Blackboard Instructor FAQs

Blackboard is an Internet application used by many instructors to put their courses online. Students are automatically enrolled into their Blackboard courses based on their registration information.

Logging into Blackboard

Your Blackboard username is your email username ID (e.g., ‘jdoe’ if your e-mail is jdoe@hartford.edu) and your initial password is the last four digits of your university ID. You should change your password after you log in for the first time.

1. Go to http://blackboard.hartford.edu
2. Type in your username and password.
3. Click Login or hit Enter. It is recommended that you change your password to something other than the last four digits of your ID number at this time.

Changing Your Blackboard Password

1. From your Blackboard Home Page, click on your name at the top right of the screen.
2. Click Settings at the bottom of the menu.
3. Click Personal Information.
4. Click Change Password.
5. Enter your new password twice.
6. Click Submit to save your changes.

If you can’t remember your password, click the “Forgot Password?” link on the Blackboard login page. On the next page ONLY fill in the bottom portion with the Email Address Option. It will email you instructions to reset your password.

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

If you have signed a contract and are listed as the instructor of record in the Self-Service Center and in Banner, your courses should automatically appear in Blackboard. If they do not, first contact your department coordinator and/or chair and they can check to see if you are listed as the instructor of record in Banner. If you are not, you will need to contact the Registrar’s office to be listed as the instructor of record for the course. Once that change is made, the course should come over to Blackboard the next time the system updates (updates occur three times a day, at 7am, at 12pm, and at 4pm and it can take up to 30 minutes after each time the system updates for these changes to process). If the course still does not appear and/or you have confirmed that you are already listed as the instructor of record, please contact FCLD at (860) 768-4661.

**My course is saying ‘not currently available’. What does that mean?**

**How do I make it available?**

By default, courses are unavailable (invisible) to students. To make it available, enter your course, then click on any content area such as Course Documents or Assignments. Click the lock icon in the upper right-hand corner of the screen (next to the Edit Mode button). The course will now be available to students.

![Click on the Lock icon in the top right corner of a content area of a course](image)

**My username and/or password aren’t working. What should I do?**

- Make sure you have University email and that the account is active. 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 full 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 only the last four digits of your University ID.
- Check to make sure that you do not have two University emails. If you do, you should contact OTS at (860) 768-4357 for a resolution.
- Contact FCLD to be sure that you are using the correct username at (860) 768-4661.

**I clicked a link in Blackboard to open a website, book, reading, etc. but nothing happens.**

Blackboard utilizes pop-ups to open windows and tabs, typically to open content external to Blackboard. Allowing pop-ups for Blackboard will fix the issue of links not opening in a new tab or window. Here is a link to instructions on how to allow pop-ups in various browsers: [http://hartford.edu/academics/faculty/fcld/alerts/Allow%20Pop-ups_Q22016.pdf](http://hartford.edu/academics/faculty/fcld/alerts/Allow%20Pop-ups_Q22016.pdf).
My students can’t see a lecture, homework assignment, discussion board post, etc. in my course.

Make sure that the particular item is set to Available for students and does not have any date restrictions regarding availability. When you are in Blackboard, find the item in your course, click the arrow next to the item and then click Edit. Make sure the box is checked to make the item available.

All my stuff disappeared in my course. I can only see Announcements (or some other area). I am unable to go anywhere else in my course.

Sometimes, the course menu on the left-hand side is collapsed when you enter your course. To resolve this issue, try to minimize or maximize the window and hover the mouse over the left edge of the window until you see a blue or grey bar appear. Click on it and then click on the arrow. This should bring back the course menu. If you are still unable to see the course menu, press and hold the CTRL button and click the – (minus) key to zoom out. Then, hover the mouse over the left edge of the window until you see a blue or grey bar appear. Click on it and then click on the arrow.

How do I add another instructor or TA to my course?

Please be advised, you should never manually add or remove a student from a class in Blackboard. Instead, this should be done via the enrollment process through Banner. You may add other instructors or TA’s to your course by doing the following:

1. Go into the Course and scroll down to the Control Panel.
2. Go to Users and Groups, then Users.
3. Click the Find Users to Enroll button.
4. In the search box, type in the first part of the person’s email address, without the @hartford.edu portion (e.g. jdoe). DO NOT CLICK BROWSE!
5. Drop down and choose they should be in your course (instructor, teaching assistant, course builder).
6. Click Submit.

NOTE: We have found that clicking the Browse button sometimes causes issues when trying to look up people to add into your course. It is easier to find their email address first and then enter the first part. Also, note that if you add another person as instructor, you will not be able to remove them later (FCLD will have to do that for you). Adding another person as a Teaching Assistant gives him or her the same access as an instructor, but they can be later removed by the lead Instructor. Giving the Course Builder role gives them access to most of the features the Instructor or Teaching Assistant will have, but they will not be able to enter grades. If you are wanting to add someone in as a “Guest” or “Observer,” use the student role. The guest role does not work on the University of Hartford’s instance of Blackboard.

Please contact FCLD at (860) 768-4661 for further assistance in adding another instructor or TA to your course.
Are there any instructions or handouts on using Blackboard?
FCLD has numerous guides and videos for teaching with Blackboard on their website http://hartford.edu/academics/faculty/fcld/learn_blackboard/default.aspx.

---

**Getting Help with Technology at the University of Hartford**

**Faculty Center for Learning Development (FCLD)**
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology-related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

**Phone:** (860) 768-4661  
**Email:** fcld@hartford.edu  
**Website:** http://www.hartford.edu/fcld

**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  
**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  
**Website:** http://hartford.edu/ots

**Media Technology Services (MTS)**
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) 768-4643 (Main) or (860) 768-4662 (Tech Line)  
**Website:** http://www.hartford.edu/mts

---