

My Students Can't See My Blackboard Course!

If your students tell you they can't see your Blackboard course, here are some points to check:

Have you made your course available?

By default, all courses are made “unavailable” or invisible to students. The instructor needs to make the course “available” to students at the start of the semester. To do this, enter your course and do the following:

- In the **Control Panel**, click on **Customization**.
- Click on **Properties**.
- Under **Set Availability**, click **Yes**.
- Click **Submit**.

Alternatively, there is a new way to toggle course availability.

- Go into any content area (e.g. Course Documents, Assignments, etc.)
- Click the lock icon in the upper right (next to Edit Mode)



Toggle Course Availability by clicking the Lock Icon

Has the student registered for the course?

All students who are officially registered for a course are enrolled in Blackboard courses automatically. To check your official enrollments for a course, go to Self-Service:

<http://hartford.edu/selfserve/default.aspx>

Is the student enrolled in your Blackboard course?

There is a delay of a day or two from when a student registers for a course and when the student appears in the Blackboard course. If the student has just registered for the course, check back in a day or two to see if the student is on Blackboard.

What browser is the student using?

The recommended browser for Blackboard is **Chrome** or **Mozilla Firefox**. To download Chrome, go to <https://www.google.com/chrome/browser>. For Firefox, go to <http://www.mozilla.com>.

If you have tried these steps and the student still cannot see the course, please contact FCLD at (860) 768-4661 or fclld@hartford.edu for assistance.

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:** fclld@hartford.edu

Website: <http://www.hartford.edu/fclld>

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

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) 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 **Email:** helpdesk@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) 768-4357 **Website:** <http://www.hartford.edu/mts>