped from a content topic), and personal checklist items.

To view and edit an activity

Tap an activity to display more details:





1. Activity **Title** and **Course**.
Tip: To distinguish between personal activities you created in Brightspace Pulse and activities created by your instructors in Brightspace Learning Environment, a personal activity is identified by a **Personal** label.
2. Activity details, for example, **Date due**, **Time**, **Grade worth** (this value is initially empty and must be set by the learner), and activity notes, for example, special instructions for an assignment.
3. Tap **Open in Safari** (iOS) or **Open in Browser** (Android) to open the activity in Brightspace Learning Environment, for example, an exam in the Quizzes tool.
4. Tap **Edit** to edit the activity details.
Note: When editing an activity created in Brightspace Learning Environment, the **Title** and **Grade worth** fields are the only editable fields.


Add activities in Brightspace Pulse

You can fill in any gaps in your schedule or add your own personal activities in Brightspace Pulse, for example, readings, study groups, or assignments.

Note: If you log out or delete the app, all personal dates are erased.

1. Tap the **Add activity** icon:  (iOS) or  (Android).
2. Tap an activity type: **New Work To Do** or **New Event**.
3. Fill out the necessary fields. For example, for a New Work To Do activity, fill out the **Title**, **Course**, **Date**, and **Percentage Worth**.
Note: You must associate the activity with a relevant course in Brightspace Learning Environment.
4. Tap **Save**.
5. Tap **OK**.

View courses and course content in Brightspace Pulse

From  **Courses** tab in Brightspace Pulse, you can view the courses you are currently enrolled in, allowing you to access course content. By default, this tab displays when you log in to Brightspace Pulse. In addition, you can view content module descriptions (if available) and access the course homepage in Brightspace Learning Environment.

Note the following about content module descriptions:

- A content module is a stand-alone instructional unit that is designed to satisfy one or more learning objectives in a course. A module consists of one or more topics.
- You cannot view or click links, or view images in module descriptions.
- Content module descriptions can be saved for offline viewing.

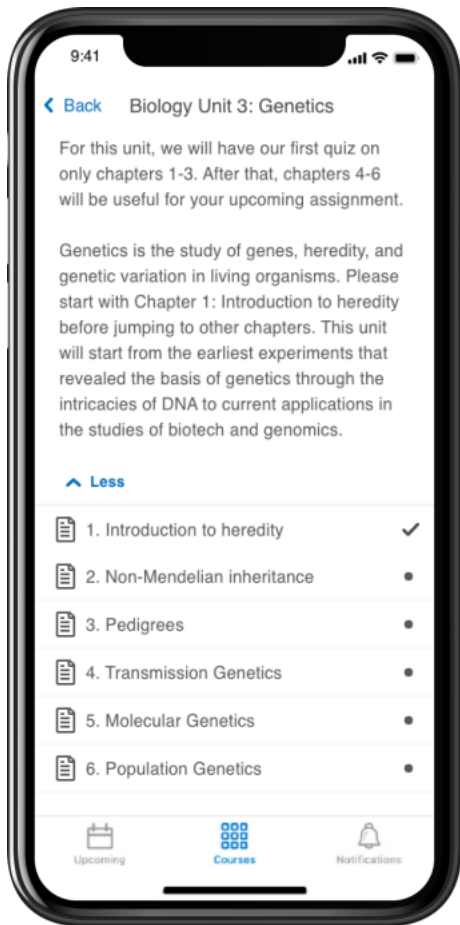


Figure: A content module description in Brightspace Pulse

Supported content types

When viewing course content in Brightspace Pulse, supported content types include:

- HTML
- PDF (special features such as password protection are unsupported)
- MP4 video (H.264, AAC)
- DOC, DOCX
- XLS, XLSX
- PPT, PPTX
- MP3 audio
- Brightspace Capture video

Enhanced course tiles

If configured by your administrator, you can view details of your assigned courses on the course tiles that appear in Brightspace Pulse including:


- Course Due Date
- The date the course was completed by the user
- A **Complete** status indicator when all items in the course are complete
- An **Overdue** status indicator when items in the course are not complete by the due date
- Course update indicators with links to Assignments, Discussions, and Quizzes



Figure: Details of a learner's assigned course on an enhanced course tile

To display these details, courses must be assigned using Learning Groups, have a due date, and have Course Completion Tracking enabled. Course update indicators do not require courses assigned using Learning Groups.


To view courses and course content in Brightspace Pulse

1. Tap the  **Courses** tab. This displays the courses you are currently enrolled in, and a button to access the org homepage in Brightspace Learning Environment.
2. Tap a course. The course's content displays, and a button to access the course homepage in Brightspace Learning Environment.
3. From the table of contents, tap a module. A content module description may appear, which communicates vital information about the course content.
4. Tap a topic to view it.

To pin and unpin courses in Brightspace Pulse

To help learners more easily find their current courses in Brightspace Pulse, learners can pin and unpin courses from the Courses and Course Homepage screens. Pinning a course ensures it remains at the top of the screen for easy access. Pinning or unpinning a course in Brightspace Pulse displays the same pinned or unpinned status in Brightspace Learning Environment.

Note: The Courses screen displays all courses the learner is currently enrolled in, with pinned courses appearing at the top of the list.

1. Do one of the following:
 - From the Courses screen, tap the ellipses (...) icon in a course tile.
 - From the Course Homepage screen, tap the ellipses (...) icon at the top of the screen.
2. From the list of actions, tap **Pin** or **Unpin**. A pinned course is denoted by a  **Pin** icon. Unpinning a course removes the pin icon.

To download non-HTML files for offline viewing

To complete learning activities without an Internet connection, learners can download non-HTML topic files (PDFs and MP4s) for offline viewing in Brightspace Pulse.

Note the following:

- Downloaded PDF and MP4 topic files can only be viewed in Brightspace Pulse. Although downloaded files use the mobile device's file storage, they cannot be viewed in another app or transferred from the mobile device.
- The limit of downloadable files is determined by the available space on the mobile device.
- For PDF files, there is no support for special PDF features (password protection, printing restrictions, etc.), or support for other document types (DOCX, XLSX, PPTX, HTML, images, etc.).
- For MP4 files, there is no support for streaming video, or other video and audio formats (MP3 audio, etc.).

1. In Brightspace Pulse, view a topic file containing a PDF or MP4.
2. From the ellipsis (...) menu at the top of the page, tap **Make available offline**.
3. Without an Internet connection, in Brightspace Pulse, navigate back to the table of

contents and tap the downloaded topic file, indicated by the  **Downloaded File** icon.

4. To remove the topic file from the mobile device, from the ellipsis (...) menu at the top of the page, tap **Remove from device**.

Tip: To remove all downloaded content files from the mobile device, navigate to the top-level for the course, tap the ellipsis (...) menu, and tap **Remove any offline content**.

View grades for a course in Brightspace Pulse

You can now view all received grades for a course from the **Grades** tab in the course.

Important: Course grades must be enabled and visible to learners. If course grades are not enabled or visible to learners for a specific course, the **Grades** tab does not display for that course in Brightspace Pulse.

This functionality does not include:

- A consolidated view of all received grades for all courses. You can only view grades you have received. Grades that do not yet have a value do not appear in Brightspace Pulse, but are visible in Brightspace Learning Environment.
- Rubrics associated with a grade. To view associated rubrics, navigate to the Grades tool in Brightspace Learning Environment.
- Unreceived grades. Only received grades display in the **Grades** tab.
- Final grades or notification of final grades. To view final grades, navigate to the Grades tool in Brightspace Learning Environment.

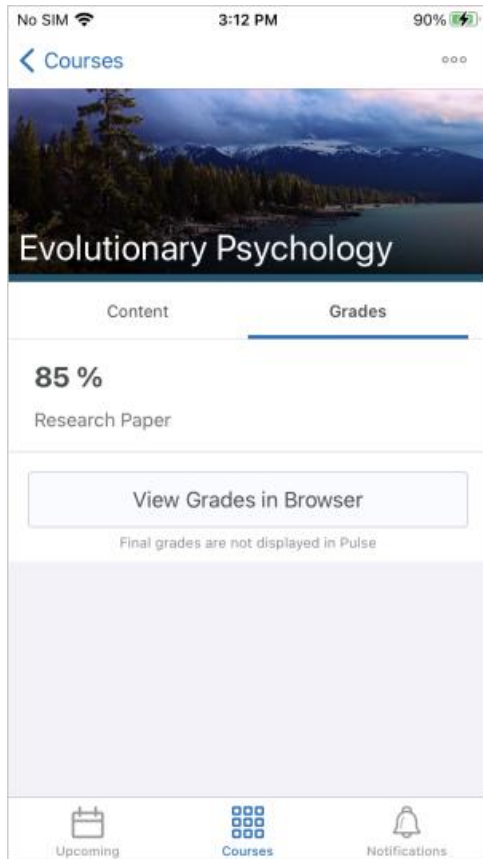



Figure: The Grades tab for a course in Brightspace Pulse

To view grades for a course

1. Tap the  **Courses** tab.
2. Tap a course.
3. Tap the **Grades** tab. All received grades for the course display, indicating if feedback is available.
Tip: To open the Grades tool in a browser and view full grade breakdowns and calculations, tap **View Grades in Browser**.
4. To view feedback, tap a grade. The grade and text feedback display.

5. To view details about the associated activity in Brightspace Learning Environment, tap **View Activity**.

View and comment on Activity Feed posts

To encourage class engagement, you can read and comment on Activity Feed posts and comments in Brightspace Pulse. You can also receive Activity Feed notifications. For example, in courses with Activity Feed enabled, your instructors can use Activity Feed to post reminders about upcoming assignments and links to course materials. You can then receive push notifications about those posts and comments in Brightspace Pulse, allowing you to view and comment on the Activity Feed post or comment in the app.

Note the following:

- If Activity Feed is disabled in the course, the **Activity Feed** tab does not display.
- If comments are disabled in Activity Feed, the **Add Comment** button does not display.
- Currently, you cannot pin posts or configure the Activity Feed.

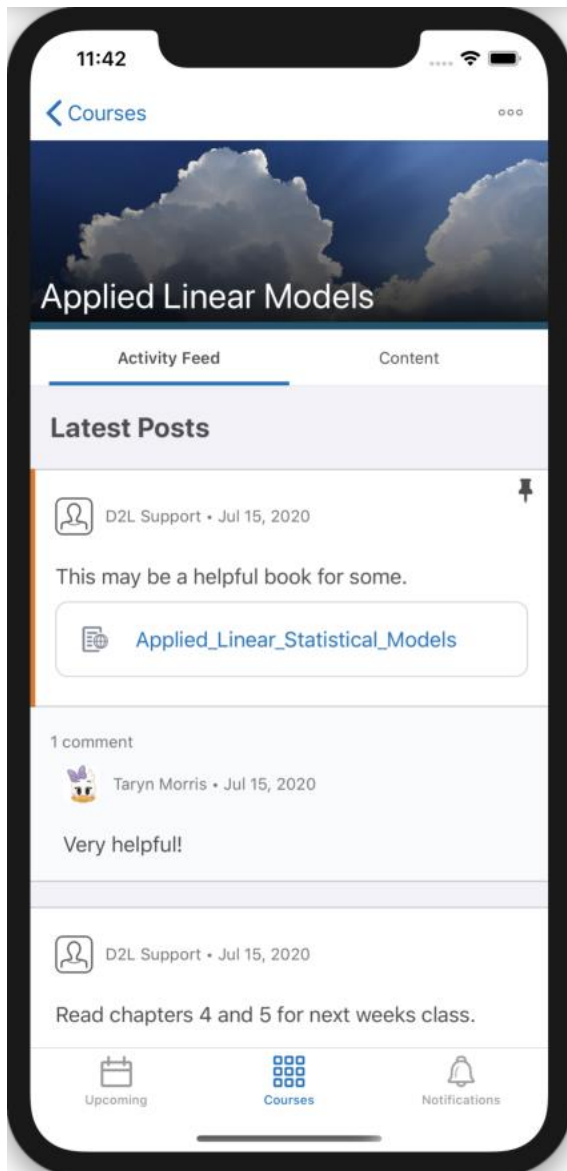




Figure: An Activity Feed post and comment for a course in Brightspace Pulse for iOS

To view an Activity Feed post

1. Tap the  **Courses** tab.
2. From the list of courses, tap the course you want to view.
3. Tap the **Activity Feed** tab.
Tip: From the **Notifications** tab, tapping an Activity Feed notification displays the associated post or comment in the Activity Feed.
4. Tap the post you want to view.

To comment on an Activity Feed post

1. Tap the  **Courses** tab.
2. From the list of courses, tap the course you want to view.
3. Tap the **Activity Feed** tab.
4. Tap the post you want to comment on, and then tap **Add Comment**. A browser opens, displaying the Activity Feed for the course in Brightspace Learning Environment.
5. Tap the post you want to comment on, add your comment, and then tap **Post**. Your comment displays.
6. To close the browser and return to Brightspace Pulse, tap **Done**.
7. In Brightspace Pulse, refresh the page to display your comment.



View notifications in Brightspace Pulse

To ensure that you receive up-to-date information, Brightspace Pulse sends push notifications for all new and updated notifications. This removes the need to manually check for notifications. These notifications help to keep you informed about course-related updates from Announcements, Activity Feed, Grades, Quizzes, Assignments, and Content in Brightspace Learning Environment.

After logging in for the first time, course notifications do not appear until new updates are created in Brightspace Learning Environment.

Note the following:

- You cannot configure the notifications you receive in Brightspace Pulse.
- Discussion topic due dates are unsupported as notifications in Brightspace Pulse.

To view notifications, tap the  **Notifications** tab. If there are unread notifications, a ● red notification dot displays on the  **Notifications** tab.

Note: If you have multiple Brightspace Pulse accounts and there is at least one outstanding notification for any of the accounts, a ● red notification dot displays on the ☰ **Menu** icon or organization logo in the navigation bar.

The **Updates** sub-tab displays the following notification types:

- **Introductory updates** - When you log in to Brightspace Pulse for the first time, introductory notifications appear. Each notification provides a tip on how Brightspace Pulse can keep you notified about the latest grades and Announcements for your courses.
- **Created or updated course content** - To keep you informed about course content, Brightspace Pulse sends notifications when course content is created or updated in Brightspace Learning Environment. You can view new and updated content associated with a notification, viewing the content directly in Brightspace Pulse. This also applies to content where a due date has been associated with the item. To view the content, tap the

update and then tap **Open**. If there is no file URL available, tap **Open in browser**, which opens the content in Brightspace Learning Environment.

- **Created or updated Course Overview documents** - When an instructor adds or updates the Course Overview document in Brightspace Learning Environment, you receive notifications in Brightspace Pulse and the Brightspace Learning Environment minibar.
In Brightspace Learning Environment, you can optionally choose to receive instant notifications via email or text message when the Course Overview document is updated.
- **Course announcements** - When an instructor wants to communicate changes to course updates, information, and reminders via course announcements, you receive a course announcement in Brightspace Pulse.
- **Activity Feed** - When an instructor uses Activity Feed to post reminders about upcoming assignments and links to course materials, you receive notifications about those posts. Tapping an Activity Feed notification displays the associated post or comment in the Activity Feed.
- **New grades** - When an instructor enters grades in a grade book, you receive grade notifications in Brightspace Pulse. View grades in Brightspace Pulse by tapping the update and then swiping left to reveal the grade.
- **Upcoming quizzes and assignments** - You receive notifications about upcoming quizzes and assignments under the following conditions:
 - If the assignment or quiz has a due date, you are notified two days before the due date.
 - If the assignment or quiz has no due date, but has an end date, you are notified two days before the end date.**Note:** By default, notifications display two days before each activity's due date or end date. However, your administrator can change the default value to specific hours or days.

The **Subscriptions** sub-tab displays all replies to discussions you are subscribed to and @-mentions in discussion threads.

Note: To receive subscription notifications in Brightspace Pulse, you must subscribe to discussions from the Discussions tool in Brightspace Learning Environment.

Troubleshooting Brightspace Pulse

Logging in

Why can't I log in?

If you cannot connect to your school or organization, the problem could be:

- Your school or organization turned off access to Brightspace Pulse.

- You entered your ID or password incorrectly or all caps are on (login credentials are case-sensitive). Use the same credentials you use to log in to your school or organization's Brightspace Learning Environment.

If you are still unable to log in, contact your school or organization's help desk. They can troubleshoot specific issues you may experience with logging in to Brightspace Pulse.

Why can't I find my school or organization when I search?

If your organization or school does not display in the list when you search, you can add it manually by typing the URL for your school or organization's Brightspace Learning Environment. This field is available when there are zero search results or if you choose to disable your mobile device's geolocation service.

Calendar

Where are my dates?

Brightspace Pulse displays dates added to a course by your instructor. If your instructor has not added dates, they do not appear in the app. Check your course syllabus for due dates that might not appear in the app. If you want to use Brightspace Pulse as your main reference tool for schoolwork, you can add any dates (and personal dates) to the calendar by tapping the **Add**

activity icon:  (iOS) or  (Android).

Where did my dates go?

If your dates disappeared or aren't displaying, check your internet connection and refresh the page. Depending on the time of day, it may take a few attempts before the dates load.

Can I add my own calendar items?

Yes, you can add your own calendar items for any course in Brightspace Pulse. Adding a personal date provides you with a link to that course's homepage in a web browser.

Note: Any dates you add are local to your device, and are not synchronized to Brightspace.

I added my own calendar items, but I can't see them on my new device.

Currently, personal dates do not persist across devices. If you are using Brightspace Pulse on a phone *and* tablet, or upgraded to a new phone, those personal dates are *not* visible on both devices. You can re-add them, if necessary.

How can I mark Work To Do activities as complete?


Work To Do completion is synchronized with the activity in Brightspace Learning Environment. So, for an activity to be marked as complete in Brightspace Pulse, it must be completed where appropriate in Brightspace Learning Environment. You can complete an activity by tapping the Work To Do item, then tapping the link in the activity details view. Once the activity is completed, and the data is updated (you can pull to refresh for faster updates), the checkmark should darken to indicate that it's complete. If you add a Work To Do item manually, you can mark it as complete by tapping the **Mark As Complete** button in the Work To Do's detail view. If you are

on the week view, the calendar graph adjusts to the completed work, becoming flatter as you mark activities as complete.


Why don't percentage values appear for any of my activities?

While Brightspace Pulse can retrieve data from your courses in Brightspace Learning Environment, it cannot determine percentage values for individual activities. Percentage values must be manually added in Brightspace Pulse.

What does the graph indicate?


In the  **Upcoming** tab, the graph shows how much work there is for that particular day. A flat line means there is nothing due. You can achieve a flat line by completing activities.

How can I turn the graph on or off?

You can toggle where the graph appears by tapping the  **Menu** icon and then **Graph Settings**. From there, you can choose which tabs you want the graph to appear on. When the graph is turned off, your date items appear in a list.

Notifications

I don't have any notifications.

If you are receiving notifications in Brightspace Learning Environment (from a browser), but not in the  **Notifications** tab in Brightspace Pulse, there could be an issue with how your school configured the app.

Can I delete old notifications?



Currently, you cannot delete old notifications in the  **Notifications** tab.

Courses



Why can't I see the courses that I am enrolled in?




It's possible that the courses you're enrolled in haven't started yet or they don't have any dates associated with them.

Where are my grades?

In Brightspace Pulse, you receive notifications for grades in the  **Notifications** tab, which you can open and review at your leisure. To see a centralized view of your grades, tap the  **Courses** tab, open the course homepage, and navigate to the grades section of your course.

How do I submit an assignment or take a quiz?

You can submit an assignment or take a quiz from the  **Upcoming** tab or  **Courses** tab.

From the  **Upcoming** tab, if the assignment or quiz has a due date associated with it, open the details of that activity, and then tap the  button at the bottom of the page to launch that activity in your mobile browser. From the  **Courses** tab, you can open the course homepage by selecting a course and completing the associated activity in the browser.

Content


Why can't I see my course content?

If you can't see your course content, it is likely due to how your school or organization configured the content, making it inaccessible to Brightspace Pulse. Contact your school or organization's help desk.

I open a file but it's blank.

It is possible that the content you are trying to access is in a file type that is incompatible with your device.

I don't see updated course content in the Notifications tab

Course content updates only appear in the  **Notifications** tab if the instructor checks the **Notify students that the content has changed** option for the updated content in Brightspace Learning Environment. This applies to the classic Content experience only; updates do not appear for new Content experience (Lessons). Contact your instructor for more information.

I don't see any updates in the Notifications tab or I cannot access my course documents, announcements, grades, etc.

When you initially log in to Brightspace Pulse, no course content updates appear until new updates come from Brightspace Learning Environment; however, introductory updates appear. The Brightspace Pulse app provides you with updates when announcements are created in your courses and when you receive new grades from your instructors.

Offline Content

What files can I view offline in Brightspace Pulse for iOS?

Brightspace Pulse allows you to save files for offline viewing; however, you must first open the file in Brightspace Pulse while connected to the internet and mark it as **Make available offline**. On iOS devices, you can view the following files offline:

- Images (bmp, gif, png, jpeg, jpg, svg)
- Office Documents (doc, docx, ppt, pptx, rtf, xls, xlsx, txt)
- Mac Office Documents (key, numbers, pages)
- PDFs

- Select Media Files (mp3, mp4, m4a, mav, mov)

What files can I view offline in Brightspace Pulse for Android?

Brightspace Pulse allows you to save files for offline viewing; however, you must first open the file in Brightspace Pulse while connected to the internet and mark it as **Make available offline**. On Android devices, you can view the following files offline:

- Office Documents (doc, docx, ppt, pptx, rtf, xls, xlsx, txt)
- Mac Office Documents (key, numbers, pages)
- PDFs
- Select Media Files (mp3, mp4)

About D2L

A global leader in EdTech, D2L is the creator of Brightspace, the world's first integrated learning platform.

The company partners with thought-leading organizations to improve learning through data-driven technology that helps deliver a personalized experience to every learner, regardless of geography or ability. D2L's open and extensible platform is used by more than 1,100 clients and almost 15 million individual learners in higher education, K–12, healthcare, government, and the enterprise sector—including Fortune 1000 companies.

The company has operations in the United States, Canada, Europe, Australia, Brazil, and Singapore. www.D2L.com

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