

# Getting Started with GeorgiaVIEW

## Technology Instructions for Students

### Daylight tutorials

- [Getting Started and Student Support](#)
- [Daylight Navbars](#)
- [Daylight Homepages and My Courses widget](#)

### Getting started with GeorgiaVIEW

- [What is GeorgiaVIEW?](#)
- [How can I log in to GeorgiaVIEW?](#)
- [What is my GeorgiaVIEW username and password?](#)
- [I forgot my CanesNet password. How can I retrieve it?](#)
- [How can I get GeorgiaVIEW help?](#)
- [What is a widget?](#)
- [My course content is unavailable. What am I supposed to do?](#)
- [How can I get my instructor's name and contact information?](#)
- [How do I display my picture in GeorgiaVIEW?](#)
- [I got a message forwarded from GeorgiaVIEW, however I got an error when I try to reply to the message. Why?](#)
- [How can I prevent losing answers on quizzes?](#)
- [How to clear my browser cache and cookies?](#)
- [When I typed a message in the Discussions or Email tool, I was kicked out and lost my message.](#)
- [What is the maximum file size I can upload in GeorgiaVIEW?](#)
- [How can I get Microsoft Office 365?](#)
- [I need help with Respondus LockDown Browser](#)
- [Filename Characters NOT permitted in GeorgiaVIEW](#)

### What is GeorgiaVIEW?

- **GeorgiaVIEW (Brightspace by D2L platform)** is a web-based Learning Management System you will use for your course work. **GeorgiaVIEW@GSW** is the GSW implementation of the system.
- With GeorgiaVIEW, you can see the course content, do and submit your assignments, take quizzes, and communicate with your instructors and classmates. Nearly all of your courses will use it in some way.

### How can I log in to GeorgiaVIEW?

- On the **GSW main page**, click A-Z index at the top. Click **GeorgiaVIEW** on the blue navbar or...
- Scroll down and click the GeorgiaVIEW link at the bottom of the page
- On the [GeorgiaVIEW Home](#) page, click on the **GeorgiaVIEW Login** button
- The students who are enrolled for the **GoVIEW (WebBSIT/MSN/FNP/eCore/eMajor) courses**, should click the [GoVIEW Login](#) tab

### What is my GeorgiaVIEW username and password?

- Your GeorgiaVIEW username is your CanesNet username: **the entire GSW Radar email address**, for example, [jdoe3@radar.gsw.edu](mailto:jdoe3@radar.gsw.edu)
- Your GeorgiaVIEW password is your **CanesNet password**
- If you are a new student, you have to set up your CanesNet password using the [Reset Password](#) link located on the [CanesNet Single Sign-On](#) page or the "Forgot your password?" link on the [GeorgiaVIEW Login page](#)
- If you forget or need to reset your GeorgiaVIEW password, use the above links and follow the on-screen instruction.
- However, please note that if you would like to reset your GeorgiaVIEW password on the CanesNet Password Reset page, you still have to enter just the first part of you Radar email address in the "User name" field, for example: jdoe3

### I forgot my CanesNet password. How can I reset it?

- Click the **"Forgot your password?"** link on the GeorgiaVIEW Login page
- Or you can click the [Reset Password](#) link located on the [CanesNet Single Sign-On](#) page
- You can reset your password at any time. You do not need to call or email GeorgiaVIEW Help or technical support; just click the **"Forgot your password?"** link and follow the on-screen instruction.

### How can I get GeorgiaVIEW help?

- GSW GeorgiaVIEW Help: [techsupp@gsw.edu](mailto:techsupp@gsw.edu)
  - GSW GeorgiaVIEW Help is only available **Monday - Friday during business hours**
- We have **24x7 Support** for GeorgiaVIEW via the University System of Georgia [D2L Help Center](#) (DHC). The DHC is designed to answer all your questions online. It can be accessed anytime from anywhere
- You can find the links to support information on the [GeorgiaVIEW Help](#) page.

### What is a Widget?

- **Widget** is a box with content on your GeorgiaVIEW My Home or Course Home page
  - Once you log in to GeorgiaVIEW, you will see the My Courses, Announcements, etc. widgets on the My Home page
  - On the Course Home page, you will see different widgets containing links to your course content: Content Browser widget, Announcements, Calendar with scheduled event dates, etc.

### My course content is unavailable. What can I do?

- Students have no access to courses until the course start date (usually the first day of classes)
- If you have just registered for a course, remember that there can be delay of 24 hours from the day a student registers for a course to the day the student actually has access to the course in GeorgiaVIEW
- If this time has passed, and you are not seeing your course, please contact GeorgiaVIEW Help at [techsupp@gsu.edu](mailto:techsupp@gsu.edu).

### How can I get my instructor's contact information?

- To know the instructor's name:
  - Log into your [RAIN](#) account
  - Go to **Student Detail Schedule** and look for the instructor's name
- To get the instructor's contact information:
  - Go to the campus [Directory](#)
  - Type in your instructor's last name and click Search Faculty/Staff

### How do I display my picture in the course?

- At the top right side of the My Home page, click your name, click the **Profile** link
- On the "Edit My User Profile" page, click the **Change Picture** button

- Click the **Browse** button, locate your picture on your computer, and add it to your profile
- Click the **Save** button.

I got a message forwarded from GeorgiaVIEW, however I got an error when I try to reply to the message. Why?

- When the GeorgiaVIEW (or GoVIEW) users send messages within the system, their message are sent to the recipients within the system as well as are forwarded to their GSW Radar email accounts. It allows the users to get and read the messages in both places: GeorgiaVIEW (GoVIEW) and the Radar Gmail account.
- However, please note: it is NOT possible to send the messages to or reply to the messages that are sent/forwarded from GeorgiaVIEW (GoVIEW).
- To reply to the messages that are sent/forwarded from GeorgiaVIEW (GoVIEW), users have to log in to the system and reply from within the GeorgiaVIEW (GoVIEW) Email tool only.

How not to lose answers on assessments?

- You have to click the "**Save Answer**" button after each question. This ensures that you will only lose at most one answer if something goes wrong with your computer
- To minimize issues while taking a quiz, be sure that you do the following:
  - [Clear your browser's cache and cookies](#) before starting a quiz
  - Close any applications that are not necessary for taking your quiz
  - Open only one browser window or session when taking a quiz
  - Complete the quiz in a timely manner to avoid timing out. Try to submit your work before deadlines
  - **Save each quiz response as you answer it**

- **Do not try to save all responses individually at the end of the quiz.** Saving too many responses at once can cause your quiz to freeze and fail to save the responses.

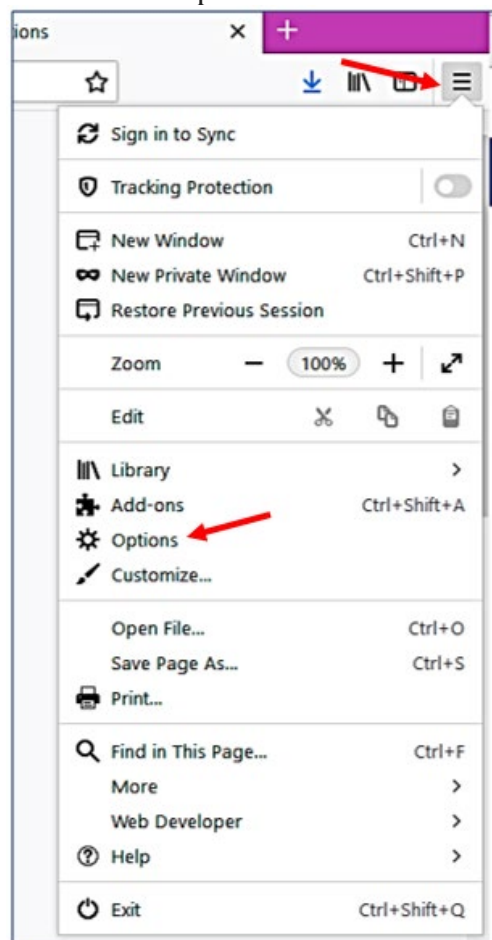
### How to clear my browser cache and cookies?

Every web browser stores web pages, images and other downloaded content on the computer. This storage place is called the browser's **cache**, also known as the **Temporary Internet Files folder**.

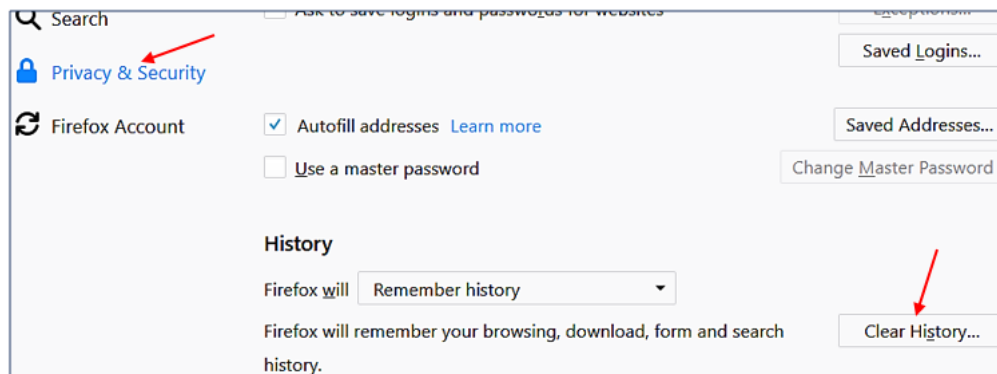
Clearing it occasionally or regularly (especially before taking quizzes) can protect your privacy and free up some space in your computer.

Since every browser is different, the following information will outline the steps involved in clearing the cache for web browsers:

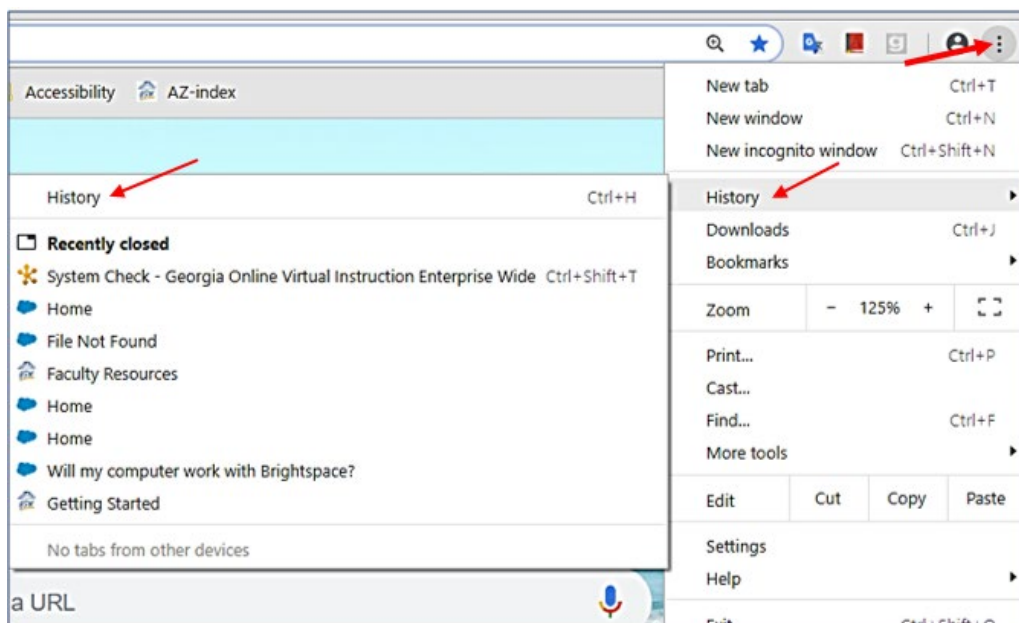
- **Firefox:**
  - Click the Open Menu (three vertical dashes) icon at the far top right side of the browser
  - Click Options:



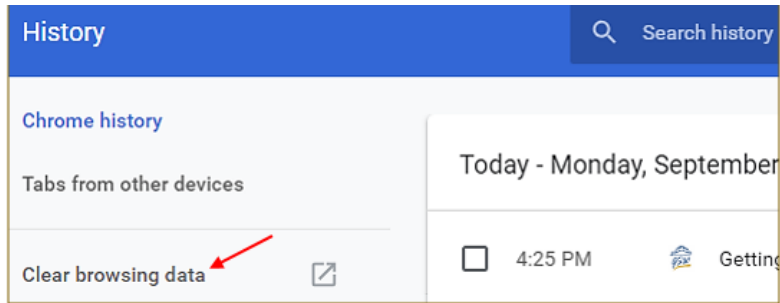
- Click Privacy & Security in the left menu, in the History paragraph, click the Clear History button:



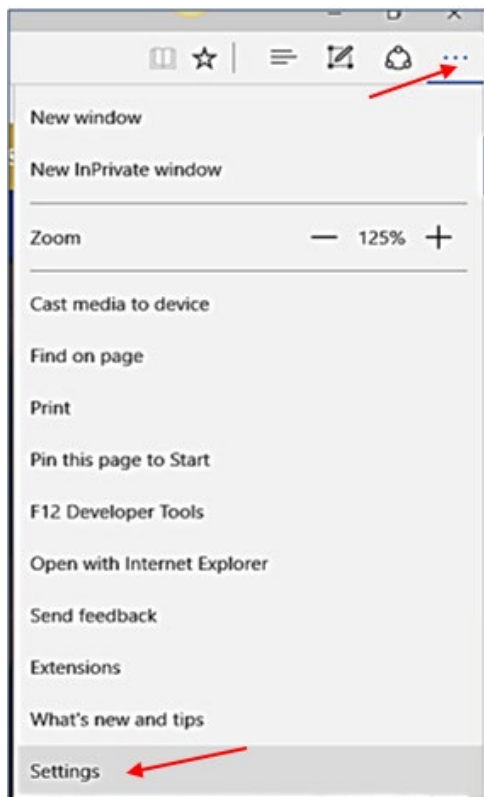
- On the pop-up window, check the "Cookies" and "Cache" boxes
  - Click the "Clear Now" button. Then close and re-open the browser.
- Google Chrome:**
  - In the Customize and Control Google Chrome (three vertical dots) icon at the far top right side, click History and click History in the sub-menu:



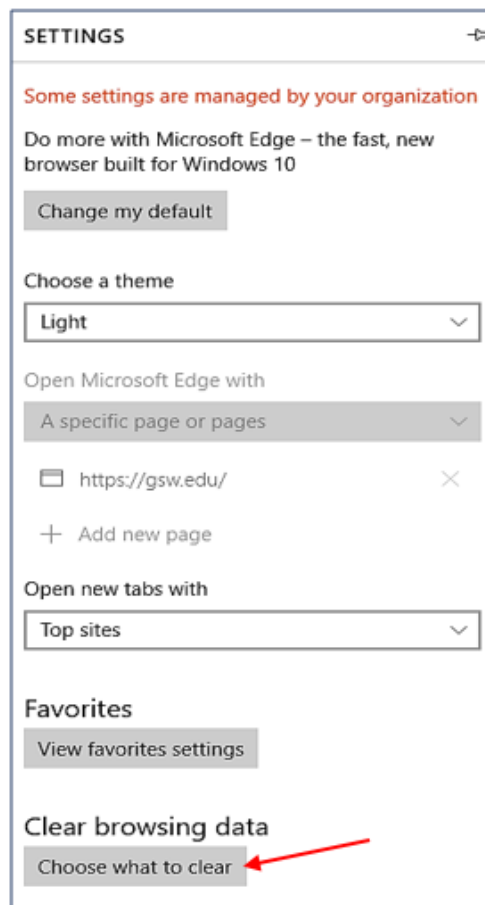
- Click the "Clear browsing data" link in the left menu:



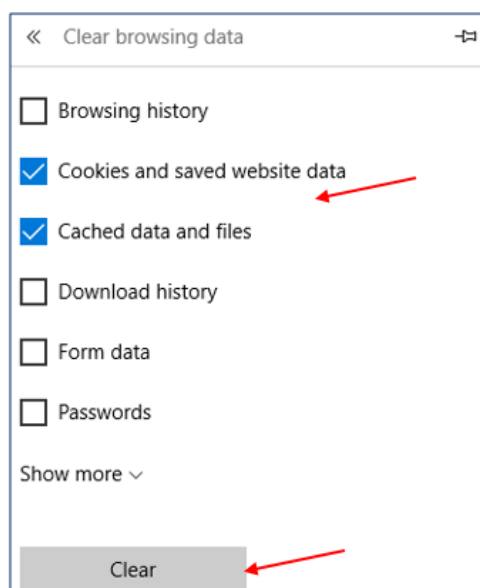
- - On the pop-up window, select "Cookies and other site data" and "Cached images and files" boxes
  - Click Clear data. Close and re-open the browser.
- **Edge:**
  - Click the More (three horizontal dots) icon at the top right side of the browser
  - Click Settings:



- - In "Clear browsing data" paragraph, click the Choose what to clear button:



- - Select "Cookies..." and "Cached..." boxes and click the Clear button:





- - Close and re-open the browser.

### I was kicked out and lost my message

- Whenever you are creating a long message, it is recommended that you type it in Microsoft Word or other text-based program, so that you can save the message periodically
- You can then copy and paste the text into the GeorgiaVIEW Discussions, Assignments or Email tool. Therefore, if a timeout or shut down occurs, you do not lose your work
- Compose assignments using Microsoft Word, then copy and paste the text or attach the document to the assignment. If you attempt to write a lengthy paper within the Assignments Tool, you may time out and lose your work. Lost compositions are NOT recoverable.

### What is the maximum file size I can upload?

The maximum GeorgiaVIEW file size you can upload is 1 GB.

### How can I get Microsoft Office 365?

GSW provides Microsoft Office 365 to every student free of charge.

Office 365 includes the latest version of Word, Excel, PowerPoint, Access, and more:

- Install on up to 5 compatible PCs and Macs, plus 5 tablets (including iPad)
- Use with OneDrive for automatic device syncing
- Gain valuable skills on the world's most popular productivity software
- Use the same programs as the faculty to ensure full file fidelity

To get your Office follow these simple steps:

1. Visit <http://portal.office.com>
2. Sign in with your Radar email address and your CanesNet password
3. Follow the [\*\*Installation Instruction\*\*](#) to install the Office package.

If you have trouble, contact [techsupp@gsu.edu](mailto:techsupp@gsu.edu) or call 229-931-2074.

### I need help with Respondus LockDown Browser

- [\*\*Respondus LockDown Browser: Student Guide\*\*](#)
- How to use [\*\*Respondus Help Center\*\*](#) if you have an issue with the LockDown exam
- If you experience an issue with the Respondus LockDown browser, please contact the [\*\*Respondus Tech Support\*\*](#) to submit a ticket.

## Filename Characters NOT permitted in GeorgiaVIEW

There are certain characters that should never be used when naming files to use with GeorgiaVIEW. The presence of just one of these characters in your filenames will cause errors and unexpected problems in the system.

- Students naming a file to upload for course Assignments or Discussions must not use illegal characters in the filename.

Those illegal characters are:

\ / : \* ? " < > | ~ # % & + { }

*Most Windows* computers will not even allow filenames containing any of these “illegal characters” to be created or saved in the first place. However, *most Apple/Mac* computers will allow filenames containing these characters. GeorgiaVIEW may allow “illegally” named files to be uploaded. **However, users must be aware that trying to access that file will throw an error.**

Important: There is a 255 (maximum) character limit for filenames. This includes the total number of characters in the file’s path, plus all the characters in the file’s name. This limit applies to Assignments, Discussions, Course Files, or Content.