

# Blackboard

## <http://www.utmb.edu/blackboard>

Blackboard is UTMB's learning management system.

### General advice

- If you have trouble logging into Blackboard, always check to see if you can get into your webmail first: you visit <http://webmail.utmb.edu>, then enter your username and password. If webmail does not work, you likely have a username/login issue that needs resolving by the Help Desk [409-772-5200].
- Help Desk is open 24-7 to accept tickets regarding Blackboard, which get relayed to Academic Computing. If you open a ticket, please list the crucial **5** items Academic Computing needs to help you answer your issue: 1) what the problem is, 2) the browser and 3) technology (PC, tablet, smartphone) used, and 4) what course and 5) assignment has the problem.
- Some ticket issues can be resolved by using a different browser (Google Chrome and Mozilla Firefox are preferred). If you must use Internet Explorer, select "Compatibility View Settings".
- Basic videos are available on the UTMB Blackboard site, listed above, and show how to use Blackboard.
- There is additional help available at the Blackboard corporate site: <https://utmb.us/23b> is the quick link.
- Remember that FERPA and HIPAA requirements apply to materials you share in Blackboard. For a good overview of these rules, visit <https://utmb.us/23c> to read the UTMB policy on Social Media sharing.

### Finding/entering my courses

You login with your network username and password. After you login, Blackboard lists courses that you are enrolled in, that are *currently* available. Faculty have discretion on what day they choose to open a course in Blackboard; please check with your instructor before calling Help Desk, if it's the beginning of the semester, you're able to enter Blackboard, and don't see your course(s).

If you just enrolled in a course, there is a **minimum of 24 hours** before your enrollment comes from MyStar into Blackboard. Again, if your instructor has not made the course available, you will still not see it listed in "My Courses".

### How do I check if my browser is compatible with the current Blackboard version?

Go to the Blackboard login page ([eclass.utmb.edu](http://eclass.utmb.edu)) and choose the Computer Configuration setup link. Incompatible browsers will exhibit problems in many areas of Blackboard, e.g. the gradebook may not work, editor may appear with buttons missing, scrolling disabled, etc.

- You can also download free mobile apps to access Blackboard from the Apple Store, Blackberry, or Android Store. It's best to continue to have access to a laptop or desktop PC.
- Moody Medical Library has computers that you can use during business hours, on the 2<sup>nd</sup> floor.

### I can't see the navigation menu in my course. How can I get to the menu in my course?

You have probably clicked on the side arrow that maximizes the main panel. Click on the ">" arrow part way down at the left of the screen to restore the menu.

**I was taking a test or quiz off campus, and lost my connection. When I logged back in, I couldn't continue the test.**

Contact your professor, to confirm that you didn't run out of time; if your professor confirms you were supposed to be able to continue, then place a ticket with Help Desk.

**I tried to read a document or link on my course, then saw a screen prompt to login with my username and password.**

This is an authentication screen, created to confirm that resources (such as a journal article or internal link) are only being used by members of the UTMB community. You only have to login once during an online session.

**I can't read a discussion board post. Others say they can. What's wrong?**

First, click on **List View** on the main forum page. Then, click the **Display** button on the right, and select "Show All". This accesses all types of threads that were created in the forum.

Another option: the posting you're trying to read has been cut and pasted from Word and includes non-printing characters.

Try using Firefox (<http://www.firefox.com/>) or Google Chrome (<http://www.google.com/chrome>) rather than Internet Explorer. Also report the problem to your instructor. The person who created the original post may be able to copy the text into Notepad or a simple text editor, then copy it back into the post.

**How can I join a group in a Blackboard course?**

If the group was created as a Self-Enroll group, you will see a button marked **Sign Up** under the specific group you are planning to enroll in. This will then take you to a Sign Up Sheet for the group, and another button marked **Sign Up**.

If your instructor has made it possible for students to create their own self-enrolled groups, you will see a button marked **Create Group**. This will automatically allow you to create and enroll yourself in your own group; subsequent people who join your group will see the standard "**Sign Up**" information.

**How do I create a new thread on a Discussion board?**

To create a new thread, click on **Discussions** in the main menu list (or on the group menu list, if you're posting to a group discussion board).

- Click the forum where you want to create the thread, then select **Create Thread**.
- Enter the subject, message and attach files (if they are requested).
- If you are pasting a message you wrote up first in Microsoft Word, save the copy as RTF format (Rich Text Format) and then copy and paste it, to avoid non-printing characters.
- Then click **Submit**.

**Will I get email reminders regarding deadlines, if my assignments are incomplete?**

No, not based on the *status* of your assignments (i.e. whether you completed them). Your instructor can decide whether to have the course send you a reminder email about an assignment or test's due date.

Faculty members frequently use the Announcements tab, as well as email, to let students know about issues, so checking Blackboard daily can help.

Students can create a task in Blackboard so that it appears on the Blackboard home page. You can also export your calendar information, if due dates were added to the calendar, and then manually add reminders in tools like Google Calendar, to help you keep track.

### How do I submit an assignment in Blackboard?

On the Course Menu, click the Content Area where your assignment is stored; for example, this Content Area might be named **Assignments**. Click the name of the assignment, for example, **Assignment #1**.

On the **Upload Assignment** page, download any files provided by your instructor and complete the assignment using one or both of the following:

- In the Submission box, type your response. You can use the Text Editor functions to format the text and include files, images, external links, multimedia, and Mashups.
- If your response to the assignment is in a separate file, click **Browse My Computer** and select a file to attach. If you attach a file, type a **Title** for this new linked file. If the box is left blank, the file name is automatically used. Follow any instructions that your instructor provided for naming your file.

**Note:** The **Do not attach** option appears next to an uploaded file. If you have selected an incorrect file, you can remove it with this option. If the same file is attached to your assignment more than once, the new file is saved with a number appended to the name. (continued on next page)

For example, you mistakenly uploaded the same item twice, and now **history\_assignment(1).doc** appears next to **history\_assignment.doc**. You can delete one of the duplicate files using “Do not attach” and submit only one.

Optionally, if a Comments box is available, type your comments (for example, “Draft 2”, or “This draft incorporates the changes you asked the group to make.”).

### Can I integrate Outlook with my Blackboard course calendar?

It depends on which type of PC you are using. **No**, if you are using Outlook 2016 on a **Mac**. If you are running Outlook on a **PC**, it is possible you can. You **can** load your Blackboard course calendar into any calendar that accepts iCal data, including Google Calendar, iPhones, etc.

#### **To export your calendar information:**

- Find calendars (if they are turned on in the course) under **Tools**, on your menu.
- Scroll down on the calendar page, making sure all the course calendars you want to include have a checkmark.
- Scroll to the section that reads, “**Get External Calendar Link**”. Click that, and copy (using Ctrl-C on a PC or Cmd-C on a Mac) the link in its entirety.
- Paste the URL into your browser and click enter. This should trigger a download of an .ics file, which can be imported.
- Import the URL into your iCal-compatible calendar.
- [You can click “re-generate” if you forgot to include one of the calendars and need to redo the link.]

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### Can I see my recent activities in Blackboard?

No.

### How do I create a blog entry in my Blackboard course and can I restrict the access to faculty/groups?

Only your instructor can create a blog, but once a blog is created, you can create entries. The blog topics appear in alphabetical order on the Blogs listing page.

On the Blogs listing page, under each blog title, you can see if the blog belongs to a group, the course, or to individual students.

Your instructor can use blog entries to provide structure for discussions on class topics and other issues. You can add a personal avatar which will appear with individual blogs.

- On the Course Menu, if you don't see a direct link to Blogs, click **Tools** and then click **Blogs**
- On the Blogs list page, click the name of the blog you wish to open, for example, "**Professionalism**".
- Once inside the blog, click the button **Create Blog Entry**.
- On the Create Blog Entry page, type a title for your entry (e.g. "My experience at St. Vincents"). Type or paste your text, links and graphics in the Entry Message text box.
- Click **Post Entry** to complete, or click **Save Entry as Draft** to save the entry for later posting.

### How do I attach a file to my blog entry?

After typing or pasting the main of your blog entry, you'll see a button below, marked **Browse My Computer**.

### When opening a downloaded document, either Word or Powerpoint, sometimes I am prompted for my username and password.

This is a problem with Microsoft documents. You do not have to enter your login information again. Just press "Cancel" (sometimes more than once) and the document will open.

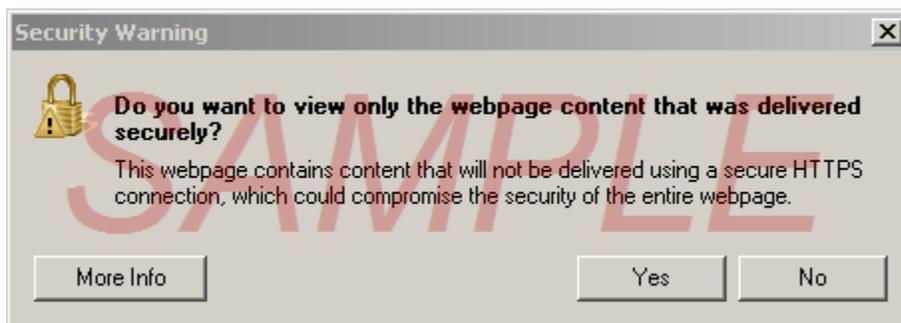
### I can't see old journal entries!

Unfortunately students can see journal entries only for the last 30 days.

### Sometimes when I am using Blackboard, Internet Explorer asks me if I want to display secure and non-secure items. What does this mean and how can I get rid of the error message?

The UTMB Blackboard site is secured with an SSL certificate. This means that information such as your username and password is encrypted for transmission over the internet.

You may receive a security warning during your use of a Blackboard course in Internet Explorer. If so, please click the appropriate response to allow you to view both types of content:



### How do I edit the course menu? Can I remove items from my home page?

Not if you are a student, but you can customize your home page by clicking the Personalize Page button at the top right of the screen.

## **Respondus Lock Down Browser (LDB) FAQ:**

### **How do I install the browser?**

Your course will have a link and installation instructions to download the browser.

### **What are the system requirements?**

Windows 10, 8, 7, IE browser, 4MB of disk space

Mac OS X 10.5 or higher, 512 MB RAM, 2MB of free hard disk space

### **What are the browser requirements?**

Your browser (Safari for Mac, or IE, Chrome, or Firefox) must be configured to the minimum requirements for Blackboard.

Installing the Lockdown browser will not change your existing settings for IE.

## **Tegrity Lecture Recording/Playback FAQ:**

### **Who can record a lecture?**

You must be an instructor in a Blackboard course, or the instructor must have enabled student recording. Tegrity is integrated with Blackboard.

### **What equipment is needed to record a lecture?**

At a minimum, you need a PC or Mac and a microphone. You can also attach a camera and additional devices.

### **What equipment is needed to play back a lecture?**

You need access to a browser, a smartphone (Tegrity apps are available for the Mac and Android systems) or similar device.

### **Who can access a recording?**

You must be affiliated with the course in Blackboard, as a student, Tegrity Viewer, teaching assistant, or instructor.