Blackboard Website: https://brandman.blackboard.com

Blackboard Help and Support

Our Brandman Blackboard Technical Support team is available for assistance from 8:00 am to 5:00 pm, Monday through Friday.
Email: bbhelp@brandman.edu
Toll Free Phone: 855-553-3007

The Service Desk is also available to assist with basic Blackboard issues (with extended hours).
Monday – Friday: 8:00 am – 8:00 pm
Saturday & Sunday: 11:00 am – 8:00 pm
Email: help@brandman.edu
Service Desk Toll Free Phone: 855-553-3007

Blackboard Technical Requirements

Find out what the technical requirements are for Blackboard to function optimally for you by viewing the information below.

Browser Support for Blackboard 9.1 SP 11

Browser Recommendations

While versions of Internet Explorer, Google Chrome and Safari are indicated in the link above, the preferred web browser to use when interacting with Brandman University's Blackboard is the latest version of Mozilla Firefox. This can be downloaded for free here:
http://www.mozilla.org/en-US/firefox/new/

System Requirements

Technologies Not Supported

The following technologies are not supported in SP 11:
   Internet Explorer 6, 7
   Firefox 1.x, 2.0, 3.0, 3.5, and 3.6
   Safari 2.0, 3.x and any version on Windows
   Windows XP 64-bit
   Mac OSX 10.3, 10.4, 10.5
   Java 5, although it may continue to work

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Submitting Course Work

General

Login

- **Do I have to do anything prior to logging in and/or participating?**

  <u>New students</u>: Please ensure you have activated your Brandman email account. For assistance to activate your account please visit: http://www.brandman.edu/activate/ It could take up to 24 hours for your account to be recognized in Blackboard upon activation.

  <u>All Students</u>:

  1. Ensure you are able to login to Blackboard.
  2. View your courses in Blackboard, once they are available.
     a. Courses typically become available for preview the Thursday before the session begins.
  3. Review the Start Here and Course Information buttons. Read through pertinent materials (syllabus etc), and become familiar with the layout of the course.

- **Where do I log in?**
  Go to https://brandman.blackboard.com (do not include www. in the URL). You may also visit the Brandman homepage and select Blackboard from the Quick Links dropdown menu in the upper left hand corner of the screen.

- **What's my username?**
  Your username is the beginning of your email address (before the @ symbol). For example, John Smith's email is smit0123@mail.brandman.edu so his username is smit0123.

  If you cannot remember your username, contact the Service Desk.

- **What's my password?**
  Reset your password by going to http://www.brandman.edu/activate and clicking on the "I Forgot My Password" link. You may also contact the Service Desk.

Course Access

- **How do I find my course(s)?**
  First, login to Blackboard. You will land on the Brandman University tab and you should see the links for your course(s) in the "My Courses" area.

- **What if I am missing courses?**
  If you do not see your course links listed in the "My Courses" area, please note the following:

1. Courses become available for preview the Thursday (approximately noon) before the session begins.
2. If you have just registered for a course in Blackboard, you will automatically be added to that course within 24 hours. If it has been longer than that, please contact the Service Desk.
3. Check to ensure the My Courses area is expanded. If My Courses is minimized (arrow pointing to the right) then your course links will be hidden. Click on the arrow to expand this area.
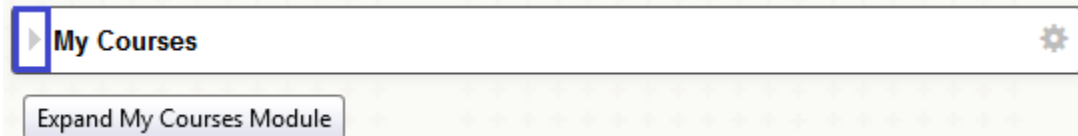
- **I am still seeing old courses. How can I hide these from my Blackboard course list?**

  You may hide these courses by clicking on the gear icon located to the right of the My Courses heading.
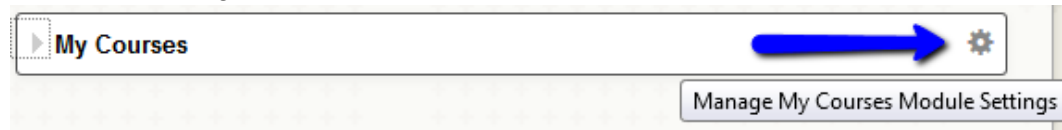
  Uncheck the Display Course Name boxes for the courses you no longer wish to view. Click 'Submit' to ensure these changes are made.

- **My old courses are missing. How can I access these?**

  All courses are available for two sessions upon completion. This set up is allow you time to download any information you may need in the future from these courses.

  It is up to your instructor's discretion to allow access to courses that have been closed after these two sessions have passed. You will need to contact the instructor of each course you would like to access in order to obtain permission.

  The instructor then needs to email bbhelp@brandman.edu indicating their authorization for a particular course. The course will then be opened for a period of two weeks during which you will need to download all information you may need going forward in your program.

- **When am I able to view my course(s) for the upcoming session?**

  Courses are always available for preview the Thursday prior to the first day of the session. If you have just registered for a course during the preview or add period, please allow 24 hours for your course to appear in Blackboard. If your course has not been loaded in this amount of time, please contact our Service Desk for assistance.

Navigating Blackboard

- **What is the Course Menu?**
  The Course Menu is located to your left once you have entered one of your courses. This menu is your navigational tool for locating all course materials and pertinent information from your instructor.

  The following is an example of a course menu. This may look slightly different depending on what program you are enrolled in.

- **Where is my course content?**
  Course content is found under the Course Menu options. Your instructor's contact information, syllabus and other important information regarding the entirety of the course will be located under the Course Information navigational button.
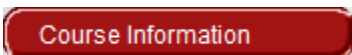
  Content for each week will be found by utilizing the weekly navigational buttons.
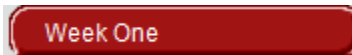
   If you are uncertain where specific course materials are located, please reach out to your instructor, fellow classmate or the [Service Desk](#).

- **What are the Blackboard Tools and what do they do?**
  1. **<u>Announcements:</u>** Announcements may contain critical course information that your instructors post within the course.
  2. **<u>Blogs</u>:** A Blog is an area where students and faculty can individually update their blog page with commentary, descriptions of events, display graphics/videos, and post other materials.
  3. **<u>Discussion Board</u>:** The Discussion Board is the place where threaded discussions on various topics are set up for students to respond to. These are typically weekly and can be for the entire course and/or individual groups depending on the instructions within a course.
  4. **<u>Groups</u>:** Group Pages allows students to interact within their groups in their own Discussion Board, chat room, virtual classroom, group email, and file sharing. Instructors typically set these up for students who have group projects unless an alternative method of collaboration is requested (i.e. a wiki, discussion board etc).
  5. **<u>Journals</u>:** Journals serve as a personal reflection space in which only the instructor has access to.
  6. **<u>My Grades</u>:** My Grades enables students to view their grades and their academic progress throughout their course. This is located under the Tools navigation button.
  7. **<u>Send Email</u>**: Emails in Blackboard utilize your student email account to send email messages. You will receive a copy of your sent message to your Brandman email. This is located under the Tools navigation button.
  8. **<u>Wikis</u>**: The Wiki Tool allows students and faculty to collaborate and create their own "living document" that pertains to the course assignment. Students and faculty can contribute or modify information, upload videos, pictures and documents.

Course Participation or Course Tools

Discussion Boards

- **How do I use the discussion board in Blackboard?**
  Once inside your course, click on the navigation button labeled "Discussion Board". Then click on the link for the Discussion forum you need to post to. For example, Week One Discussion.

  Click on the "+ Thread" button at the top of the page to post your response to the instructor's prompt. Type in a subject and the body of your post then click Submit.

  NOTE: Be sure to save a copy of your prompt in a Word document **before** you submit. If you have been typing up your post for a significant period of time, Blackboard may have timed you out in the process and will not process the Submit request. If the post does not get submitted properly it cannot be recovered.

- **How do I save a post/resume a post?**
  If you are not ready to submit a post you have started in Blackboard you may save it by clicking "Save Draft" instead of "Submit". This saved post will have "(draft)" next to the title of your post. To resume writing click on the link to your post then click "Modify". You may edit or add to your discussion post then submit it once you have finished.

  Be sure you are in Tree Mode to locate your saved draft. If you saved a reply you may need to Expand All posts. This is available as an option inside a discussion forum. (i.e. Week One Discussion)
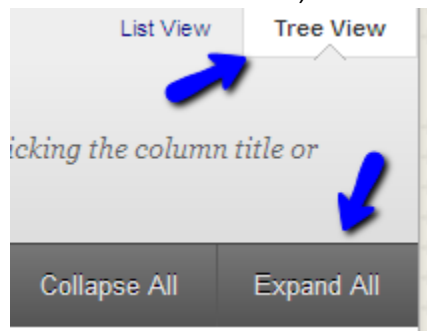
Blogs/Journals/Wikis

- **What is the Text Editor?**

Virtual Classroom

- **What is the Virtual Classroom?**
  Some of your instructors may hold synchronous sessions during the eight weeks of your course. These meetings would be held virtually in Adobe Connect and your instructor will provide the meeting information within your course, either under the Virtual Classroom navigation tab or another location.

  For more information on using Adobe Connect, please visit the Center for Instructional Innovation: http://www.brandman.edu/cii/students

Communication

- **How do I contact my professor?**
  A professor's contact information is located within your course, under the Course Information tab. However, you may also:
  - Email them through Blackboard.
    - In your course, click on the Tools tab located on the left hand side of the page. **Tools**
    - Click on the 'Send Email' link.
    - Select All Instructor Users.
    - Review the 'To' field.
    - Enter a Subject and write the content of your email in the main message area.
    - Click Submit.
    - You will receive a copy of this email to your Brandman email account.
  - Find their contact information in Self Service.
    - Click on the Student tab.
    - Click on the Registration tab.
    - Select Active Registration.
    - Click on the envelope icon next to your instructor's name to retrieve their email.
  - Contact your campus.

- **How do I send an email through Blackboard?**
  Access the course you would like to send an email from.

  1. Click the 'Tools' navigation button from the Course Menu.
  2. On the 'Tools' page, click the 'Send Email' link.

3. From the Select Users link, select your recipients in the Available to Select box and click the right-pointing arrow to move them to the Selected box.
4. Type in a Subject for your email.
5. Type your message in the textbox provided.
6. Use the Attach a File feature to browse for files from your computer.
7. Click Submit to send your email.

A receipt page will appear letting you know the email was successfully sent. This page does not confirm your recipients received your email. A copy of your email is sent to your Brandman email.

<u>Grades</u>

▪ **How do I view my grades in Blackboard?**
To view your course grades in Blackboard:

1. Click on the course link you wish to view your grades for.
2. Click on the Tools navigation button from the Course Menu.
3. Click on the 'My Grades' link.

Alternatively, you may do the following.

1. Upon logging into Blackboard, click on your name.
2. From the list, click on the Bb icon.

3. On the next screen you may click on the My Grades icon.
4. You can view your most recently graded items on the default page, Dates.
5. If you click on the Course tab you may select the course you wish to view the grades for then view the breakdown of assignments in the viewing pane to the right.

Submitting Course Work

Assignments

- ### How do I submit an assignment to my course?
  *Your assignments typically do not allow multiple attempts, which means your assignment can be submitted only once. Ensure you have attached all necessary assignment files before you click **Submit**.* See submitted incorrect file.

  o In general, all of your assignment links will be located under the week navigation tab it will be due. For example, an assignment due in Week Three will be contained within the Week Three navigation tab or in the Assignments folder under that tab.

    1. Click on the weekly tab your assignment is due in.
    2. Locate the assignment. This can be determined by the icon. Assignment icons look like the following:

    3. Click on the name of the assignment, not the icon, to proceed.
    4. On the **Upload Assignment** page, review your assignment instructions and download any files provided.
    5. To complete your assignment, click **Browse My Computer** and select your assignment file to attach. Be sure to follow any instructions that your instructor provided for naming your file(s).
    Note: *If you selected the wrong file, you can remove it by clicking **Do not attach**, as long as you have not submitted the assignment yet.*
    6. You may write comments to your instructor in the **Comments** box, though this is optional.
    7. Click Submit.
    8. A success message will appear confirming your assignment submission.

    This assignment is complete. Review the Submission History.

- ### What if my assignment needs to be submitted to Turnitin?
  You will still submit your assignment within Blackboard, but the icon will look different from the regular assignment link.

  For additional information on using this tool in Blackboard, please review the Turnitin Student Manual. Remember to follow your instructor's directions when submitting any assignment.

Tests/Quizzes

- **Are there test taking tips?**
    1. Be sure you adhere to the technical requirements.
    2. Avoid using a wireless internet connection. A wired connection is preferred.
    3. Ensure Java is up-to-date. This can be updated at http://www.java.com/en/.
    4. We highly recommend using the Mozilla Firefox over Internet Explorer as Blackboard tends to function optimally using this browser. This can be downloaded for free here: http://www.mozilla.org/en-US/firefox/new/
    5. It is recommended that you close all other programs running on your computer before beginning your test/quiz. Running multiple programs simultaneously can cause problems during the test/quiz, otherwise.
    6. Do not wait until the last day to take the test/quiz in Blackboard. If you have technical issues (i.e. lose your connection etc.) there may not be sufficient time for you to get the issue resolved and may not be permitted to complete or retake the test/quiz.
    7. Not all tests/quizzes allow you to save your answers and return later so do not enter a test/quiz until you are ready to take it. By clicking OK to enter the test/quiz Blackboard marks this as an attempt. If your test/quiz is set up to be completed as soon as the attempt has begun then you must complete it without exiting. Your instructor is the only one with the authority and discretion to clear any attempt made in Blackboard.

Common Issues

Assignments

- **I submitted the wrong file for my assignment. How can I clear it?**
  You will need to [contact your instructor](). They have the authority and discretion to choose to reset the exam.

Blogs/Wikis/Journals

- **[Why is my blog/wiki/journal indicating cookies are disabled?]()**

Communication

- **Why am I not getting emails through Blackboard?**
  Each Blackboard account has an email address associated with it. All emails sent through Blackboard will be sent to the corresponding email address. To verify which email address is associated with your account, log into Blackboard and click on one of the courses you are enrolled in.

  Click on the following: Communication > Send Email > Select Users. You should see your name and email associated with your Blackboard account listed in the From section. If the email or domain (i.e. @mail.chapman.edu or @mail.brandman.edu) is different from the email you are using, contact the Service Desk immediately.

Discussion Board

- **I saved my post and cannot find it.**
  If you have saved your discussion post, please do the following to locate and submit it.
  1. Go to the discussion board you saved the post to.
  2. If you are in the default 'Tree View', you should see the title of your post listed with 'draft' next to it.
  3. Click on the link to your post.
  4. Click on the Edit button.
  5. Add to or edit your post if necessary, or click Submit if you are finished.

  You may need to use the 'Expand All' button to locate any potentially saved replies to other students. This is located in the upper right hand corner under 'Tree View'. To switch to 'Tree View' click on the discussion forum you saved your post in, then click on the 'Tree View' link in the upper right hand corner of the page.
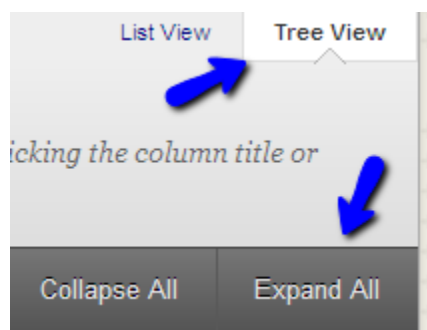
General

- **The Blackboard Modules are not loading.**
- **The Course Menu is not appearing when I enter my course.**
- **Best Practice: Copying and Pasting Text to Prevent Loss**
  To protect against losing work if an internet connection loss or software error occurs, you may choose to type in an offline simple text editor, such as Notepad or TextEdit, and copy and paste your work into Blackboard Learn. (July 2013 Update)

  Alternately, before submitting or saving, you can select and copy all of the text typed in Blackboard Learn. Select the text and right-click to copy it. You may also use key combinations for copying and pasting:

  Windows: CTRL+A to select all the text, CTRL+C to copy, and CTRL+V to paste.
  Mac: COMMAND+A to select all the text, COMMAND+C to copy, and COMMAND+V to paste.
- **July 2013 Update – Copy Paste Issues in Blackboard**
  Blackboard is actively working on a patch for this. Once the patch has been deployed we will provide an update on the Single Sign On page. https://cas.brandman.edu/cas/login
- **Why do I have formatting issues when I copy text from Microsoft Word into the text editor box in Blackboard?**
  Copying text from Word and pasting into the text editor in Blackboard unfortunately also copies across hidden formatting which can cause various problems when pasted into Blackboard. You can paste from Word into Notepad which will strip out any formatting. Then copy from Notepad and paste that text into the text editor in Blackboard.
  It is recommended that you type content directly into Blackboard and use the text editor in Blackboard to apply formatting. When you click on the text box to enter text, the cursor can become stuck, preventing you from writing in the editor. To resolve this issue, click your mouse outside of the browser window and then click the text box again.

Tests/Quizzes

- **I can't submit my online exam, what is wrong?**
  Ensure your system and browser meet the necessary requirements.
- **I need my exam to be reset. Who do I contact?**
  You will need to contact your instructor. They have the authority and discretion to choose to reset the exam.