

GOSH DIGITAL EDUCATION NETWORK: HELPDESK FREQUENTLY ASKED QUESTIONS

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1. GETTING STARTED

1.1 What is “Blackboard” and what is the “GOSH Digital Education Network”?

Blackboard is a learning management system, widely used across the Higher Education network. You may have previously used Blackboard at university.

The GOSH Digital Education Network, DEN, is what we have chosen to call our version of Blackboard. You may hear these two names being used interchangeably.

1.2 How do I access GOSH DEN?

You can access the DEN via this link <https://den.gosh.nhs.uk>.

The DEN is not compatible with Internet Explorer, so you’ll need to use either Google Chrome or Microsoft Edge. You can download either of these yourself if you don’t have them on your computer.

1.3 How do I log in with SSO?

You can only log in with Single Sign On (SSO) if you are member of GOSH Staff. At the log in page, click on ‘Sign in with Single Sign On’ and follow the usual Microsoft Authenticator instructions.



Sign in with Single Sign On (SSO)

1.4 I’m trying to log in with SSO but it only gives me an option to log in with my nhs.net (or other SSO account) and I can’t see how to change it.

You will need to log out of all other SSO accounts first, and then retry logging in via your GOSH SSO.

1.5 I’ve tried logging in but it’s taking ages to get past the initial log in page. All I see is a purple circle, going round.

Check which browser you are using. Google Chrome and Microsoft Edge are compatible browsers. It’s likely you are using an internet browser that is not compatible with the DEN (eg Internet Explorer).

All GOSH Trust computers are set to default to Internet Explorer, but this won't work with the DEN. You can install Google Chrome and Microsoft Edge yourself via the links below, if they are not already on your computer.

Download Chrome:

<https://www.google.co.uk/chrome/?brand=YTUH&gclsrc=aw.ds&gclid=EAIaIQobChMIr8mOgNTi8AI VjAsGAB2VJg0TEAAYASAAEgJVNfD BwE>

Download Edge: <https://www.microsoft.com/en-us/edge>

1.6 I am a member of GOSH staff and am trying to log in via Single Sign On (SSO) but it's not working.

Ensure you are using Chrome/Edge. Clear your cookie history and cached data – you can use Google to get step by step instructions on how to do this. It is usually via Settings > Privacy and security. Retry logging in once you have cleared this data.

If the above does not resolve your log in issue, please contact the GOSH ICT Service Desk ictservicedesk@gosh.nhs.uk or +44 (0)20 7762 6060.

1.7 I am NOT a member of GOSH staff and I cannot log in.

You can contact the Digital Learning team via digital.learning@gosh.nhs.uk. This is monitored during office hours.

1.8 I have forgotten my password. How do I reset it?

Use the 'Forgot Password' link on the log in page. You will be asked to input your name and email address to reset your password.

2. COMMON ISSUES

****As a first port of call, please search the 'Blackboard help' website: <https://help.blackboard.com/> ****

This is a comprehensive list of common issues and you can use the 'search' bar at the top right to easily find areas related to your specific issue.

2.1 My personal details are listed incorrectly. How do I edit them?

If you are a member of GOSH staff, please contact your line manager to get the information corrected on GEARS. This will then automatically update on the DEN.

If you are *not* a member of GOSH staff, you can edit your personal profile.

- Log into the DEN
- Click on your name on the left to pull up your profile
- You can edit the sections by clicking on the pencil icon that appears when you hover your mouse over the relevant section

2.2 I edited my work contact details but the next day they were wrong again.

If you are an internal member of staff, some details on your profile are automatically updated from our HR database (GEARS). These details such as your directorate, are needed for our reporting purposes. Although you will be able to edit these, any changes you make will be reversed the following day.

2.3 How do I change my password?

Log in to change your password. Access the menu next to your name in the page header > Settings > Personal Information > Change Password.

Or you can search the 'Blackboard help' website: <https://help.blackboard.com/>

2.4 I'm browsing the Course Catalogue and I want to change the language settings from US to UK English.

You can change the language settings by clicking on 'Language' drop down on the top right and choosing English UK.

2.5 I have a Message notification, but can't find any new messages or clear the notification.

You'll see a red dot on the left side menu if you have any new Messages. Click on the Messages section and look for '1 unread message' shown under the relevant course.

To remove the notification, you'll need to click on '1 unread message' to preview the message and then click on the preview to fully open the message.

2.6 I'm clicking on a video in my course but it won't open.

If something within the course is not launching properly, and you are an internal user, you'll need to contact GOSH ICT Service Desk as it is an integration issue.

If you are an external user, please contact digital.learning@gosh.nhs.uk.

2.7 Something is not displaying or working correctly within Blackboard.

If it seems as though something is not working correctly within Blackboard – e.g. you are unable to upload content to your course as an Instructor – please contact the Digital Learning team at GOSH (see point 3) as we are able to escalate this issue to Blackboard Support.

2.8 Something is not displaying or working correctly within Planet eStream.

If it seems as though something is not working correctly within Planet eStream – e.g. you are unable to upload/edit your video in Planet eStream or add a video from Planet eStream to your course within Blackboard – please contact the Digital Learning team at GOSH (see point 3) as we are able to escalate this issue to Planet eStream support.

2.9 Will there be notifications when courses will expire or when assignments are due?

You will be able to view any upcoming deadlines from your 'Activity Stream', from the menu on the left. You can also change the push notification settings by clicking on your name on the left and changing the settings under 'Global Notification Settings'.

2.10 I am unsure if my computer has the latest software.

You can check which version of Windows your computer has by clicking on the search icon on the bottom left of your task bar. Search for 'About your PC'. Trust computers should have Windows 10 or later updated. If yours is not up to date and you are an internal user, please contact GOSH ICT Service Desk to resolve this.

If you are an external user, please check for Windows updates here:

<https://support.microsoft.com/en-us/windows/update-windows-10-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a>

2.11 Will it suggest learning that may be of interest/relevance to your role?

Yes you might see suggested courses to you via the Institution page.

2.12 Can I see courses that I have started but not yet finished?

All courses that you have been enrolled onto (both current and historic) will appear under the 'Courses' section. You can use the drop down filter option to show only courses you are taking.

3. STILL NEED HELP?

If you are still not able to resolve your issue, please contact the Digital Learning team via digital.learning@gosh.nhs.uk. Where possible, please include screenshots of error messages or the page where you are encountering your issue.

Our inbox is monitored during office hours (GMT) only. We will triage all issues on receipt, and prioritise them using the system below, with response times as stated.

