

Blackboard Quick Help Guide

**Student Edition
2016 – 2017**

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General Technical

Supported Web Browsers

Firefox - current version

Chrome – current version

Internet Explorer 10 or higher, *Note: IE Edge is not compatible with all features.*

Safari – current version

Beta or other early release versions of browsers are not supported.

Internet Explorer

Internet Explorer compatibility settings must be turned off for Blackboard. Many computers have these settings turned on by default.

1. Tools>Compatibility View Settings
2. Verify that neither Blackboard, nor “indstate.edu” is listed. If they are, select and click “Remove”.
3. Uncheck all boxes.
4. Click “Close”.

Java

Java may be required for some tools or functions. We recommend that you keep your version of Java up-to-date. Visit <http://www.java.com/> and follow Check Version

1. Open <http://www.java.com>.
2. Select “Do I have Java?”
3. Select “Agree and Continue.”
4. Allow Java to run if asked.
5. If additional updates are necessary, they will make it available for download at this time.
6. Download and install the new version.
7. Restart the Browser before continuing.

Basic Troubleshooting

1. If you are experiencing problems, attempt to use a different browser. Browsers update frequently and it is not uncommon for an update to temporarily cause some problem.
2. If you are having trouble with an exam or assignment, notify your professor immediately. Then contact Blackboard Support.
3. Visit Blackboard Support tutorial site for troubleshooting and training:
<http://challenger.indstate.edu/blackboard/>
4. Contact Blackboard Support to report any problems. Be prepared to provide your username, and the course CRN (11-digit number that begins with the year).
 - a. Email: isu-blackboard-support@mail.indstate.edu
 - b. Phone: 812-237-7000
 - c. In-Person: Technical Support Center in Stalker Hall 009
 - d. Hours during Fall and Spring

Mon – Thur	7:30AM – 9:00PM
Fri	7:30AM – 6:00PM
Sat – Sun	Noon – 9:00PM

Accounts and Access

Logging into Blackboard

1. Open the Browser.
2. Go to <https://blackboard.indstate.edu>
3. Enter your Sycamore ID and password, then click login.

Changing Your Password

1. Go to the MyISU Portal logon screen and look to the left under **Additional Links**.
2. The first item is “**Reset Password.**” Click the link below the header.
3. Enter your username and click “Next”.
4. Answer the two security questions. The answers are case-sensitive.
5. Type in your new password. The new password cannot be too similar to the old password, must be at least eight characters and should contain at least one capital letter, lowercase letter, and number.

Locked Account

If your account becomes locked, you will need to call the Technical Support Center at 812-237-2910 (option 1) to have your account unlocked.

Navigating Blackboard

Open a Course

1. From the “My Institution” tab, look in the “My Courses” module.
2. Click on the name of the course.

My Blackboard

My Bb provides quick & easy access to critical and timely information regarding your courses. The My Blackboard menu is located at the top right where your name appears.

1. Click your name.
2. A Menu will pop up
3. The icons on the left are shortcuts to important features.



- This Icon will give you an overview of recent and upcoming activity.



- Quick Link to any new discussion board posts.



- Course Announcements and Updates will appear here.



- My Grades will allow you to access grades from any of your courses.



- My Calendar can be used by students to stay organized, and by faculty to post class due dates or information.

Report Card

The report card shows the current grade in each course. It is important to understand that the grade shown in Blackboard may not necessarily reflect your actual grade. Consult your instructor and syllabus for definitive instructions on calculating your grade.

Internships.com

Internships.com is a new module to assist with providing information, services, and tools to conduct your internship search. It is located in the “My Institution” tab on the left column. For further assistance and final review of your resume and cover letter, visit the Career Center.

Notifications

Blackboard can send notifications to your dashboard (the My Blackboard menus), or to your email.

1. Open the My Blackboard menu.
2. Click “Settings” at the bottom of the drop-down menu.
3. Select “Edit Notification Settings.”
4. Customize your settings for all courses, or individual course.

Blackboard Profile

- Your Blackboard profile can be set to one of three privacy levels; hidden, classes, or institution. For most people, setting your profile to be shared only with your classmates and instructors would be preferred.
- To access your profile, click on your name in the top right corner of Blackboard.
- When your My Blackboard window opens, click the Profile Icon. 
- You can change the image and add information about yourself.

Profile Images

- ISU Policy requires profiles to be professional in nature. Profile images or content can be flagged and removed if it is deemed offensive by ISU guidelines. Anyone posting offensive content will be referred to Office of Student Conduct.
- Anyone who needs a picture for their profile, but prefers not to post their own image should contact Blackboard Support for our official avatars. We have several ISU themed images for selection. (Email: isu-blackboard-support@mail.indstate.edu)

Assignment Submissions

There are two different types of assignments in Blackboard, the standard Blackboard Assignments which may or may not have SafeAssign enabled and TurnItIn Assignments.

Naming Your Paper

Unless your instructor indicates they prefer otherwise, the best practice for the file name of your paper is to use the format *LastName_AssignmentName*.

Blackboard Assignments



1. Click on the title of the assignment.
2. Select the “Browse My Computer” button, navigate to where you have saved the file, and select the file. You will see the File name appear under the “attached files” heading.
 - a. Most assignments will have you attach a file, but the “Write Submission” option is also available. If your assignment indicates you should not attach a file, follow these instructions:
 - b. Write your response in Word and save your file. Do not use any elaborate formatting.
 - c. Open the Assignment and click the “Write Submission” button, a text editor will appear.
 - d. Copy and paste your response into the text editor.
 - e. Use the Blackboard text editor to add any additional formatting.
3. If you would like to add any comments to your professor about your assignment, type them in the “Add Comments” box.
4. Click “Submit”.

TurnItIn Assignments

1. Select “View/Complete.”
2. Click “Submit” to the right of the assignment title.
3. Type in your paper name under “Submission title”. This should generally be the same as your filename and not necessarily the title of your actual paper.
4. You may submit from your computer, dropbox, or google drive. Select an option, and then select the file.
5. Click upload. It will upload the file and allow you to preview what you have chosen. If everything is correct, select “confirm.” Select return to assignment list to exit.
6. After submission, you will automatically receive a digital receipt from TurnItIn. The receipt is e-mailed to you, as well as appearing on screen after you submit. **If you do not see a digital receipt, then your submission was not likely received by Turnitin.** It is recommended that you keep the digital receipt until the assignment is graded.

Tests

General Best Practice

1. High speed, private and secured network is highly recommended.
 - a. Good choices: ISU network, secured home network.
 - b. Poor choices: Public hotspots at coffee shops, cell phone hotspots.
2. Make sure your computer is up-to-date and clean of any viruses or malware. The Technology Support Center in the basement of Stalker Hall will perform this service free-of-charge for all students.
3. If you are on a laptop, plug in the charger to ensure you will not lose power.
4. Ensure your browser does not have any interfering toolbars or extensions enabled.
5. Close all other programs and tabs. It is important that you do not navigate to other Blackboard pages in the same browser where you are taking an exam. This can cause your question responses to not be saved.
 - a. If you are taking an “open book” test where you are expected to review materials in Blackboard during the exam, you will need to open your course in a different browser (such as Chrome) and use the other browser to review materials.
6. Do not refresh the page, close the window, or click the browser's back button while taking a test. If you experience problems during a test, contact your instructor immediately and then contact Blackboard Support.

Respondus LockDown Browser (LDB)

The Lockdown Browser is a web browser which limits computer functions in order to increase security when taking an exam.

Installing the LockDown Browser

1. Go to <http://downloads.indstate.edu>
2. Select “Blackboard Plugins”.
3. Select “Respondus LockDown Browser”.
4. Click on “Login” and log in with your Sycamore ID and password.
5. Click the “Download Now” link.
6. Follow the on-screen instructions.

Best Practices of Using the LockDown Browser

In addition to the best practices for taking any exam, the following additional steps are needed when using the LockDown Browser.

1. Make sure the browser is up to date. Once opened, you can select the blue circle on the menu bar to check for newer versions.
Windows :  *Mac :* 
2. The LockDown Browser uses a “host” browser, Internet Explorer for Windows or Safari for Macs. If your host browser is not functioning, that must be repaired prior to using the Lockdown Browser.
3. In Internet Explorer, you must turn off compatibility settings
 - a. Tools>Compatibility View Settings
 - b. Verify that neither Blackboard, nor “indstate.edu” is listed. If they are, select and click “Remove”.
 - c. Uncheck all boxes.
 - d. Click “Close”.
4. Make sure any program which could have an alert pop up is closed.

Using the LockDown Browser

1. Open the LockDown Browser on your computer. It should open on the Blackboard login page.
2. Log into Blackboard using your Sycamore ID and password.
3. Navigate through Blackboard and open the test.
4. If the “Monitor” feature is enabled, follow the on-screen instructions to set up your webcam.
5. Take the exam.
6. When finished with exam, exit the Lockdown Browser.

Technical Issues with the LockDown Browser

1. Occasionally an anti-virus program will conflict with the LockDown Browser. In these cases you will need to turn off your anti-virus while using the LockDown Browser. It is critical that you remember to turn your anti-virus back on when you are finished with your exam.
2. If your computer unexpectedly shuts down while the LockDown Browser is still open, when you restart your computer the functionality will still be limited. If this happens, simply open the LockDown Browser again and then close it. When the Browser exits it will reset your computer settings.

Discussion Boards

The **Discussion Board** allows students to respond or leave messages for other class members to read. Discussions are organized into topics called **forums**. Forums contain messages called **threads**. A thread is the original message and the associated responses.

1. Click on your Discussion Board.
2. Select a Forum Title.
*Note the unread posts column, Unread post will also appear in your MyBlackboard mentioned on pg. 3
3. To add a new thread, click “Create Thread”
4. To subscribe to a thread, click “Subscribe”
5. Instructors use Discussion Boards in a variety of ways depending on the course being taught. Consult your instructor or Blackboard Support if you are having difficulties with the discussion boards.

Grades and Feedback

Review Grades

1. Open the My Blackboard menu.
2. Select the “My Grades” icon. 
3. Select a course from the left column.
4. In the right column the grade detail is displayed.
 - a. To review feedback, select the assignment row, and then click the down arrow.
 - b. You may also click on the item name to review your work.

Review TurnItIn Feedback

1. Wait until the grade is posted in “My Grades”.
2. Enter the course and navigate to the assignment.
3. Click on “View/Complete” under the assignment name.
4. Click on “View”.
 - a. It may take up to a minute for the feedback to finish loading.
5. Select “Originality” in the upper right corner to review where your document has been matched to a previously submitted or published document.
6. Select “GradeMark” to review comments and feedback from your instructor.

Email

Official emails should be sent using either the Blackboard tool, or your Sycamore email account. Due to FERPA, non-ISU accounts are not responded to.

Send an Email from Blackboard

1. Navigate to your course, click on and “Tools”.
2. Select “Send Email”
3. Click “Select Users” to select which members of the class to email.
 - a. You can also select by groups and instructors.
4. Type your message and click “Submit”.
5. By default, a copy of your message will also be sent to your Sycamores email account.

Tegrity

Tegrity is a software system that allows instructors to record lectures with audio, video and computer screen activity that combined into a "Tegrity session." And it is available on-demand via the Internet for replay by students.

Requirements for Viewing a Tegrity Recording

1. Supported operating systems:
Windows 7 or higher
2. Supported browsers:
Internet Explorer (version 9-11)
Firefox (through version 34)
Google Chrome (through version 39)
3. Media player requirements
Windows Media Player (through version 12)
Intel-based: Silverlight 3 or higher
PowerPC-based: Silverlight 1

View Tegrity Recordings

1. Navigate to your course, click on and "Tegrity Classes".
2. Click on "Click here to open your Tegrity session list" on the pop-up window.
3. In the listed recordings, click on the title to view the recording.
4. Specific time frames of the recording will be listed. Click on the first file (beginning) to view it.

Blackboard Collaborate

Blackboard collaborate is a comprehensive online learning and collaboration tool that allows instructors to create virtual classroom.

Attend a Collaborate Session

1. Navigate to your Blackboard course, and click on “Tools”.
2. Scroll down and click on “Blackboard Collaborate”.
3. While on the Scheduled Session tab, click on the session name or on the course room to launch it. When multiple rooms are listed, make sure you are in the correct room for the schedule session.
4. On the Room Details page, click on “download the Blackboard Collaborate Launcher” (Step 4 – 9 only needs to be done at the first time)
5. Click on download the launcher
6. Save file
7. Open downloads folder and click on Blackboard CollaborateLauncher-Win.msi
8. Run the file
9. Click through Launcher Setup Wizard
10. On the Room Details page, click on “Join Room,” make sure the “Open with” dropdown has Blackboard Collaborate Launcher selected.
11. Click on OK to join the room.

Search and View Collaborate Recordings

1. Navigate to your Blackboard course, and click on “Tools.”
2. Scroll down and click on “Blackboard Collaborate”

3. Choose the “Recorded Sessions” tab to browse available recording for the course.
4. In the “Search” section, you can find the recording by searching the title or by adjusting the time frame for the desired recording.
5. Click on the title link to view the recording.
6. The Java web launcher will pop-up and click OK to open.
7. You might get a security warning ask if you want to run the application, click Run to proceed.

Blackboard Activity Records

- Student activity in Blackboard, including time logs and content accessed, is viewable by instructors.
- Student activity within Blackboard is subject to the University's Academic Integrity Policy and the Student Code of Conduct.

Course Availability

By default, you will not see your courses in Blackboard until one week before the first day of class. However, your instructor may change that date earlier or later. If you do not see a course in Blackboard, first contact your instructor to verify if the course is available. If the course is available and you are still not able to see it, contact Blackboard Support.

Technical Support Center

Blackboard Support is provided by the Technology Support Center.

Walk-ins are welcome.

Stalker Hall, Lower Level, room 009

Hours*

Mon – Thur	7:30 AM – 9:00 PM
Fri	7:30 AM – 6:00 PM
Sat – Sun	Noon – 9:00 PM

Blackboard Related Support

Phone 812-237-7000

Email isu-blackboard-support@mail.indstate.edu

General Technology Support

Phone 812-237-2910 (option 1)
(toll-free) 888-818-5465

Email it-help@indstate.edu

**The Technology Support Center will have reduced hours when classes are not in session and be closed when the University is closed.*