# UNIVERSITY OF HARTFORD
## FACULTY CENTER FOR LEARNING DEVELOPMENT

## Beginner's Guide to Blackboard

## *What is the Internet (also called the World Wide Web or WWW)?*

The Internet is a web of interconnected computers that allows people all over the world to communicate with each other through their personal computers, much like our telephone system, only instead of carrying voices, the Internet carries information.  To make it easier for people to use the information, most of the information on the Internet is displayed as a combination of text and images displayed graphically.  These displays are called websites.  Each website has a starting point called a homepage, but most are a collection of graphic screens called 'web pages.' You can jump from page to page using menus, much like an index.  You click on a menu item and it will display a new screen or page for you. Blackboard is one such website on the Internet.

## *What is an Internet Browser?*

An Internet browser is a software application that allows individual users to find and connect to websites on the Internet.  The most common browsers used today are Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome.  A browser has an address bar and this is used to 'call up' a website.  You type a website address in the address bar (like dialing a number on a telephone) and then hit 'Go' on the browser or hit the Enter key on your computer keyboard.  The Internet then returns the requested information and you see the website on your browser.  Some websites are public and anyone can see the information, while other websites are private and you have to have a password to access and see the information.  Blackboard is an example of a private website.

## *Connecting to Blackboard*

Here are step-by-step instructions for using a browser to connect to Blackboard.

- Look on your computer's screen for Firefox
- Left click twice on Firefox to open it.
- A new window will open, showing you a website.  Since this is not the website you want, you have to request to be connected to Blackboard.
- Find the address bar at the top of your browser screen and left click somewhere in the address text.
- The entire address will highlight.  If you start typing it will erase the address that is already there and replace it with whatever you are typing, such as 'blackboard.hartford.edu'.  See image below.
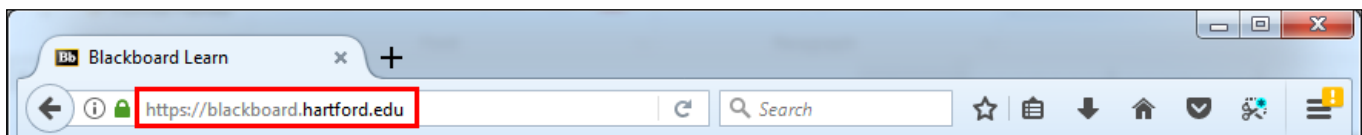


**Firefox Browser Address Box with Blackboard Address Typed In**

- After you have typed it in press the Enter on your keyboard.  On a computer, the Enter key means "complete my request."  In this case, you are requesting a new website.
- In a short while, you will see the log-in screen for Blackboard.  Now you have to login to Blackboard using your username and password.

## Logging into Blackboard

- From the Blackboard entry screen, left click the User Login button which appears on the left.
- In the Username box, type in your University of Hartford email username.  Do not include the "@hartford.edu" part.
- In the Password box, type in your password. Your password is by default set to the last four digits of your university ID.  Please reset your password once you are in Blackboard. (See instructions directly below.)
- Left click on the **Login** button.  You will now see your Blackboard Home Page.

## 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.
6. Remember this password!

## Accessing your Blackboard Course

Your Blackboard Home Page has many menus.  Look over on the right hand side of the screen for a box labeled "My Courses." You should see your course listed.  The text will be blue and underlined, indicating that it is a hyperlink.  Hyperlinks link you to new web pages.



**Blackboard Home Page**

- Left click on the name of your course to access the course.
- You will now see your Blackboard course site.
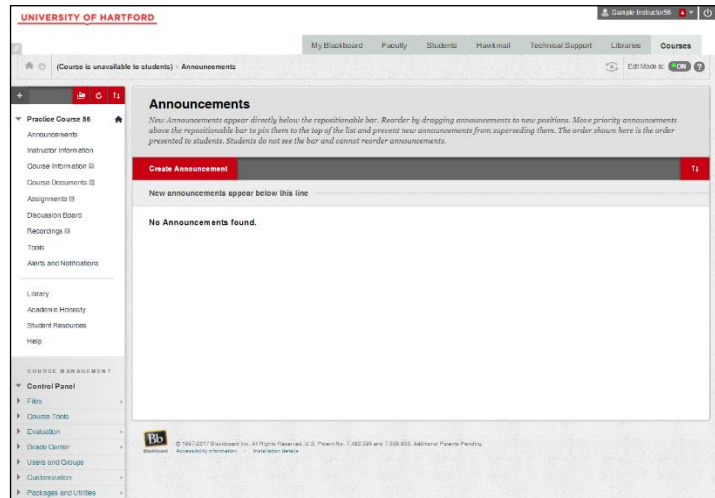


**Blackboard Course Site Entry Screen**

- The menu items on the left hand side are used by students to find materials and tools (e.g., email) that are included in your Blackboard course.  You can add course materials (e.g., your syllabus), to your course.  Please contact FCLD for instructions.

## *Sending Email to your Students Using Blackboard's Email Tool*

To send email within Blackboard, do the following:
1. Log into Blackboard.
2. Enter your class by left clicking on the name of your course.
3. Under the Control Panel, left click on **Course Tools.**
4. Select **Send Email** from the list of Tools.
5. From the list, left click on **All Users.**
6. Enter a Subject and a Message for your email.  **Sending email through Blackboard appends the Course Number onto the front of the subject line automatically.**
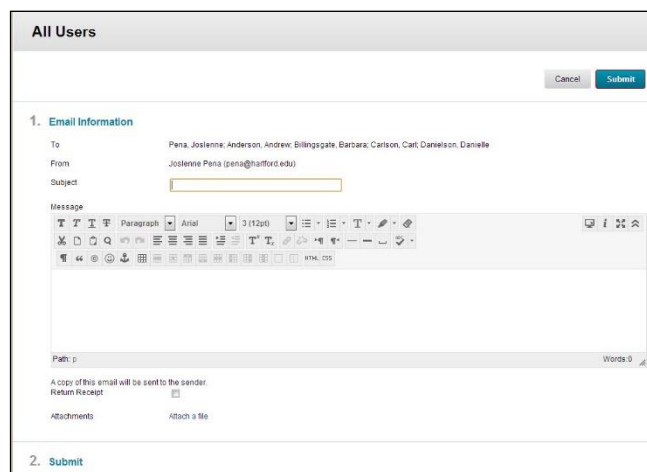


**Email message box**

7. If you have selected either the Single/Select Users or the Single/Select Groups option, you will have to select the individual users from the list of students.
8. Scroll down and click the **Submit** button to send the message.
9. You will receive a receipt indicating whether the message was sent successfully.

You can only send email from Blackboard. To read University email, you must log in and use the University's email system. First, log off Blackboard by using the Logout button in the red margin at the top of your Blackboard page.

## Getting Help in Blackboard

Instructions are available from any screen in Blackboard for both you and your students. Select the **Help** icon at the top of the page next to the logout button to find a faculty link to support materials, including videos, quick guides, and the FCLD website.

You can also call FCLD at (860) 768-4661 or email at fcld@hartford.edu. FCLD is open Monday-Friday, 8:30 a.m. to 5:00 p.m.

Help is also available from any Control Panel in the **Help** area:
- **Contact System Administrator** – sends an e-mail to FCLD staff.
- **Guide** – accesses the Blackboard manual, which has very good step-by-step instructions.
- **Blackboard's Website:** https://help.blackboard.com/Learn/Instructor
- **Support** – Mostly help for FCLD staff, but there are some faculty resources here.

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

## Logging into your University Email

- Use your browser to connect to the University of Hartford's email website at: http://portal.office.com.
- Type in your University of Hartford email username. Include the"@hartford.edu" part, then click **Next**.
- You will notice that the picture in the background will change to that of the University and the login box will now have the University of Hartford logo at the top.
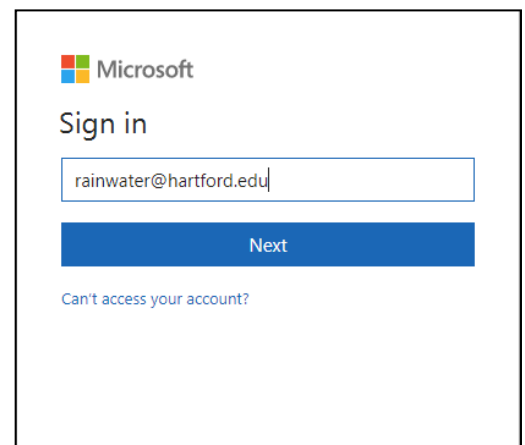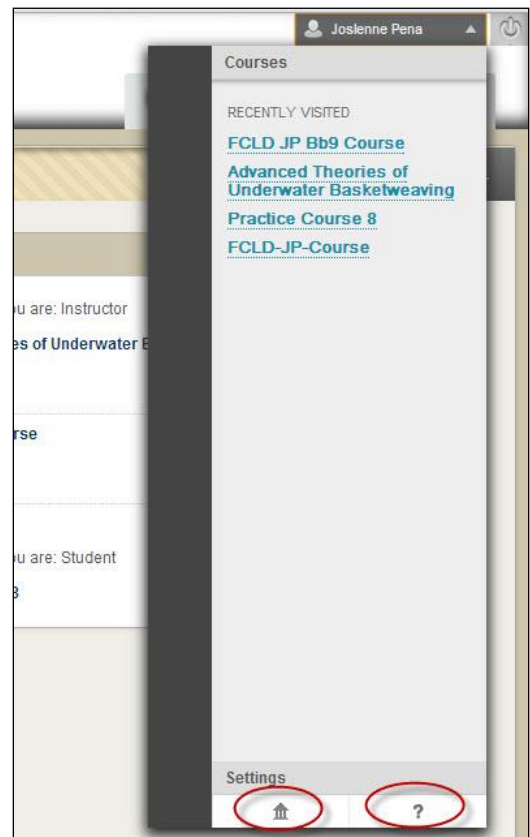
- Type in your password. Your password is your University ID number originally, but you will need to change this.
- Left click on the **Sign In** button. You will now see your email account, and it will list all your messages (see image below).

**UNIVERSITY OF HARTFORD**

rainwater@hartford.edu

Enter password

••••••••

| Back | Sign in |

Forgot my password
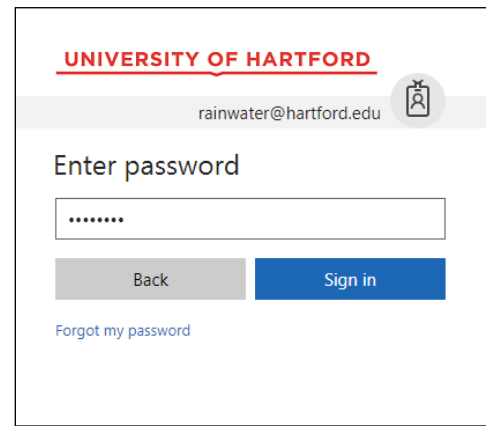
You will now see your Office 365 Portal Page, with apps you can access online. Left click on the **Mail** icon to open your e-mail.
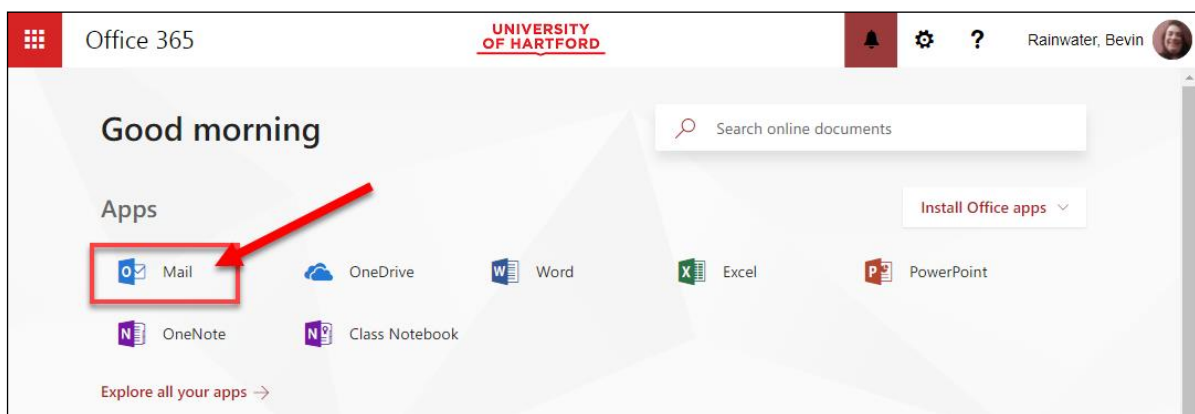


**Accessing Mail from the Office 365 Portal**
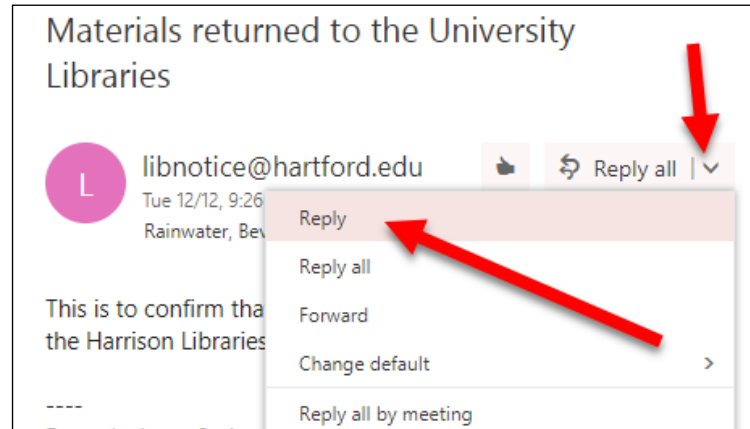
# Reading your University Email

- To read a message, left click on the message subject to view it in the preview pane to the right.
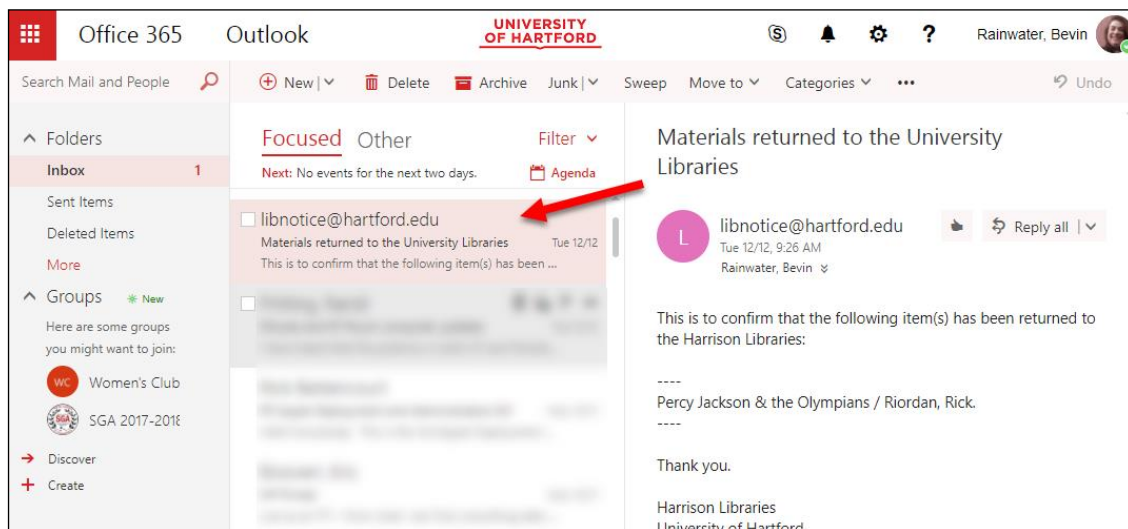


**Inbox showing current email messages**
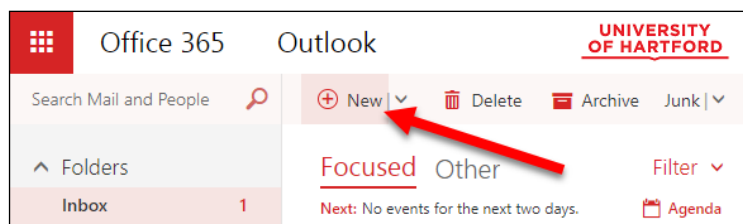
## *Replying to University Email*

- Once you have clicked into a message, click the down arrow next to **Reply All** and use either **Reply All** or **Reply** button to reply to a message (see below).



**Replying to a Message**

## *Composing and Sending an Email Message using University Email*

- If you want to send a new message (not just reply to one), left click on the **New Message** button.



**Click New to Start a New Message**

- A new panel will open to the right.
  - The addressee's email address in the *To* box.
  - The subject header in the *Subject* box.
  - Your message in the large white text box.
- Click **Send**.
- Make sure you log out of your University email when finished.
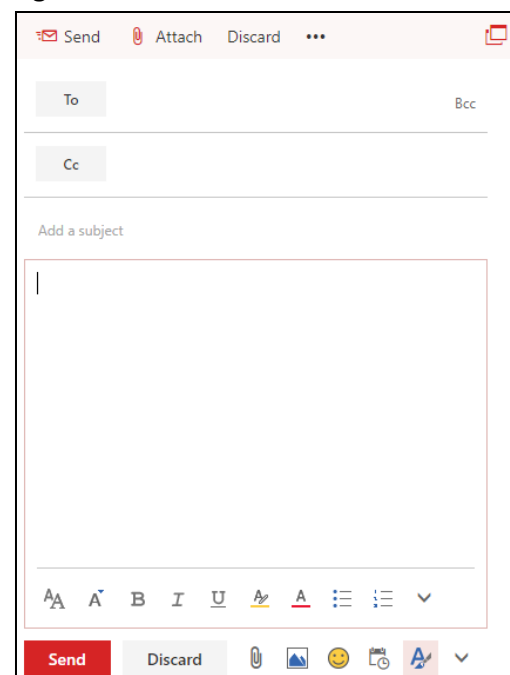
**Faculty Center for Learning Development (FCLD)**
FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning.  The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- 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
**FAQ/Submit 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