Helping Students with Blackboard

Login Requirements for Blackboard

All users must have a University of Hartford email account in order to access Blackboard.

There are no exceptions.

If a student does not have a University email account, he or she will not be able to use Blackboard. Note: New graduate students who were undergraduates at the University of Hartford should continue using their existing Hartford email address.

Delays between email/Blackboard account creation

There is a one to two day delay between applying for email through ITS and being able to access Blackboard. There is also a one to two day delay between adding a course and having that course listed under My Courses in Blackboard.

Instructions for Logging into Blackboard

The Blackboard username is the first part of the University of Hartford email username. (For example, if your email address is jdoe@hartford.edu, your Blackboard username is jdoe.)

The Blackboard password is the last 4 digits of the University ID number.

Troubleshooting Login Problems

- Make sure the user is going to http://blackboard.hartford.edu.
- Make sure user has University email.
  http://ned.hartford.edu/whitepages/white_pages.html
- Remember that there is a one to two day delay between applying for email and being able to access Blackboard. If the user is brand new to the University, he or she may need to wait a day or two before accessing Blackboard.
- Be sure user is entering only the first part of the email address. Only the first part of the email address should be entered (jdoe if your email is jdoe@hartford.edu) as the username.
- Make sure user is using only the last four digits of his or her University ID.
- If the user can’t remember the password, have him or her click on the Forgot My Password link (see details on page 2.).
- If he or she is using letters in the password – passwords are case sensitive. Check to make sure Caps Lock is not turned on.
- Be sure cookies are enabled in your browser and that popups are allowed in Blackboard.
- Firewalls may cause problems.
- If you have checked all of these items, contact FCLD for further assistance: (860) 768-4661.
Forgotten Passwords

If users can’t remember the password, they should click on the Forgot Your Password? link on the Blackboard login screen. A link opens with a form to fill out. The user should fill out only the top or bottom of this form, not both.

**If filling out the top half of the form**

First and last names must be entered with the first letter capitalized or the form will not recognize the person as a Blackboard user (e.g., joe doe will not work, but Joe Doe will). Failure to do so will generate a ‘user not found’ error message.

**If filling out the lower half of the form**

The user must enter his or her entire University email address (including @hartford.edu) as this is what is listed in Blackboard. Once the user fills out the form, a reminder will be sent to his University email account. Even if the user forwards University email to another account, he still needs to enter the University email address here. Failure to do so will generate a ‘user not found’ error message.

The email reminder contains a link address, which the user must either click on or paste into a browser. This connects the user to the screen that allows him or her to change the password. The link is very long; be sure user is pasting ENTIRE link address into the browser address bar.
Frequently Asked Questions

How do I change my password?

1. From your Blackboard Home Page, find the Tools menu at the left.
2. Select Personal Information.
3. Select Change Password.
4. Enter your new password twice.
5. Click Submit to save your changes.

What if I have trouble using Blackboard once logged in?

Students: 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 the Computer Support Center for assistance at (860) 768-5999. The Computer Support Center has evening and weekend hours.

Instructors: Contact FCLD for assistance at (860) 768-4661 or email fcld@hartford.edu. FCLD is open Monday-Friday 8:30 am – 5 pm. Calls and emails after this time will be answered the following day.

I logged into Blackboard, but don’t see my courses anywhere.

Important: If Blackboard was recently upgraded, check to make sure they are logging into the new Blackboard version. Often, we upgrade during the summer and all Fall courses and non-academic groups (clubs, department pages, etc.) are on a new Blackboard version, while Summer courses are taught on the old version. If a summer user bookmarks the old version, he or she may accidentally be accessing the older version for fall courses.

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.

Do Blackboard users have to use their University email in Blackboard?

You must have a University email account to access Blackboard. If you want to continue using an alternative email, you may forward your University of Hartford email to your other email
account. Instructions for forwarding email can be found at: 
http://uhaweb.hartford.edu/www/index_howto.html

**Are there any student instructions 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.

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**Technical Specifications for Blackboard 9**

To access course content in Blackboard, you need a computer with multimedia capabilities (i.e., sound with speakers), a monitor capable of at least 800 x 600 resolution, a high-speed Internet connection, and a supported Internet browser. Here are further specifications:

- Your browser must accommodate both Javascript and Java 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 security settings).
- Firewalls and Popup Blockers may affect your ability to access the Collaboration tools (Virtual Classroom) and other features in Blackboard.

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**Enabling Cookies in Your Browser**

In order to use Blackboard on your personal computer, you must have cookies enabled. Depending on your browser type, do one of the following:

**Mozilla Firefox**

Cookies are enabled by default in Firefox. To edit your settings:

1. Open Firefox and select **Tools ➔ Options**.
2. Click onto Privacy.
3. From the dropdown menu, select “Use custom settings for history.”
4. Make sure that **Accept cookies from sites** and **Accept cookies from third-party sites** are checked.
5. Click **OK**.

**Internet Explorer**

1. Open Internet Explorer and select **Tools ➔ Internet Options**.
2. Select the Privacy Tab.
3. Move the sliding bar down so that the cookie settings are Medium or lower.
4. Click **Apply**.
5. Click **OK**.

**Apple Safari**
1. Open Safari and select Safari  Preferences.
2. Click on Security.
3. Under Cookies select the option “Always.”
4. Close the Window.

**Enabling Javascript in your Internet Browser**

Blackboard requires that your browser accommodate both Javascript and Java for some functions of the course. These are functions you can turn on in your browser.

**Enabling JavaScript in Internet Explorer (Windows)**

Open Internet Explorer and go to Tools  Internet Options.
1. Click on the Security Tab, then Custom Level.
2. Scroll to the section titled Scripting.
3. Verify that Active Scripting is enabled, click OK, Yes to the warning, then OK.

**Enabling JavaScript in Mozilla Firefox**

1. Open Firefox and Select Tools  Options
2. Select the Content tab.
3. Make sure there is a checkmark for Enable JavaScript.
4. Click OK.

**Supported Browsers & Operating Systems for Blackboard 9.1**

**Microsoft Windows Operating System:**

<table>
<thead>
<tr>
<th></th>
<th>Internet Explorer® 8</th>
<th>Internet Explorer 7</th>
<th>Firefox 3.6</th>
<th>Firefox 3.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows® XP (32-bit)</td>
<td>Compatible</td>
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<td>Compatible</td>
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<tr>
<td>Windows Vista® (32-bit)</td>
<td><strong>Certified</strong></td>
<td>Compatible</td>
<td><strong>Certified</strong></td>
<td>Compatible</td>
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<tr>
<td>Windows Vista (64-bit)</td>
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<td>Windows 7 (32-bit)</td>
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<td><strong>Certified</strong></td>
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**Apple MacOS Operating System:**

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<thead>
<tr>
<th></th>
<th>Safari® 5.0</th>
<th>Safari 4.0</th>
<th>Safari 3.2</th>
<th>Firefox 3.6</th>
<th>Firefox 3.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac OSX 10.5 &quot;Leopard®&quot;</td>
<td>Provisional</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Compatible</td>
<td>Compatible</td>
</tr>
<tr>
<td>Mac OSX 10.6 &quot;Snow Leopard®&quot;</td>
<td>Provisional</td>
<td><strong>Certified</strong></td>
<td>Unsupported</td>
<td><strong>Certified</strong></td>
<td>Compatible</td>
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*Certified*: fully tested and supported.
*Compatible*: partially tested but should function properly.
**Provisional**: future technologies considered supported by Blackboard Support.
**Unsupported**: either impossible or not tested.

**Please Note:**
- Sun Java™ Runtime Environment 5 (JRE™ 5) is no longer supported. It may continue to work but Java 6 Update 13 or higher is the only supported JRE.
- Internet Explorer 5 and 6, Firefox 1.x and 2.0, Safari 2.0, and Google Chrome are not supported.
- Internet Explorer 8 is supported in Standards Mode only. Some known issues can be resolved by using Compatibility Mode (emulates IE7 behavior).