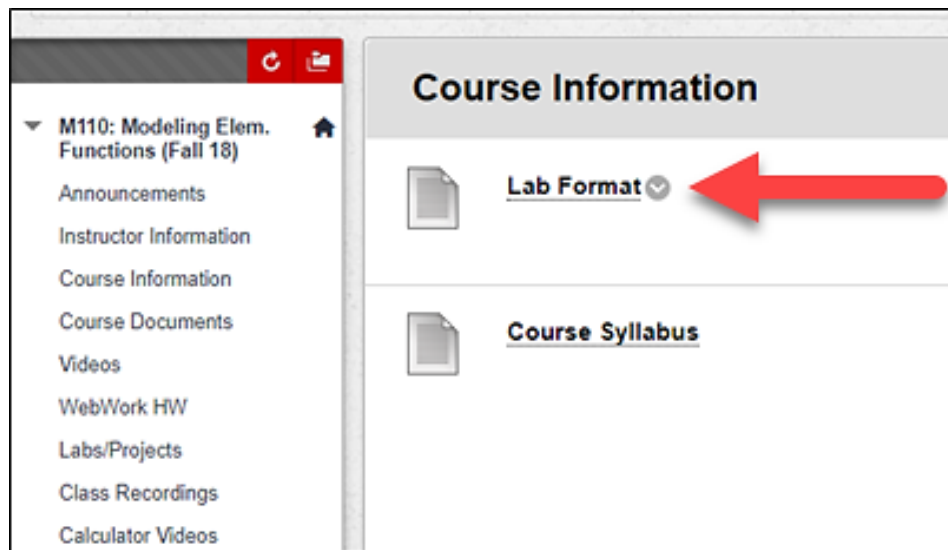


# UNIVERSITY OF HARTFORD

## Alternative File Formats

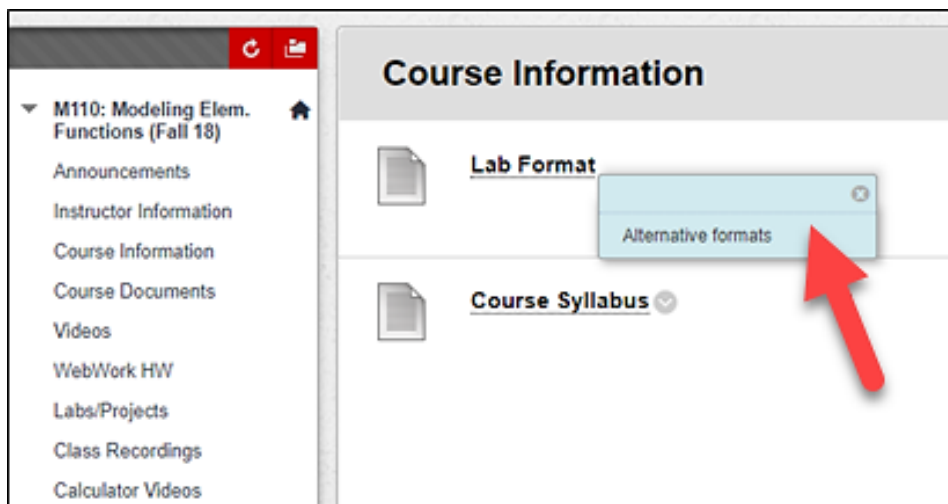
Alternative file formats are now available on any documents your instructor uploads to Blackboard courses.

1. In any course on Blackboard, browse to a content area (e.g. Course Documents, Assignments, etc.) that contains a document you want to download. When you hover the mouse over a link to a document, an arrow will appear next to it.



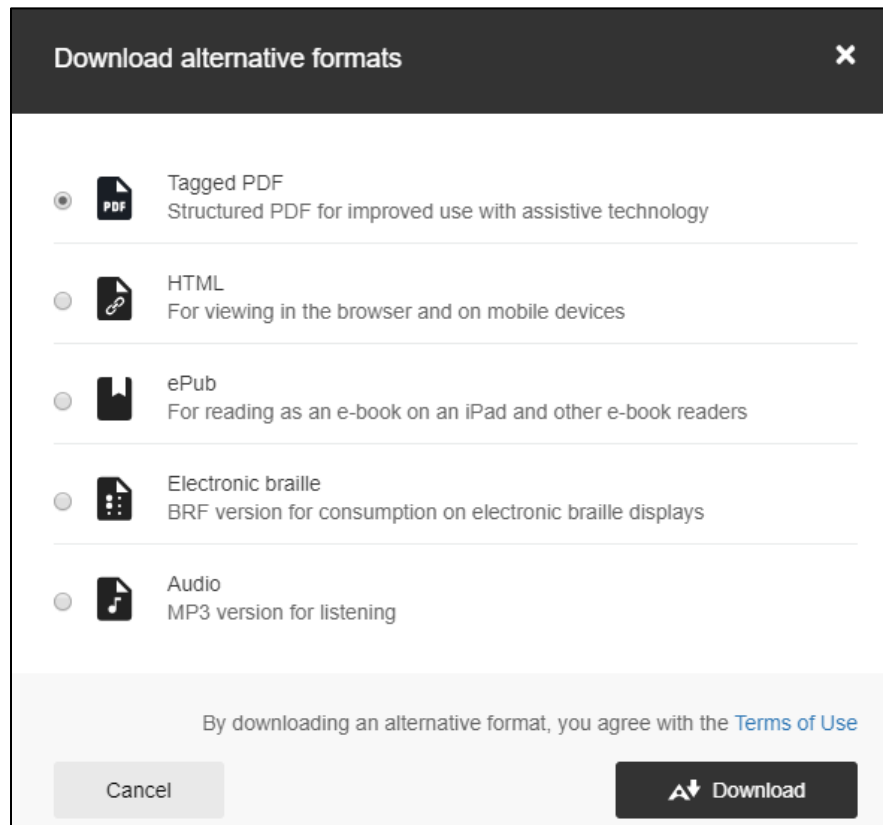
Arrow that appears next to documents

2. Click on the arrow, then click **Alternative Formats**.



Pop-up Menu for Alternative Formats

3. A new menu will appear offering four or five different types of alternative formats that you may convert the file to for download. These options include:



**Alternative Formats Available for Download for Files on Blackboard**

- a. Tagged PDF
  - b. HTML
  - c. ePub
  - d. Electronic Braille
  - e. Audio
4. Choose a type by clicking on the radio button next to its name, and then click on the Download button at the bottom of this window. It may take a few moments for the document to convert.
  5. When done, browse to your Downloads folder and you should see the file there.

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## Getting Help with Technology at the University of Hartford

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### **Student Blackboard Support**

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

**Phone:** (860) 768-4636      **Email:** [bbsupport@hartford.edu](mailto:bbsupport@hartford.edu)

**Website/File a Ticket:** <http://www.hartford.edu/studentbbsupport>

### **Office of Technology Services (OTS) Help Desk**

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

**Phone:** (860) 768-4357 (on campus) or (844) 292-3213 (off campus)

**Email:** [ots@hartford.edu](mailto:ots@hartford.edu)   **Website:** <http://hartford.edu/ots>