UNIVERSITY OF HARTFORD
FACULTY CENTER FOR LEARNING DEVELOPMENT

Blackboard Student Guide

Blackboard is an Internet application used by many instructors to put their courses online. Typically, your instructor will let you know on the first day of class if he or she is going to be using Blackboard and will provide you with the information you need to access Blackboard.

Students are automatically enrolled into their Blackboard courses based on their registration information. You should be able to access your courses within 24-48 hours of registration.

All Blackboard users are required to use the first part of their email (without @hartford.edu) as their username and their email password as their Blackboard password. If you can't remember your email password and you have enrolled in the password reset tool with security questions, you can go to https://hartford.edu/reset and set a new one. If you have not enrolled, please email helpdesk@hartford.edu or call 860.768.4357.

Anyone who has been using the Blackboard app or who has bookmarked Blackboard in their browser may have to re-login using their email credentials or in some cases uninstall, then reinstall the app.

To obtain a University email, bring your current class schedule or your schedule for an upcoming semester along with your University ID card to the Help Desk on the main floor of Mortensen Library. Within 24-48 hours of requesting your university email, you will be able to access Blackboard.

## *I already have my own email; do I have to use the University email?*

You must have a University email account to access Blackboard. For information about setting up email on other devices, visit: https://www.hartford.edu/about/offices-divisions/finance-administration/information-technology-services/email-accounts.aspx

Logging into Blackboard

Your Blackboard username is your email username ID (e.g., 'jdoe' if your e-mail is jdoe@hartford.edu) and your password is the same as your email password.

1. Go to http://blackboard.hartford.edu
2. Type in your username and password.
3. Click **Login** or hit Enter.

If you can't remember your password, click the "Forgot Password" link on the Blackboard login page.
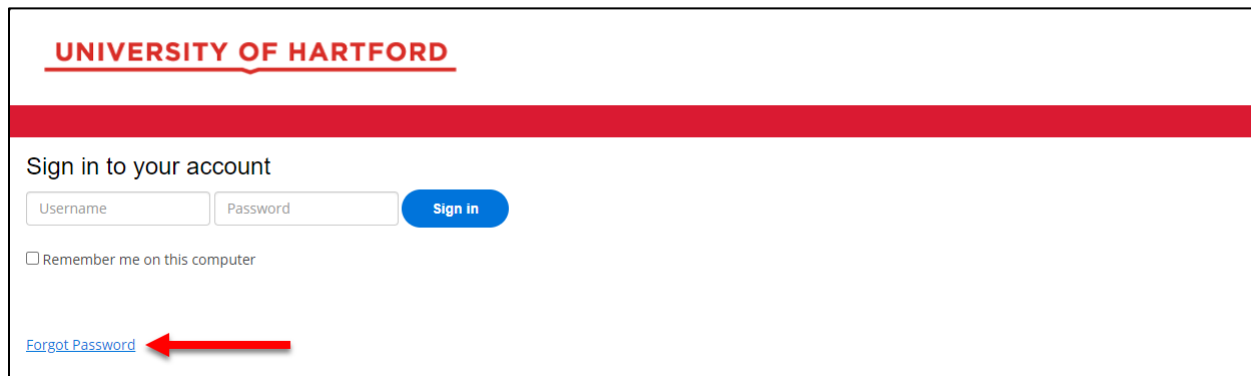
Click Forgot Password

This will take you to the University's reset password page. Login to change your password (if you remember your email password) or click **Forgot Password?** link again to reset it with your security questions.
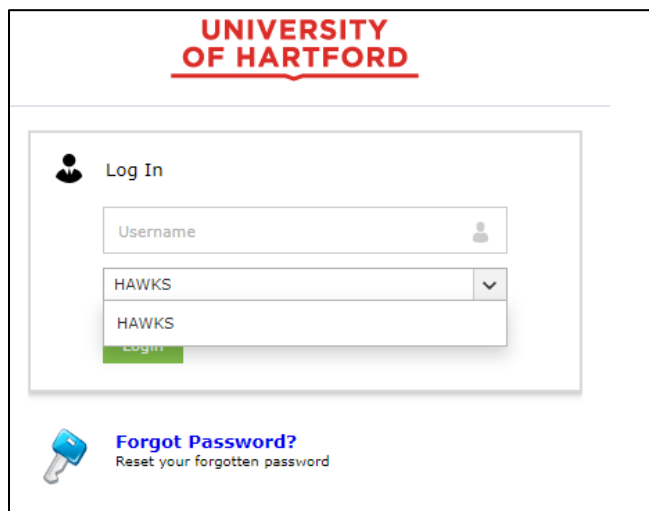

Login or Click Forgot Password?

If you do not remember your email password or don't remember your security questions, you will need to call the helpdesk at 860.768.4357 or email helpdesk@hartford.edu.

How do I access my Blackboard courses?

Go to http://blackboard.hartford.edu, and log in using your username and password. The first thing you see when you log in is your Blackboard Home Page. This includes announcements and links to your Blackboard Courses, as well as some useful tools like a Calendar, Tasks, and other Blackboard features. Your Blackboard courses will appear in a list to right under a heading titled "My Courses." To enter a class, click the name of the course.
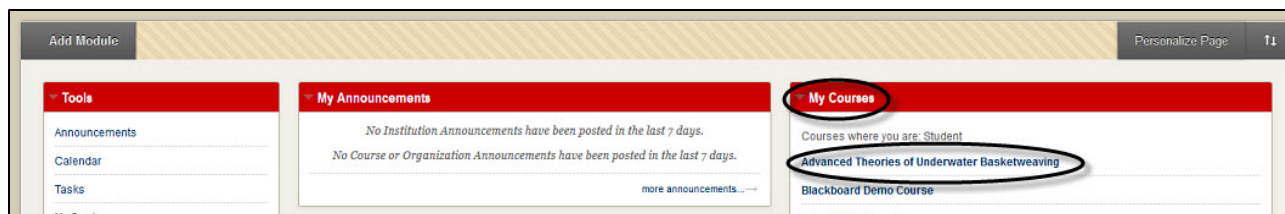
My Courses Tab

I logged into Blackboard, but I don't see my courses anywhere!

Students will be automatically enrolled into Blackboard courses when they register for courses at the University of Hartford. If you do not see any of your courses listed under the "My Courses" heading, it may be that your instructors are not using Blackboard this semester, or have not yet made the course available to students. Generally, instructors will tell you on the first day of class if they plan to use Blackboard in a course.

NOTE: If you have recently registered for a course, there is approximately a twenty-four hour waiting period between your official course registration and enrollment into Blackboard courses (excluding weekends). If you have not processed the paperwork for adding or dropping a course, you will not have access, or you will still have access, to the course on Blackboard. You must process your paperwork in order to be enrolled in a course in Blackboard. Contact the Registrar's Office at 860.768.4999 for more information about adding or dropping a course.

My username and password aren't working. What should I do?

- Make sure you have University email and your account is functional. You will not be able to access Blackboard without an active University email account.
- Make sure you are using the correct case for your password – passwords are case sensitive.
- Make sure that you aren't using your entire email address as a username. Only the first part of your email address should be entered (e.g. 'jdoe' if your email is jdoe@hartford.edu).
- Make sure that you are using your email password.
- If you are still having difficulty logging in, try resetting your password at https://hartford.edu/reset. If you do not remember your email password or security questions, call the Helpdesk at 860.768.4357
- Check to make sure that you do not have two University emails. If you do, you should contact the Helpdesk at 860.768.4357 to have them eliminate the second email.
- Call the Helpdesk to be sure that you are using the correct username and your email account is available – 860.768.4357.

Are there any instructions or handouts on using Blackboard?

If you are logged into Blackboard, selecting the **Help** button (question mark) at the top of the screen will direct you to a site where you will find student help materials, including video tutorials and a user guide.

What if I have trouble using Blackboard?

Ask your instructor for assistance if you are having trouble using the tools and features of Blackboard. If you continue to have trouble, or if he or she is not able to answer your questions, contact Blackboard Student Support for assistance at 860.768.4636. If you have problems logging in or need a password reset, you will need to contact the Helpdesk at 860.768.4357

Hardware and Software Specifications for Blackboard

- You need a computer with multimedia capabilities (i.e., sound with speakers), a monitor capable of at least 800 x 600 resolution, a modem or Internet connection of least a 56K modem connection, and an Internet Browser in order to access Blackboard.
- Your browser must accommodate both Java and JavaScript for some functions of the course. These are functions you can turn on in your browser.
- Your browser must be set to accept cookies (use minimum browser security settings).
- Firewalls will affect your ability to access and use Blackboard.
- Popup Blockers will affect your ability to use the Collaboration Tools and other features.

Allow Popups for Blackboard

Some content in Blackboard will require that a separate tab or window be opened. You must allow popups or you may not be able to see or access everything within your course.

Enabling Cookies in Your Internet Browser

In order to use Blackboard on your personal computer, you must have cookies enabled.

Supported Desktop Browsers for Blackboard Learn 9.1

Blackboard supports five primary browsers for Learn releases. Links to the vendor sites for the browsers are included in this topic. **Chrome is the preferred browser for Blackboard.**

Run the browser checker to see whether Blackboard Learn supports your browser.
To learn more about Blackboard's general browser support policy as well as information about Javascript, Cookies, and other software, see the Browser Support Policy.

Browser	Desktop Browser Versions
Chrome[2]	63+
Edge[1,2]	42+
Firefox[2]	57+
Internet Explorer[3]	Unsupported
Safari[1]	12+ (Mac OS only)

Supported Mobile Browsers for Blackboard Learn 9.1

Mobile Browser	Supported Browser Versions
Chrome	63+
Edge	38+
Firefox	57+
Safari	iOS 11+

Tested Devices and Operating Systems

A variety of devices and operating systems were used to test the supported browsers. Support is not limited to these specific operating systems. The desktop browser versions above are supported regardless of the particular device or operating system on which they run.

Operating Systems used in testing	Windows 8, Windows 10, Mac OS 10.12, Mac OS 10.13, Mac OS 10.14, Chrome OS
Chrome OS tested device	Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported) ChromeOS is not supported on devices other than Chromebooks such as ChromeOS running on Windows. ChromiumOS and Chromebit are not supported.

Blackboard strives to make all its products as accessible as possible. JAWS 18 and 17 are used during accessibility testing of each Blackboard Learn release.

Communication Tools

All of Blackboard's communication tools can be accessed by clicking on the Tools link in the menu of your Blackboard course.

Email

All email addresses in Blackboard are set to University of Hartford email. Although you can send email from your Blackboard course, you must exit Blackboard and read it using your regular email program (e.g., Outlook, Outlook Express, Webmail, etc.).

To send email within Blackboard, go to **Tools→ Send Email**. Select one of the options for recipients (all users, select users, etc.), then:
1. Enter a Subject and Message.
2. Select **Attach a File** if you wish to attach a file (optional).
3. Click Submit.
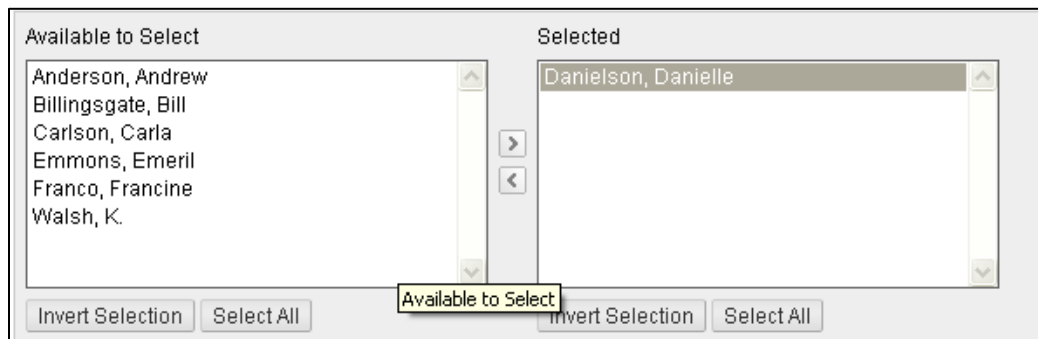
Selecting Individual Users in Email

Although you can send email from Blackboard, you will have to leave Blackboard and log into your University email to read any messages sent to your from Blackboard.
University Email: https://outlook.com/hartford.edu

Messages

If your instructor has it enabled, *Messages* is a feature that provides each course with a private and secure system for communication that functions similar to email. Not all instructors use the *Messages* function, so you may want to check with your instructor before using this feature to send messages. NOTE: Messages cannot be sent to or received from users outside the course.

Roster

Use the search function to list the students in your course.

Groups

If your instructor is using groups, you can access your group through the **Tools** page. Your group name will appear as a link. Only students assigned to a particular group may access that group's page. Each group will have one or more of the following communication tools: blogs, wikis, discussion boards, file exchange or chat.

Discussion Board

1. On the **Tools** page, click on the **Discussion Board** link.
2. Access the forum by clicking on the forum name.
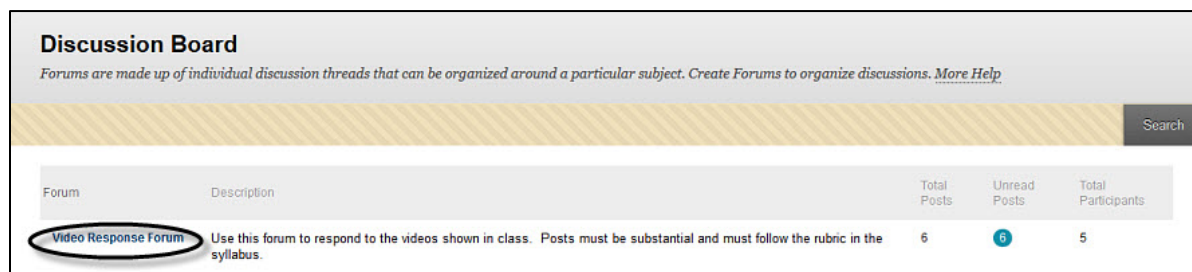
**Click the Forum Name to enter the Discussion**

3. Read posts (messages) by clicking on the subject line of the post.

4. You can reply using the **Reply** button in the right corner.
5. If it's an option, new threads (discussion topics) are started by clicking the Thread button on the upper left. NOTE: Be sure you are reading your instructor's post when you hit reply (if you are answering his or her question), otherwise you will be replying to a fellow student.

Click on the Thread Name to View Other's Comments

6. Click on the **Subscribe** button in a thread to have thread messages sent to you via email.
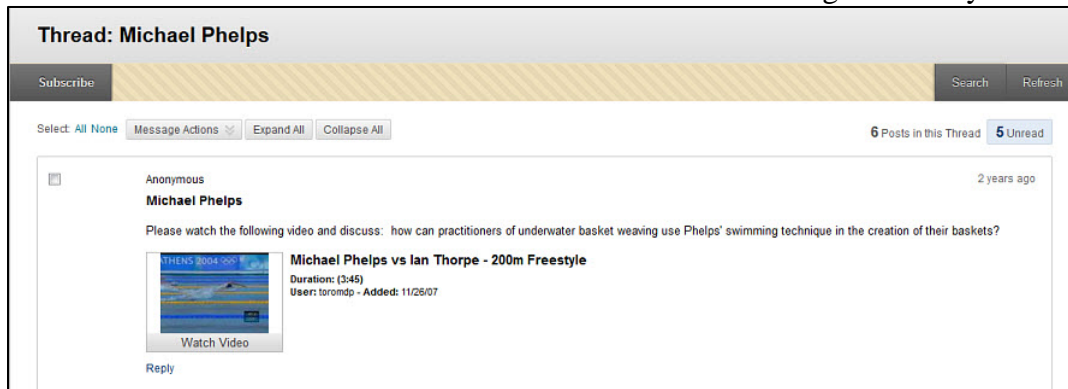
Click the Subscribe Button in the upper left to receive messages in email

Blackboard's Assignment Tool

When your instructor posts an assignment using Blackboard's Assignment tool, you are able to download any documents found in that assignment area, and, more importantly, you are able to upload or "hand in" your assignment to this same area when you are finished. The basic steps are easy and involve clicking on a link to open the assignment area, downloading any documents your instructor might have posted, doing your work, then coming back to the assignment tool area and uploading your completed assignment.

Find and View Your Assignment

1. Your instructor will tell you where your assignment is located within Blackboard.
2. Click on the assignment name to complete the assignment.
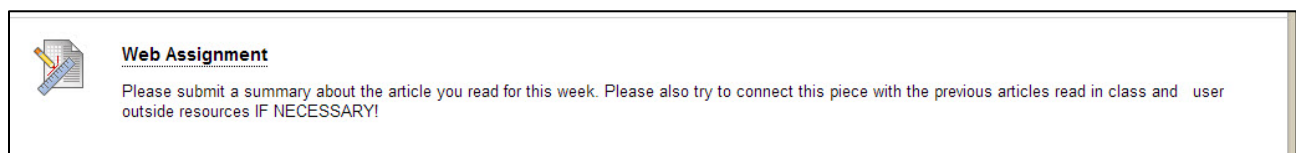
Opening an Assignment

Download Assignment File

If your instructor attached files related to the assignment, click on the file to download and save it to your computer (see below).
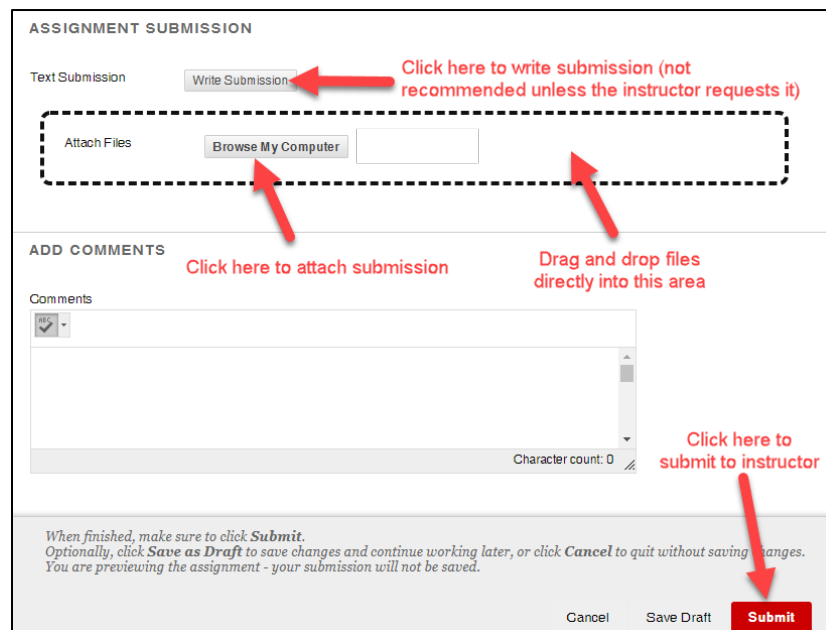

Selecting the link to download the file

Submit Assignment to Your Instructor

Once you have completed and saved your assignment (make sure you have a copy on your computer!):
1. Return to the place within your course where your instructor placed the assignment.
2. Click on the assignment name to open the assignment.
3. In the **Assignment Submission** section of the page, click on **Browse My Computer** to find and attach your assignment. Alternatively, you can drag and drop files into the area inside the dotted lines directly from your computer.
   - If you need to attach multiple files, click **Browse My Computer** again.
   - To remove a file from your submission, click on the **Do not attach** link.
   - Do **not** paste your assignment into **Comments.**
4. If you would like to save the assignment and complete it later, click on **Save as Draft.** Your instructor will not receive the assignment until you click **Submit.**
5. Once you have completed and uploaded the assignment, click **Submit** to hand it in to your instructor.

Submitting an assignment

NOTE: You will receive a submission receipt in your email if you have successfully submitted the assignment. If you have not received this, ensure that you click **Submit**, and then **OK**.

## Tips for using Assignment Tool successfully

- When downloading a document to your computer from Blackboard, you need to save it to your computer *before* working on it. If you work on it in your browser, you won't be able to save it.
- When naming documents that you will be uploading back to Blackboard to "hand in" use a simple naming convention such as last name, assignment name, date. For example, "smith_essay_4-2-09". Your instructor might have a naming convention you need to use. **At all costs, avoid symbols such as: # % $ & * and / in your file names.**
- Use the comment box to add comments to your instructor about the assignment as clarification or just a simple comment, but do not paste your assignment into the comment box.

Blackboard Groups

Blackboard can be used for group projects and other small group activities. Blackboard Groups allows smaller groups of students to meet online privately to share and exchange files, send group emails, participate in discussion boards, and meet to chat in virtual classrooms.

Getting Started

If your instructor has assigned groups, you will see your groups in a box underneath the course menu. You can only enter groups in which you are a member.
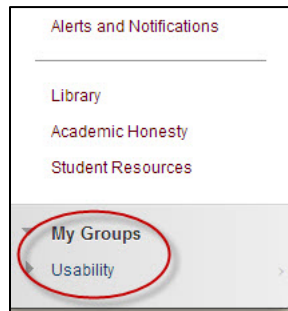
Accessing your designated group

Sometimes, groups are set up so that students can choose which group they want to join. To join, look for a signup button under the heading "Self-Enroll Group". The signup button name may vary from course to course.
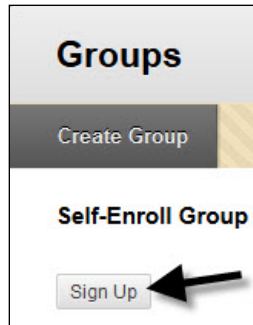
Sign up for Self-Enroll Groups

Group Options (communication tools group members can use)

Below is a list of all the communication tools which may be available to your group. With the exception of File Exchange, these tools work just like the tools in the main Blackboard course.

- **Collaboration –** Group chat tools.
- **File Exchange –** Group members can share files. Be sure to append filenames with initials to avoid overwriting each other's files.
- **Group Blog –** Students can keep individual or group blogs. Both students and the instructor can comment on blog posts.
- **Group Discussion Board -** Group members can have discussions with one another. Note that instructors must set up the forum for students. If there isn't one there, contact your instructor.
- **Group Journal –** Group members can keep individual journals. Only the instructor can read student journal entries.
- **Group Tasks –** Group members can set tasks with due dates and priority levels.
- **Group Wiki –** Group members can collaborate on a wiki.
- **Send E-mail –** Group members can send emails to the members of their group.

<u>Student Blackboard Support</u>
The following is student support for Blackboard only, including password resets and login issues. If you can't remember your email password and you have enrolled in the password reset tool with security questions, you can go to https://hartford.edu/reset and set a new one. Contact the helpdesk if you need further assistance.
Phone: 860.768.4357 **Email:** helpdesk@hartford.edu
FAQ/Submit a Ticket: http://www.hartford.edu/studentbbsupport

<u>Information Technology Services (ITS) Help Desk</u>
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, Compass).
Phone: 860.768.4357 **Email:** helpdesk@hartford.edu
Website: http://hartford.edu/ots

<u>Media Technology Services (MTS)</u>
Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.
Phone: 860.768.4357   **Website:** http://www.hartford.edu/mts