

## Technical Support Document – LDSB Virtual Secondary School

### Devices

It is recommended that you have access to a device that has a working camera and microphone so that you can participate during virtual meetings. A Chromebook, Laptop (PC or Mac), Desktop Computer or tablet/iPad are all suitable devices. If you do not have access to a device, please reach out to your home secondary school who will work with you to coordinate a suitable device if required.

### Internet connectivity

Internet access will be provided to students who are learning remotely and do not currently have access (where service is available). If you do not have access to internet, please reach out to your home school who will work with you to coordinate a suitable solution if required.

### LDSB Account Login information

LDSB Students are provided an account id and password to gain access to online apps such as Minds Online and any Microsoft applications.

Visit our [Student Sign In Guide](#) for more information on accessing your account.

### Software

LDSB uses specific software platforms that will be used for secondary virtual learning. Minds Online (D2L/Brightspace) is one of the tools to deliver course content and materials. Microsoft Teams is one of the tools used for virtual meetings and asynchronous collaboration.

#### Minds Online

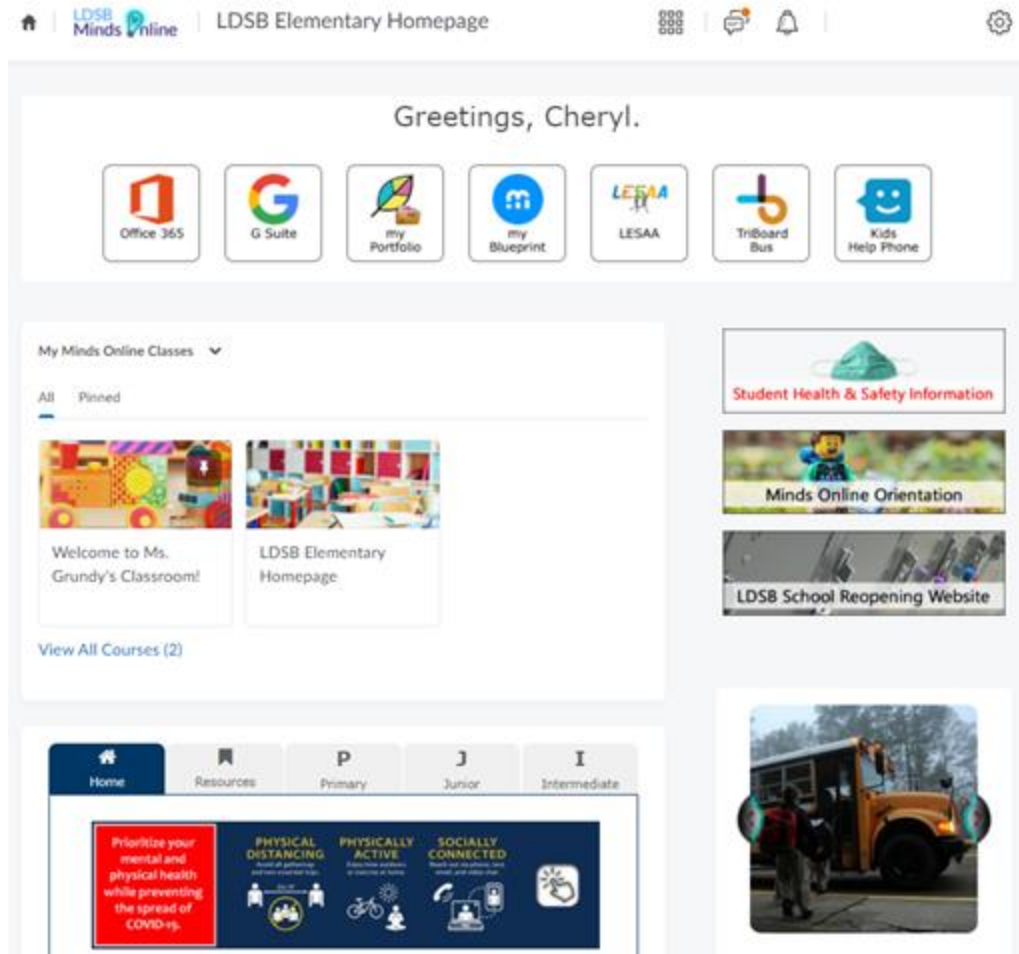
Minds Online (D2L Brightspace) is a learning management system that is used in Limestone District School Board.

*To access Minds Online*

1. Visit <https://www.limestone.on.ca>



2. Click on the Minds Online link located halfway down the page
3. Enter your LDSB username and password.
4. Once logged in, you will find the courses you have been enrolled in. Screen shot below



### *Video Resources*

**Logging into Minds Online Secondary:** <https://youtu.be/UuX1qDyrHoY>

**Minds Online Course Overview:** <https://youtu.be/Y9S2gboFHOE>

### *Common issues/questions:*

#### **I don't see a course after I log in**

There are several reasons why a course you are registered for is not visible:

- The course may not be active. Your instructor is responsible for activating the course so contact them to see when the course will be activated.
- If you have only registered for the course within the last 24 hours, the registration may not be processed yet. Please wait 24-48 hours after registering for a course to appear in Minds Online.
- The course hasn't started. If the course has not yet started, it will be visible, but not accessible in Minds Online.

If you still do not see a course after the official start date, please reach out to your virtual school.

### **I don't see the right course, or I want to change my course**

If the wrong course is showing up in Minds Online, this means that you are enrolled in the wrong course and will need to contact your virtual school

### Microsoft Teams

Microsoft Teams provides a secure platform for teachers to meet virtually and collaborate with their students. Class meetings along with one on one video calls will be held in this platform. Teams has multiple platforms available on a large variety of device types (full desktop client, web version and a mobile app). Please note LDSB does not use the assignment feature within Teams.

How to get started with Teams:

- [LDSB instructions for installing Teams](#)
- [Microsoft's Getting Started & Quick Reference Cards: for Parents and Guardians \(PDF\)](#)

### *Common issue:*

#### **I do not see a Team when I log in**

There are several reasons why a team does not show up when you log in:

- The team may not be created yet. Teams will be created during the first day of Virtual Elementary school and the first day of each block for Secondary Elementary School

If you still do not see a course after the official start date, please reach out to your virtual school

### General Questions Surrounding Virtual School

If you have questions, please email [LDSB Secondary Virtual School](#), or call 613.817.9322.

### Technical Assistance

Families can access the [LDSB Student & Family Technical Help Page](#) to access help documents for guidance on common topics. If you are having difficulty logging in, or require technical support, please contact our ITS team at 613.417.3559 Monday to Friday, 7:30 a.m. to 4:30 p.m. or [email](#)

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