

### Blackboard Student FAQs

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 Blackboard users are required to use the first part of their email (without @hartford.edu) as their username and their email password as their Blackboard password.**

If you can't remember your email password and you have enrolled in the password reset tool with security questions, you can go to <https://hartford.edu/reset> and set a new one. If you have not enrolled, please email [helpdesk@hartford.edu](mailto:helpdesk@hartford.edu) or call 860.768.4357.

Anyone who has been using the Blackboard app or who has bookmarked Blackboard in their browser may have to re-login using their email credentials or in some cases uninstall, then reinstall the app.

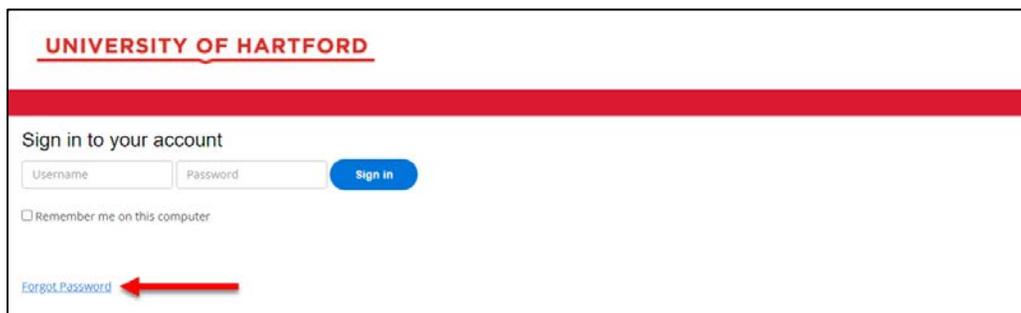
**Email accounts** are created automatically upon tuition deposit for freshmen and upon registration for grad and doctoral students. A day after the email account is active, the Blackboard account is available. If you need help with email, go to the Help Desk on the main floor of Mortensen Library or call 860.768.4357.

### Logging into Blackboard

Your Blackboard username is your email username ID (e.g., 'jdoe' if your e-mail is [jdoe@hartford.edu](mailto:jdoe@hartford.edu)) and your password is the same as your email password.

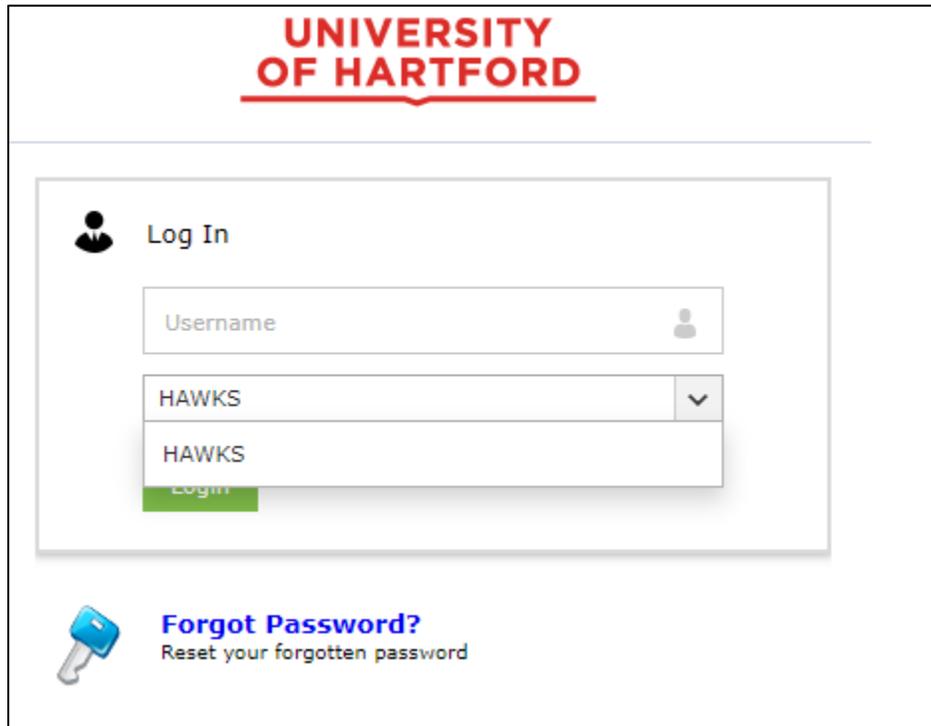
1. Go to <http://blackboard.hartford.edu>
2. Type in your username and password.
3. Click **Login** or hit Enter.

**If you can't remember your password, click the "Forgot Password" link on the Blackboard login page.**



Click Forgot Password

This will take you to the University’s reset password page. Login to change your password (if you remember your email password) or click **Forgot Password?** link again to reset it with your security questions.



**Login or Click Forgot Password?**

If you do not remember your email password or don’t remember your security questions, you will need to call the helpdesk at 860.768.4357 or email [helpdesk@hartford.edu](mailto:helpdesk@hartford.edu).

### ***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 your email password.
- If you are still having difficulty logging in, try resetting your password at <https://hartford.edu/reset>. If you do not remember your email password or security questions, call the Helpdesk at 860.768.4357
- Check to make sure that you do not have two University emails. If you do, you should contact the Helpdesk at 860.768.4357 to have them eliminate the second email.
- Call the Helpdesk to be sure that you are using the correct username and your email account is available – 860.768.4357.

### ***I already have my own email; do I have to use the University email?***

You must have a University email account to access Blackboard. Instructions for setting up e-mail on other devices can be found at: <https://www.hartford.edu/about/offices-divisions/finance-administration/information-technology-services/email-accounts.aspx>

### ***Are there any instructions or handouts on using Blackboard?***

If you are logged into Blackboard, selecting the **Help** button (question mark) at the top of the screen will direct you to a site where you will find student help materials, including video tutorials and a user guide.

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

Ask your instructor for assistance if you are having trouble using the tools and features of Blackboard. If you continue to have trouble, or if he or she is not able to answer your questions, contact Blackboard Student Support for assistance at 860.768.4636. If you have problems logging in or need a password reset, you will need to contact the Helpdesk at 860.768.4357

### ***Hardware and Software Specifications for Blackboard***

- You need a computer with multimedia capabilities (i.e., sound with speakers), a monitor capable of at least 800 x 600 resolution, a modem or Internet connection

of least a 56K modem connection, and an Internet Browser in order to access Blackboard.

- 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 browser security settings).
- Firewalls will affect your ability to access and use Blackboard.
- Popup Blockers will affect your ability to use the Collaboration Tools and other features.

### ***Allow Popups for Blackboard***

Some content in Blackboard will require that a separate tab or window be opened. You must allow popups or you may not be able to see or access everything within your course.

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

In order to use Blackboard on your personal computer, you must have cookies enabled.

### ***Supported Desktop Browsers for Blackboard Learn 9.1***

Blackboard supports five primary browsers for Learn releases. Links to the vendor sites for the browsers are included in this topic. **Chrome is the preferred browser for Blackboard.**

[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](#).

<b>Browser</b>	<b>Desktop Browser Versions</b>
<a href="#">Chrome</a> <sup>2</sup>	63+
<a href="#">Edge</a> <sup>1,2</sup>	42+
<a href="#">Firefox</a> <sup>2</sup>	57+
<a href="#">Internet Explorer</a> <sup>3</sup>	Unsupported
<a href="#">Safari</a> <sup>1</sup>	12+ (Mac OS only)

## ***Supported Mobile Browsers for Blackboard Learn 9.1***

<b>Mobile Browser</b>	<b>Supported Browser Versions</b>
Chrome	63+
Edge	38+
Firefox	57+
Safari	iOS 11+

## ***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 8, Windows 10, Mac OS 10.12, Mac OS 10.13, Mac OS 10.14, Chrome OS
Chrome OS tested device	Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported) <i>ChromeOS is not supported on devices other than Chromebooks such as ChromeOS running on Windows. ChromiumOS and Chromebit are not supported.</i>

Blackboard strives to make all its products as accessible as possible. JAWS 18 and 17 are used during accessibility testing of each Blackboard Learn release.

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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, including password resets and login issues. If you can't remember your email password and you have enrolled in the password reset tool with security questions, you can go to <https://hartford.edu/reset> and set a new one. Contact the helpdesk if you need further assistance.

**Phone:** 860.768.4357 **Email:** [helpdesk@hartford.edu](mailto:helpdesk@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, Compass).

**Phone:** 860.768.4357 **Email:** [helpdesk@hartford.edu](mailto: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>