

UNIVERSITY OF HARTFORD

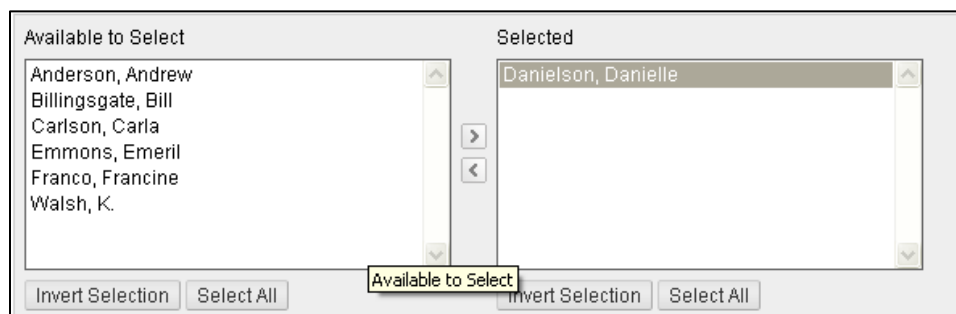
Student Handout - Communication Tools

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

Email

To send an email through Blackboard, click on the **Email** link and select one of the following:

- **All Users** – Sends an email to all members of a Blackboard course, including instructors.
- **All Groups** – Sends an email to all members of a Blackboard course enrolled in groups.
- **All Student Users, All Teaching Assistant Users or All Instructor Users** – Sends emails only to members of the course with the selected roles.
- **Select Users or Select Groups** – Allows you to select which course members or groups you would like to email. If you choose this, highlight a name and then click on the right arrow to create your recipient list (see below).



Selecting Individual Users in Email

- Enter a Subject and Message.
- Add an Attachment (optional).
- Click **Submit**.

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

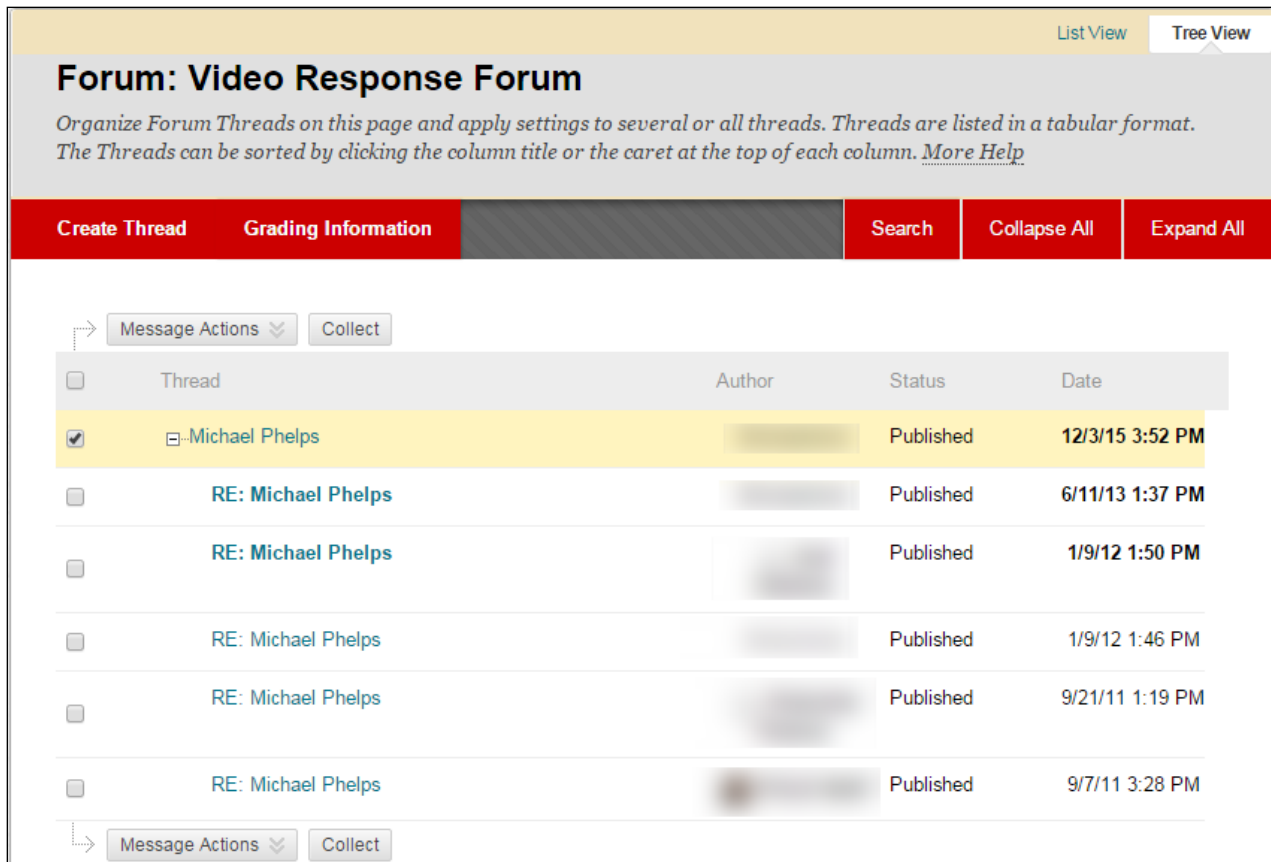
Use the search function to list the students in your course.

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.
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 **Create 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.**
6. Click on the **Subscribe** button in a thread to have thread messages sent to you via email.



The screenshot displays a discussion board interface. At the top right, there are tabs for 'List View' and 'Tree View'. The main heading is 'Forum: Video Response Forum'. Below the heading is a descriptive paragraph: 'Organize Forum Threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the column title or the caret at the top of each column. [More Help](#)'. A red navigation bar contains buttons for 'Create Thread', 'Grading Information', 'Search', 'Collapse All', and 'Expand All'. Below this is a table of threads with columns for 'Thread', 'Author', 'Status', and 'Date'. The first thread is selected and highlighted in yellow. At the bottom of the table, there are 'Message Actions' and 'Collect' buttons.

<input type="checkbox"/>	Thread	Author	Status	Date
<input checked="" type="checkbox"/>	Michael Phelps	[blurred]	Published	12/3/15 3:52 PM
<input type="checkbox"/>	RE: Michael Phelps	[blurred]	Published	6/11/13 1:37 PM
<input type="checkbox"/>	RE: Michael Phelps	[blurred]	Published	1/9/12 1:50 PM
<input type="checkbox"/>	RE: Michael Phelps	[blurred]	Published	1/9/12 1:46 PM
<input type="checkbox"/>	RE: Michael Phelps	[blurred]	Published	9/21/11 1:19 PM
<input type="checkbox"/>	RE: Michael Phelps	[blurred]	Published	9/7/11 3:28 PM

Discussion Board Thread

Getting Help with Technology at the University of Hartford

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

Email: ots@hartford.edu **Website:** <http://hartford.edu/ots>