

If you have a query or issue using BRIGHTSPACE

STEP 01

SEARCH OUR
BRIGHTSPACE RESOURCES



[UL Brightspace
Support site](#)



[Brightspace
Community](#)



[Brightspace
YouTube Channel](#)

STEP 02

USE THE 24/7 “GET
HELP” IN BRIGHTSPACE

 Get Help

Use the chatbot, or

Chat to a live agent
within 90 seconds

If you
cannot find
the answer
to your
question:

STEP 03

LOG A CALL WITH ITD

Use the dedicated
Brightspace section to
submit your query:

[TOPDesk for Staff](#)

[TOPDesk for Students](#)

For technical calls,
and calls for Faculty
Learning Technologists