

# UNIVERSITY OF HARTFORD

## 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 faculty, staff, and student Blackboard users will be required to use their University of Hartford e-mail as their username and the last four digits of their University of Hartford ID as their password to access Blackboard** (e.g., username = **jd**oe if your e-mail is [jd@hartford.edu](mailto:jd@hartford.edu) and password = **5678** if your ID is 12345678)

- **To obtain a student ID**, you must present proof of registration and an additional form of ID such as a license. The student ID office is located in the building attached to the Gengras Student Union, in room 112. The office hours during the academic year are Monday through Thursday, 9:00 a.m. to 4:30 p.m. and on Fridays from 9:00 a.m. to 3:00 p.m. The office is open extended hours at the beginning of each semester. Summer hours are limited; please call the Student ID office for summer hours at (860)768-5343.
- **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:

[http://hartford.edu/aboutuofh/finance\\_administration/ots/email/default.aspx](http://hartford.edu/aboutuofh/finance_administration/ots/email/default.aspx)

### ***Logging into Blackboard***

Your Blackboard username is your email username ID (e.g., 'jd'oe' if your e-mail is [jd@hartford.edu](mailto:jd@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*, 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.

If you can't remember your password, click the "Forgot Password?" link on the Blackboard login page. A link will be sent to your *University email address*, allowing you to reset your password.



Username:

Password:

[Forgot 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!

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](mailto: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 to have them eliminate the second email.
- Call the OTS Helpdesk to be sure that you are using the correct username and your email account is available - (860) 768-4357

## ***What if I have trouble using Blackboard?***

Ask your instructor for assistance if you are having trouble using the tools and features of Blackboard.

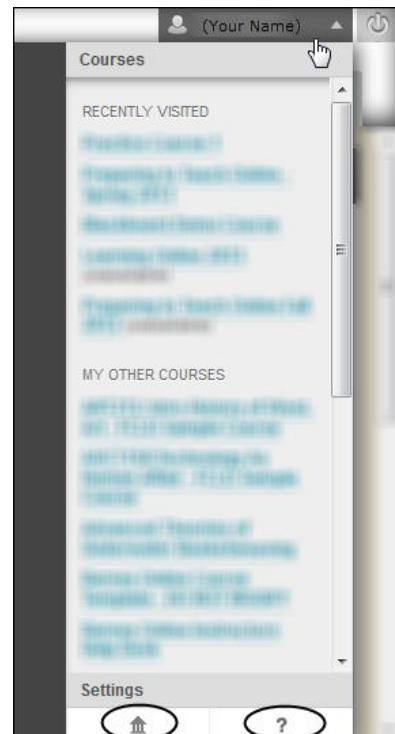
## ***Online Blackboard Help***

Instructions and how-to videos are also available from any screen in Blackboard (see image at right).

To find help, click the triangle icon next to your name at the top right of the page. Select the **Help** (question mark icon) at the bottom of the drop-down menu to find faculty and student links for support materials including written instructions, videos, quick guides, and other Blackboard information.

Students can also use the Blackboard Help. Go to **Tools** on the course menu and then select **Blackboard Help for Students**. Students can also call or email the Student Blackboard Support: (860)515-3742 or file a ticket at: <http://www.hartford.edu/studentbbsupport>

If Blackboard Support is unavailable to help, a quick 'Google' search will help locate answers to common Blackboard questions from other University websites.



## ***Hardware and software specifications for Blackboard***

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 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 security settings).
- Java is required to use Collaboration Tools in Blackboard. This plug-in may be downloaded from a page that appears when you join a Collaboration Session, or, visit <http://java.sun.com/products/plugin/index.jsp> and download Java. MAC OS X has Java installed by default from Apple.
- Firewalls and Popup Blockers may affect your ability to access some tools.

## ***Enabling Cookies in Your Internet Browser***

In order to use Blackboard on your computer, you must have cookies enabled. To do so:

### ***Internet Explorer***

Open Internet Explorer and select **Tools → Internet Options**. Select the Privacy Tab.

1. Using the sliding bar, slide the bar down so that the cookie settings are **Medium** or lower.
2. Click **Apply**. Then click **OK**.

### ***Safari***

1. Open Safari and select **Safari → Preferences**.
2. Click Privacy.
3. Under Block Cookies select the option **“From third parties and advertisers.”**
4. Close the Window.

### ***Mozilla Firefox***

Cookies are enabled by default in Firefox.

### ***Google Chrome***

1. Click the menu icon on the browser toolbar.
2. Select Settings.
3. Click the Show advanced settings.
4. Click Content Settings.
5. In the "Cookies" section of the dialog that appears, make sure Allow local data to be set is selected to allow both first-party and third-party cookies.
6. Click Done.

## ***Enabling JavaScript in your Internet Browser***

Blackboard requires that your browser accommodate JavaScript for some functions to work properly. Please do the following to ensure your browser is ready:

### ***Enabling JavaScript in Internet Explorer***

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, and then **OK**.

### ***Enabling JavaScript in Mozilla Firefox***

Javascript is enabled by default in Firefox.

## ***Supported Desktop Browsers for Blackboard Learn Q2 2018***

Blackboard supports five primary browsers for Learn releases. Links to the vendor sites for the browsers are included in this topic.

[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 topic.

<b>Desktop Browser</b>	<b>Supported Browser Versions</b>
Chrome**	49+
Edge**	20+
Firefox	48+
Internet Explorer*	11+ (Windows only)
Safari	9+ (MacOS only)

\*Microsoft ended active development for Internet Explorer in January 2016. Most features of Learn will work with IE11, so it is generally considered compatible. Some newer features in Learn may not. Reported issues isolated to Internet Explorer will not be resolved by Product Support. An alternative browser is recommended.

\*\* Google Chrome versions 42+, Mozilla Firefox versions 52+, and Microsoft Edge do not support NPAPI-type plug-ins including Java plug-ins and many media browser plug-ins.

Blackboard doesn't support these browsers for using embedded media types that require third-party NPAPI plug-ins for viewing.

## ***Supported Mobile Browsers for Blackboard Learn Q2 2018***

<b>Mobile Browser</b>	<b>Supported Browser Versions</b>
Chrome	49+
Edge	20+
Firefox	48+
Safari	iOS 7+

**Note:** Not all tools and workflows have been optimized for mobile use. Issues reported for tools that aren't yet optimized for mobile devices may be considered an enhancement request.

Blackboard App is a supported native app for mobile and tablet devices that interact with Blackboard Learn 9.1 servers. This app may have its own device requirements.

## ***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 7, Windows 8, Windows 10, MacOS 10.11, MacOS 10.12, MacOS 10.13, Chrome OS
ChromeOS (ChromeBook) tested device	Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported)

Blackboard Learn does not require any other browser plugins. To learn more about browser plugins, assistive technology, and other supporting software, see the Browser Support Policy topic in this section.

## Communication Tools

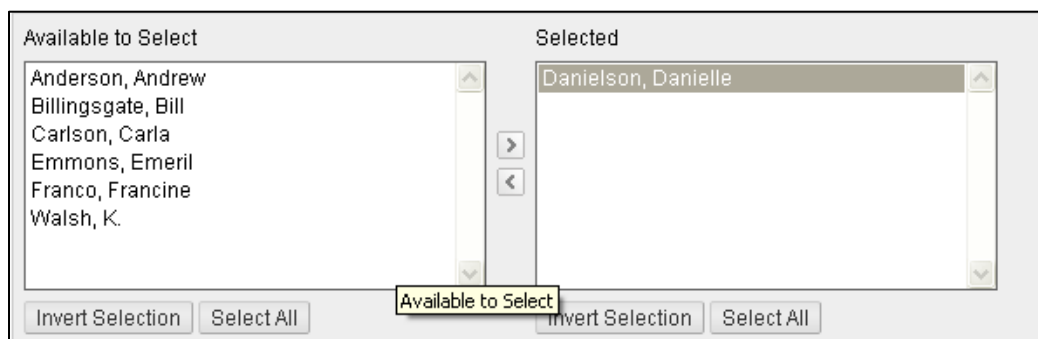
All of Blackboard's communication tools can be accessed by clicking on the Tools link in the menu of your Blackboard course.

### 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.



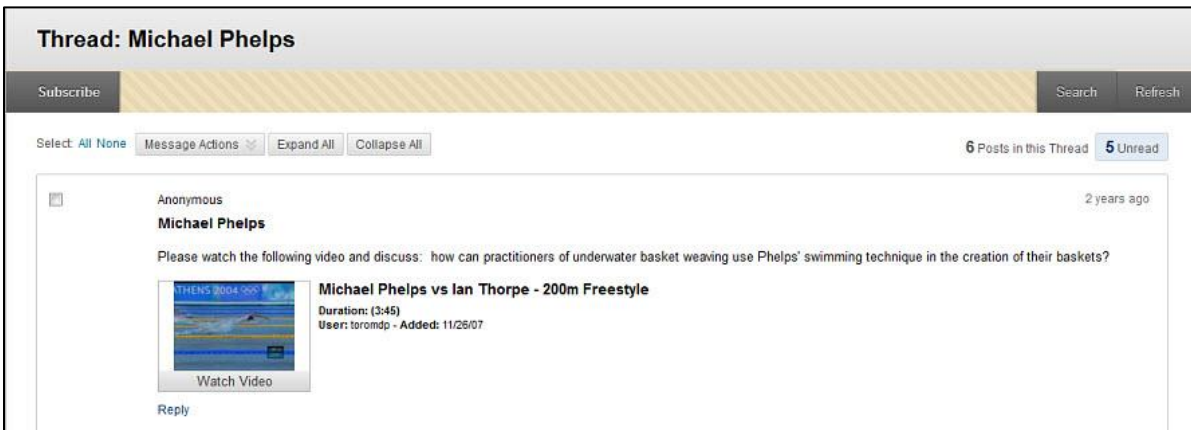
Click the Forum Name to enter the Discussion

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

- Your instructor will tell you where your assignment is located within Blackboard.
- Click on the assignment name to complete the assignment.




**Web Assignment**  
Please submit a summary about the article you read for this week. Please also try to connect this piece with the previous articles read in class and user outside resources IF NECESSARY!

#### 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).



**1. Assignment Information**

Name:	Web Assignment
Instructions	Please submit a summary about the article you read for this week. Please also try to connect this piece with the previous articles read in class and user outside resources IF NECESSARY!
Due Date	
Points Possible	20
Assignment Files	<a href="#">FAKEpaper2.docx (FAKEpaper2.docx)</a>

#### 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**.

- 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**.
- Once you have completed and uploaded the assignment, click **Submit** to hand it in to your instructor.

**ASSIGNMENT SUBMISSION**

Text Submission  ← Click here to write submission (not recommended unless the instructor requests it)

Attach Files

**ADD COMMENTS**

Click here to attach submission Drag and drop files directly into this area

Comments

Character count: 0

Click here to submit to instructor

*When finished, make sure to click **Submit**.  
Optionally, click **Save as Draft** to save changes and continue working later, or click **Cancel** to quit without saving changes.  
You are previewing the assignment - your submission will not be saved.*

### Submitting an assignment

### ***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.

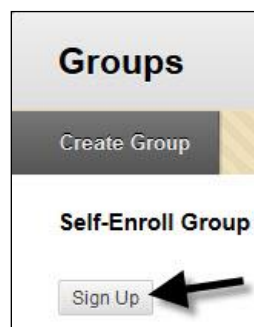
### ***Getting Started***

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.

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

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