



University  
of Windsor

## Course FAQs For Students

### I don't see one of my courses in Brightspace

Sometimes, instructors may not activate the course site until the first class of the semester. Until your instructor activates the course, you will not see the course site in Brightspace. In this case, you'll just need to wait until the instructor activates the course site.

If you believe you're missing a course that you should see in Brightspace, please [create and submit a support request ticket](#) for the University's Brightspace team.

### How do I drop or add a course?

To drop or add a course, navigate to the [UWinsite](#) portal and then proceed to the "Manage Classes" section. To "overload" a course, contact your department head or dean to consult with how to proceed.

### I need more time in my course.

Regarding special accommodations, please contact your course instructor.

### I was in the middle of a task when I lost everything.

If you were doing a quiz/test, your choices are saved after each click except for Written Response Questions, such as essay questions, which you should save every few minutes. If you do not you're your writing frequently, you will not be able to retrieve it if you are disconnected.

Work in Assignments, Discussions and other tools, will not be retrievable if you did not save it.

It is best practice to save your work elsewhere before uploading/pasting to Brightspace.

### I have a question about an assignment using Turnitin.

For more information regarding assignments on Brightspace with Turnitin, please visit this series of [Student Turnitin FAQs](#).

### What file types are supported on Brightspace?

Brightspace supports a wide range of file types. For more details, refer to Brightspace's supported file types chart [here](#).

### How do I configure notifications and email alerts?

To personalize Brightspace notifications and email alerts:



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1. Navigate to the UWindsor Brightspace website at <https://brightspace.uwindsor.ca> and log in.
2. Click your profile name in the navbar at the top right, then select **Notifications**.
3. Scroll down a bit and you'll see the options you can choose for email alerts. (SMS alerts are no longer supported as of July 2024 as the Pulse app provides equivalent notifications)
4. Be sure to save your changes with the **Save** button at the bottom.

Note: these notification settings are Brightspace-wide, there are no per-course basis notification settings.

## Can I customize my course list?

Yes. You can customize the order of your course list by pinning them in the order you want, there's a pin icon next to each course. The course you pin first will appear first in the list when you refresh your web browser. For example, if you have courses A, B and C and if you pin C, B and A in this order, the order of your courses will become C, B and A when you refresh the browser or navigate to another page. This order will apply when you view your course list via the grid icon at the top navbar and as well as on the UWindsor Brightspace landing page.