

Blackboard's Course Files

To access Course Files, click on the faint arrow to the right of Files in the Control Panel.

Uploading Files with Course Files

1. Create a folder on your computer for your course content. (You may also want to create sub-folders, e.g., Articles, Assignments, PowerPoints.)
2. Once you have created all of your documents, go to your Blackboard course, then under the **Control Panel**, click on **Files**, then click on the CRN for your course.
3. Point to **Upload** in the Action Bar and select **Upload Files**.
4. Click and drag your files into the dotted line area. Note: You can drag in whole folders of documents as well.

Drag and drop files or folders into the dotted line area to upload to your course

5. When done, click **Submit**.

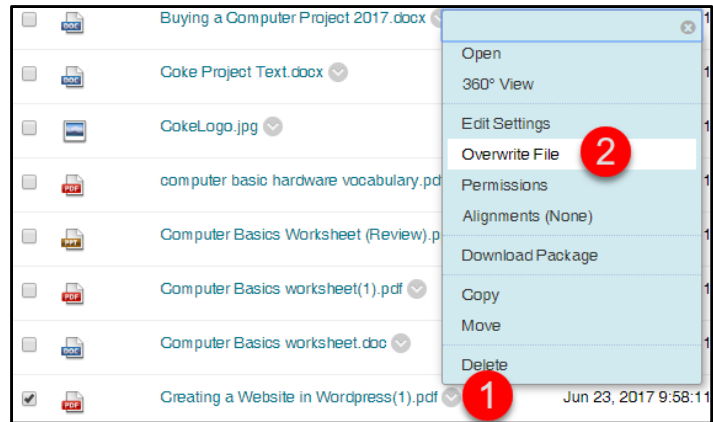
Once you have uploaded your materials, you will need to link to them in Content Areas so that students can access them. To do this, enter a Content Area and go to **Build Content** → **Add Item** as you normally would, then click **Browse Course** to find your file. You can add the same file to multiple areas of your course without having to re-upload it.

Editing Content with Course Files

In previous versions of Blackboard, if you wanted to make changes to a document you would need to delete it from the content area and then re-upload it. With Course Files, you can upload the edited file and it will be distributed to all the content areas where you have deployed it.

Here are the steps for editing a file in Course Files:

1. On your computer, edit and save your file.
2. Open the files area and locate the file you would like to change.
3. Click on the down arrow next to the file name and select **Overwrite File**.
4. Click **Browse Computer** to search for the new file or drag and drop it into the dotted line area, then click **Submit**.



Select Overwrite File

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>