

## **Brooklyn College Student Blackboard Support Student Frequently Asked Questions (FAQ)**

### **Getting Started**

- 1- [What do I need to do to enter Blackboard for the first time?](#)
- 2- [How do I login to Blackboard?](#)

### **Changing Username/ Password**

- 3- [I can't remember my CUNY portal \(Blackboard\) password. What do I do?](#)
- 4- [How can I ask for a new CUNY portal \(Blackboard\) password if I am a visitor?](#)
- 5- [How do I change my CUNY portal \(Blackboard\) password?](#)

### **Accessing Courses**

- 6- [I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?](#)
- 7- [Can I use an AOL browser to access blackboard?](#)
- 8- [I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?](#)

### **Getting Email**

- 9- [Why am I not receiving e-mails from my Blackboard classes?](#)
- 10- [Where can I find the e-mail address linked to Blackboard?](#)
- 11- [How can I change my e-mail address in Blackboard?](#)
- 12- [How do I access my Brooklyn College email account?](#)

### **Sharing Documents**

- 13- [How can I find the digital drop box in Blackboard?](#)
- 14- [How do I access the Assignment or SafeAssignment functions?](#)
- 15- [What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?](#)
- 16- [Which are the differences between Assignment and SafeAssignment?](#)
- 17- [I am having problems uploading documents to Blackboard. Can you give me some help?](#)
- 18- [How do I upload iTunes Content on Blackboard?](#)

### **Answering Online Test**

- 19- [How do I answer online Tests & Quizzes on Blackboard?](#)
- 20- [What do I need to do if I have technical issues when taking the test?](#)

### **Working with Discussion Thread**

- 21- [What is a threaded discussion on a Blackboard Discussion Board list?](#)
- 22- [Where do I access a Group Discussion on Blackboard?](#)

### **Finding Help**

- 23- [Where can I find the Blackboard Manual?](#)
- 24- [Where can I ask for help on Blackboard?](#)

### **Others**

- 25- [Courses from a previous semester are still listed in My Blackboard site under "My Courses". I only want to see the courses that I am currently taking. How can I eliminate these links?](#)
- 26- [How do I enroll myself in a Blackboard organization?](#)
- 27- [Where do I find grades for my Blackboard classes?](#)
- 28- [What plug-ins should I use for Blackboard?](#)

## Getting Started

### 1- What do I need to do to enter Blackboard for the first time?

#### Answer

If you are a Brooklyn College student, faculty or staff member, a Blackboard account has been reserved for you. Before using it, you must first set the account up, specifying your account preferences. Blackboard is accessed through the **CUNY Portal**.

### CUNY Portal and BC WebCentral are different sites

To set up or verify your CUNY Portal account:

- 1- From any Internet-accessible computer visit the CUNY portal at <https://cunyportal.cuny.edu>
- 2- For your one-time account set up, click on **Register for a New Account**>> link

For your one-time account set up, click on **Register for a New Account**>> link

- 3- You will be given several options. If you are a student, click on **Student**.

**Click on Student**

- 4- On the user validation screen, enter your last name (case not important), your 9-digit Student ID number [Social Security number] and your birth date. Click the **Next** button.
- 5- On the following screen confirm that the information you have entered is correct. Click **Confirm** if correct data is entered. If you made a mistake, click **Cancel** and re-enter your information.

**Possible Problem:** If the screen says "One or more fields below did not exactly match the data we have in our records. Please try again" then enter your information again.

**Note:** If the screen shows the **same message**, it may be due to a problem during the registration process.

**Resolution:** If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, **please contact:**

Brooklyn College Help Desk [Monday – Friday, from 9:00 AM – 5:00 PM]:

E-mail: < [HelpDesk@brooklyn.cuny.edu](mailto:HelpDesk@brooklyn.cuny.edu) >

Telephone: 718.677.6180

**Include in your email the following information:**

- a- Your full name
- b- Your date of birth
- c- Your email address
- d- Courses in which you are enrolled
- e- And an Explanation of the problem

- 6- Now you must select a username. The log-in process will choose one for you (usually your first initial and last name) but you may change this if you wish. After the username, select a password and enter it twice. Enter your preferred e-mail address as well. This will be made available to your professor and fellow students. Click on the **Save** button, after checking your information for correctness.

**Password Rules:** Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

- 7- You have completed the account set-up. Be sure to **WRITE DOWN** your username and password in a secure place.
- 8- You should wait for a minute, and then you will be able to login.

## 2- How do I login to Blackboard?

### Answer

- 1- From any Internet computer visit the CUNY portal at <https://cunyportal.cuny.edu>
- 2- Enter your username and password into the Authentication window and then click on the **Log-In** button.

Enter your username and password into the Authentication window and then click on the **Log-In** button.

- 3- Choose **Blackboard** button

Choose **Blackboard** button

- 4- You will be brought to your own Blackboard Welcome page!

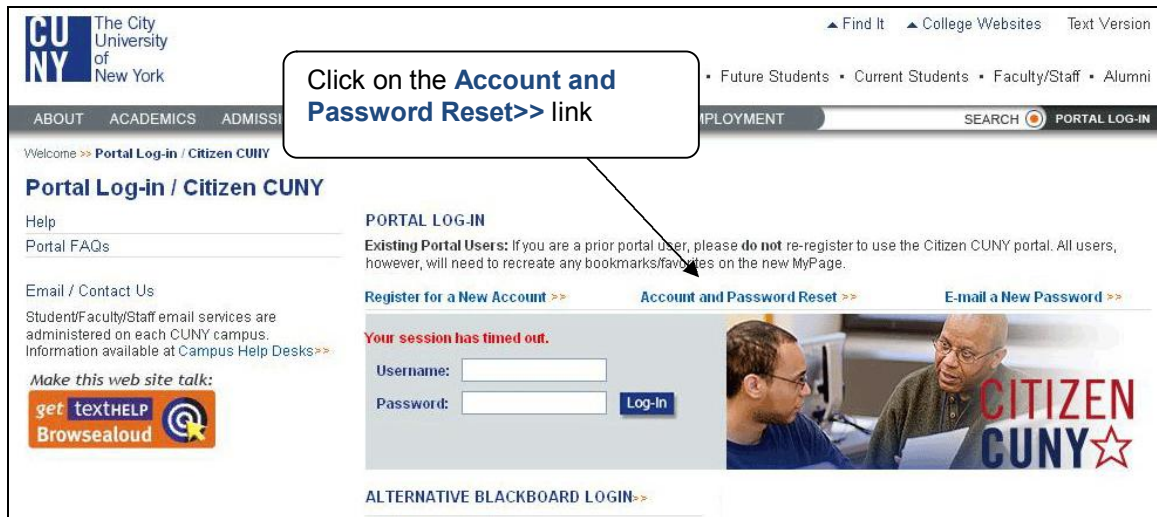
## Changing Username/ Password

### 3- I can't remember my CUNY portal (Blackboard) password. What do I do?

#### Answer

The following steps will walk you through requesting a new password and username.

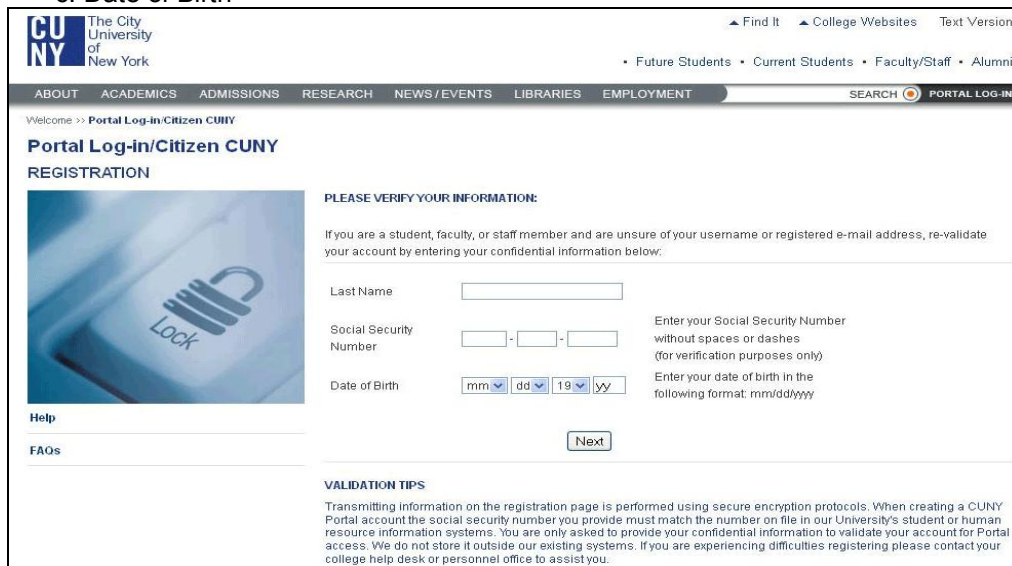
- 1-Go to the CUNY Portal Login page at <https://cunyportal.cuny.edu>
- 2-Click on the **Account and Password Reset**>> link.



The screenshot shows the CUNY Portal Login page. A callout box with a black border and white background contains the text "Click on the **Account and Password Reset**>> link". An arrow points from this box to the "Account and Password Reset" link in the "PORTAL LOG-IN" section. The page includes a navigation menu with "ABOUT", "ACADEMICS", "ADMISSIONS", "EMPLOYMENT", "SEARCH", and "PORTAL LOG-IN". The "PORTAL LOG-IN" section contains links for "Register for a New Account", "Account and Password Reset", and "E-mail a New Password". Below these links is a login form with fields for "Username:" and "Password:", a "Log-In" button, and a "Your session has timed out." message. A "CITIZEN CUNY" logo is visible on the right side of the page.

3-You will be brought to a **Validate CUNY Affiliation** page where you will have to type in your information:

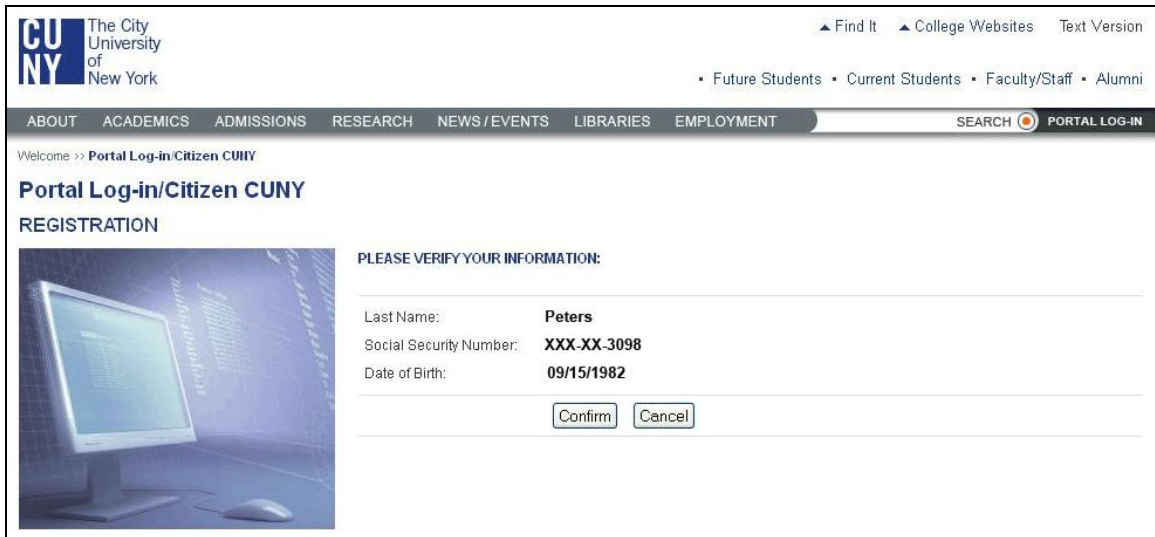
- a. Last Name
- b. Social Security Number
- c. Date of Birth



The screenshot shows the CUNY Portal Registration page. The page title is "Portal Log-in/Citizen CUNY" and the sub-section is "REGISTRATION". A "PLEASE VERIFY YOUR INFORMATION:" section contains a message: "If you are a student, faculty, or staff member and are unsure of your username or registered e-mail address, re-validate your account by entering your confidential information below." Below this message are three input fields: "Last Name" (a text box), "Social Security Number" (a text box with dashes and a note: "Enter your Social Security Number without spaces or dashes (for verification purposes only)"), and "Date of Birth" (a dropdown menu for month, a dropdown for day, and a dropdown for year with "19" selected). A "Next" button is located below the "Date of Birth" field. A "VALIDATION TIPS" section at the bottom provides additional information: "Transmitting information on the registration page is performed using secure encryption protocols. When creating a CUNY Portal account the social security number you provide must match the number on file in our University's student or human resource information systems. You are only asked to provide your confidential information to validate your account for Portal access. We do not store it outside our existing systems. If you are experiencing difficulties registering please contact your college help desk or personnel office to assist you."

4-After completing the form click the **Next** button.

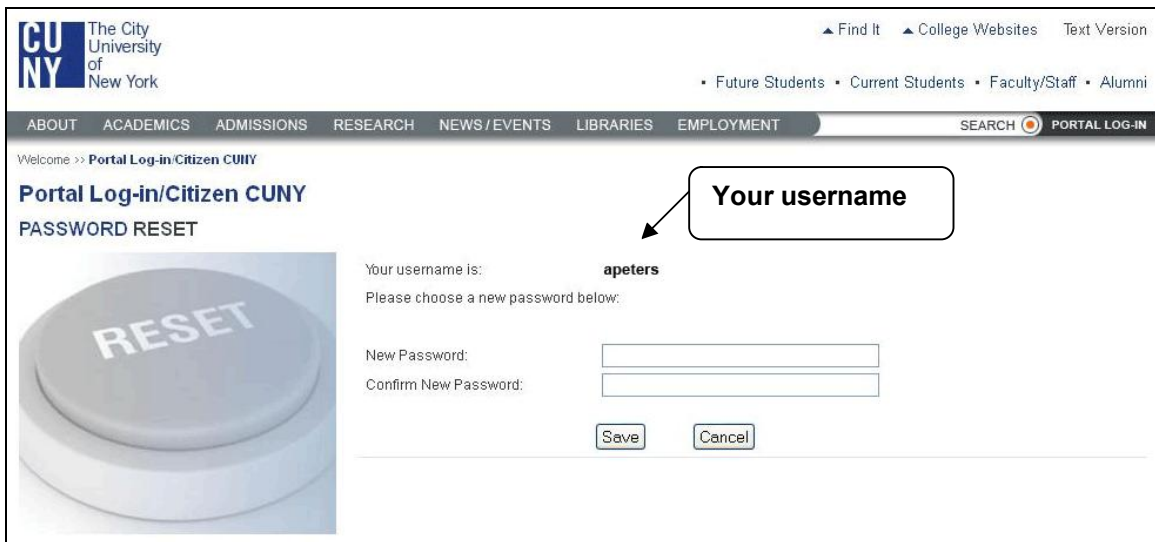
5-On the following screen confirm that the information you have entered is correct. If you made a mistake, click **Cancel** and re-enter your information.



6- The **Password Reset** page will show you your username and the option to create a new password.

7- Type your new password twice.

8- Click the **Save** button.



**Resolution:** If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, **please contact:**

Brooklyn College Help Desk [Monday – Friday, from 9:00 AM – 5:00 PM]:

E-mail: < [HelpDesk@brooklyn.cuny.edu](mailto:HelpDesk@brooklyn.cuny.edu) >

Telephone: 718.677.6180

**Include in your email the following information:**

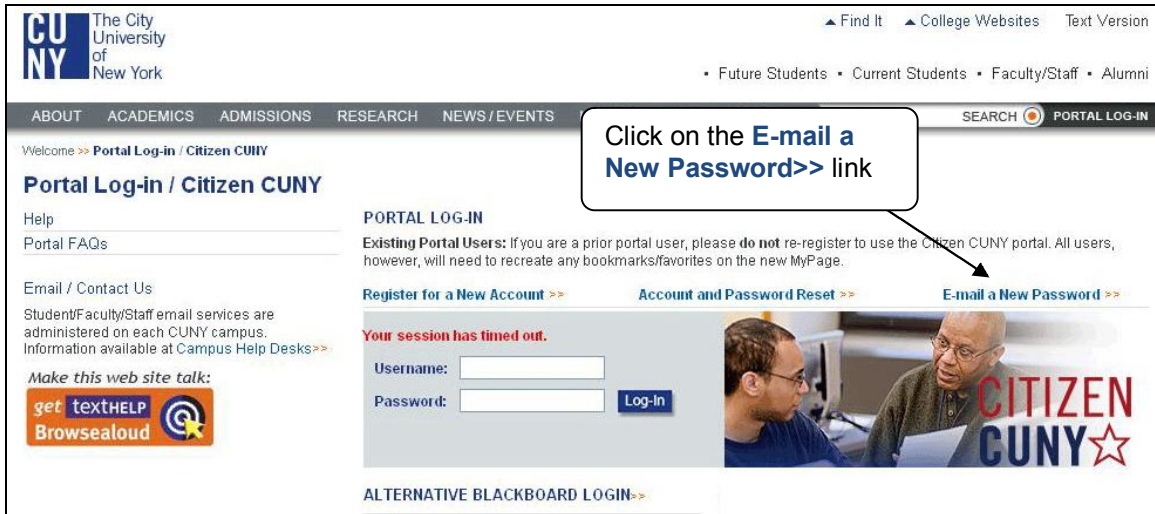
- a- Your full name**
- b- Your date of birth**
- c- Your email address**
- d- Courses in which you are enrolled**
- e- And an Explanation of the problem**

## 4- How can I ask for a new CUNY portal (Blackboard) password if I am a visitor?

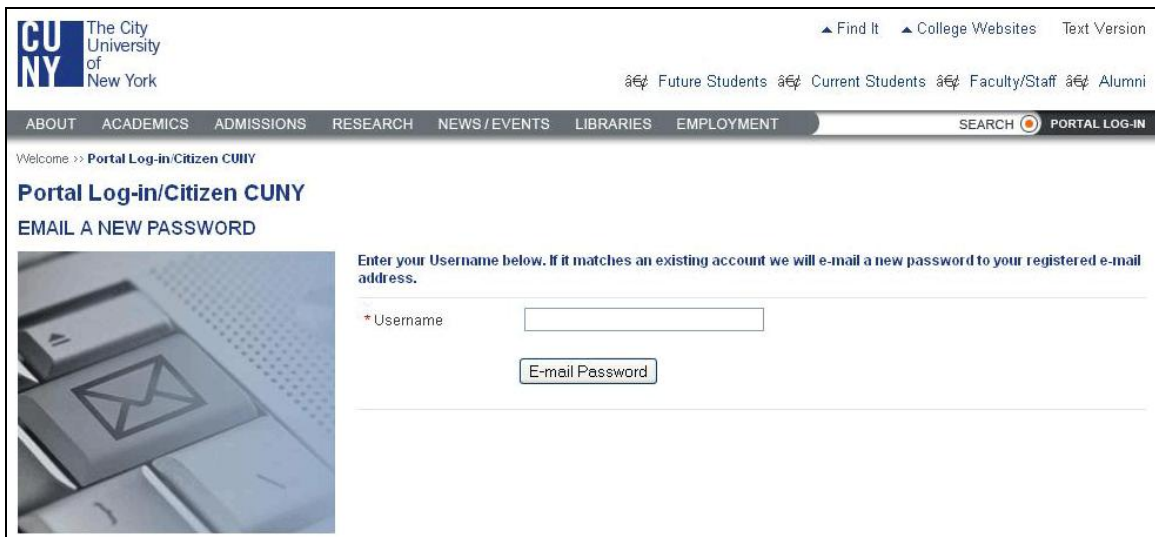
### Answer

The following steps will walk you through requesting a new password and username. You must have a valid CUNY Portal username to request a password.

- 1-Go to the CUNY Portal Login page at <https://cunyportal.cuny.edu>
- 2-Click on the **E-mail a New Password>>** link.



- 3-Enter your username and press the **E-mail Password** button.



- 4-Click on **E-mail Password** button.

**IMPORTANT:** You will receive your password within a minute at the e-mail address associated with your CUNY Portal account. If you do not remember your e-mail listed at CUNY Portal, **please contact:**

Brooklyn College Help Desk [Monday – Friday, from 9:00 AM – 5:00 PM]:  
E-mail: < [HelpDesk@brooklyn.cuny.edu](mailto:HelpDesk@brooklyn.cuny.edu) >  
Telephone: 718.677.6180

Include in your email the following information:

- a- Your full name
- b- Your date of birth
- c- Your email address
- d- Courses in which you are enrolled
- e- And an Explanation of the problem

## 5- How do I change my CUNY portal (Blackboard) password?

### Answer

- 1- From any Internet-accessible computer visit the CUNY portal page at <https://cunyportal.cuny.edu>
- 2- Enter your username and password into the Authentication window and then click on the **Log-In** button.

- 3- Look to the upper right of the page and click on the **My Profile** link.

- 4- On the **User Profile** screen, click the **Modify** button.



Welcome to CitizenCUNY. Your feedback is welcome >>

Your Portal to Service

# CITIZENCUNY

FACULTY/STAFF | ADMISSIONS/FINANCIAL AID | BLACKBOARD | LIBRARIES SERVICES | CUNY eMALL | HELP | MY PROFILE | CUNY.EDU | LOG-OUT

## WELCOME

View Panels Modify Click the **Modify** button

**User Profile**

**Full Name** A Peters

**College** Brooklyn College

**Primary College** Brooklyn College

**Departments** Na

**Graduation Year**

**CUNY Role** Faculty  
Staff

**Home Street**

**Home City**

**Home State**

**Home Zip Code**

**Home Country**

**Home Phone**

**Email**

**First Name** A

**Last Name** Peters

View Panels Modify

- 5- Scroll down to the **Change your Password** option. Type your old password, new password and new password again.  
**NOTE:** The CUNY Portal remembers your last 5 passwords. Do not use any of them.
- 6- Click the **Save** button.  
**Password Rules:** Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

## Accessing Courses

**6- I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?**

### Answer

If you do not find a Blackboard link on My Page at the CUNY Portal, it is because you have a duplicate account and you entered wrong username. To verify your valid username, access **contact Brooklyn College Help Desk** [Monday – Friday, from 9:00 AM – 5:00 PM]:  
E-mail: < [HelpDesk@brooklyn.cuny.edu](mailto:HelpDesk@brooklyn.cuny.edu) > Telephone: 718.677.6180

**Include in your email the following information:**

- a- Your full name
- b- Your date of birth
- c- Your email address
- d- Courses in which you are enrolled
- e- And an explanation of the problem

## 7- Can I use an AOL / Google Chrome/ Opera browsers to access Blackboard?

### Answer

AOL / Google Chrome/ Opera browsers are not fully integrate with Blackboard. You should use another browser. A good option is to download Mozilla Firefox from <<http://www.mozilla.com/en-US/firefox/>>, which performs fine with Blackboard and is free.



## 8- I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

### Answer

Blackboard sites are created automatically for each course, but the professor has the option of using Blackboard or not. Ask your professors if your class is using Blackboard.

If you are sure your class is using Blackboard, but you cannot access the site:

- 1- Your professor may have forgotten to make the site available. You should contact your professor via email or in class and ask them to check on course availability.
- 2- You may have a status problem. If this is the case, you have to check at the Registrar office / Enrollment Services Center, West Quad Center, 1st Floor/ Phone: (718) 951-5441/ Website: <<http://www.brooklyn.cuny.edu/pub/1013.htm>> or Bursar office Phone (718) 951-5200. Once you fix that problem, you should be in the system within 24 hours.

**EXCEPTION:** It is not often, but the course you are taking could have set-up problems. In those cases the professor should contact the Blackboard administrator.

## Getting Email

### 9- Why am I not receiving e-mails from my Blackboard classes?

#### Answer

Your Brooklyn College e-mail address ([@bcmail.brooklyn.cuny.edu](mailto:@bcmail.brooklyn.cuny.edu)) should be your default email address on Blackboard, but Blackboard system will keep the primary e-mail you entered the first time you enrolled in a class at Brooklyn College.

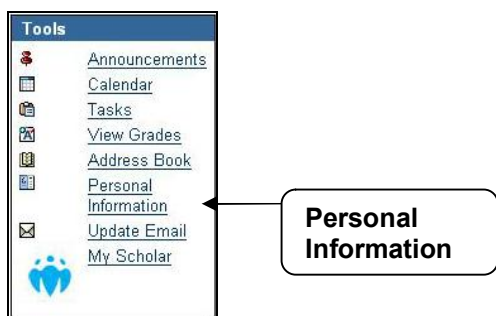
Some popular e-mail providers, such as Yahoo, Hotmail, and even AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder.

If you are using the Brooklyn College email and are not receiving your messages through Blackboard, please check your settings to make sure that you do not have all e-mail from Blackboard defaulted to your junk folder.

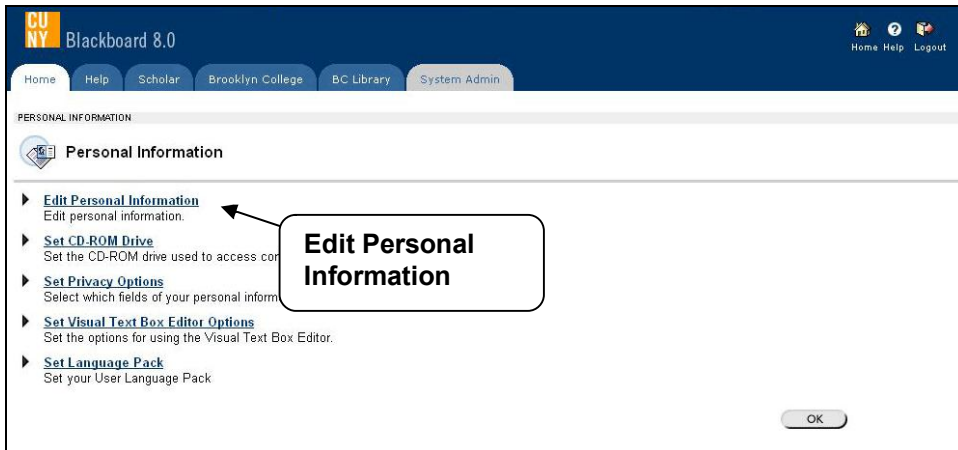
### 10- Where can I find the e-mail address linked to Blackboard?

#### Answer

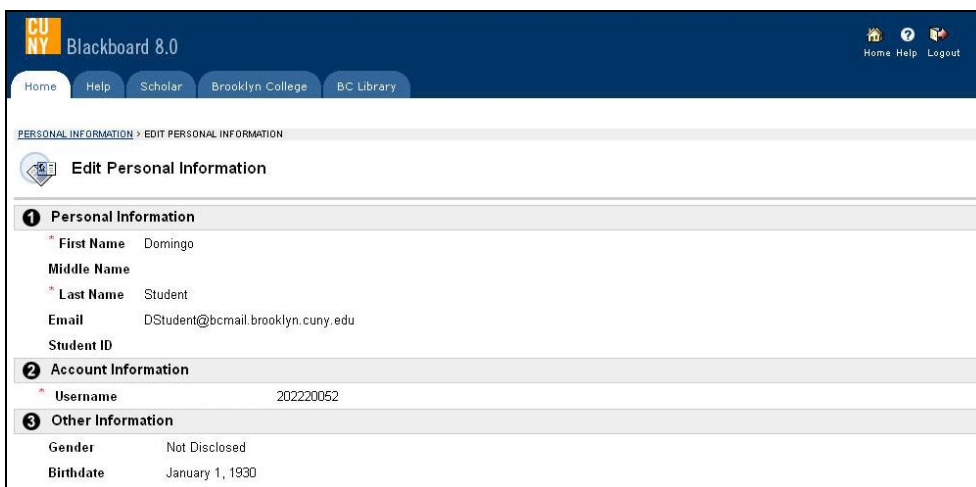
1. Logon to Blackboard.
2. Click on the **Personal Information** link in the Tools box on the left side of the HOME tab.



3. Press the **Edit Personal Information** link.



4. This will display the currently personal info (First, Middle, Last Name, and Email).



5. Click the **Cancel** or **Submit** buttons.
6. Press the Ok button to go back to the Blackboard Welcome page.

**Note:** Students can not modify their personal info.

## 11- How can I change my e-mail address in Blackboard?

### Answer

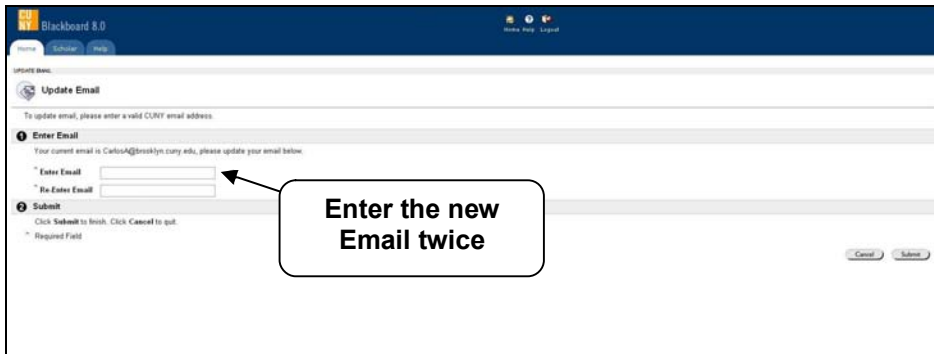
Only one email address can come into Blackboard. Therefore, the email address that is active in the CUNY portal is brought into the Blackboard system. If this address is not the one you use, you can now change it **ONLY** to a **CUNY RELATED EMAIL ADDRESS** in Blackboard.

1. Logon to Blackboard.
2. Click on the **Update Email** link in the Tools box on the left side of the HOME tab.



Click on the Update Email

3. This will display the currently email address and allow you to change it to a CUNY email address. Enter the new Email twice.



Enter the new Email twice

4. Click the **Submit** button.
5. Press the **OK** button at the receipt page.

**Note:** This *will not* change the email address used in the CUNY Portal or any other CUNY system. It will **ONLY** change the email used by Blackboard.

## 12- How do I access my Brooklyn College email account?

### Answer

To access your Brooklyn College email account you need to know your Email ID and Email Password. This is not the same as your WebCentral ID and Password.

### What is my email ID?

Your Email ID is automatically assigned to you during your first week of classes at Brooklyn College and will remain the same until you graduate. To find your E-Mail ID, do the following:

- 1- Logon to WebCentral.
- 2- Click the **My Info** tab.



Click the My Info tab, and Select My Personal Info link

### 3- Select **My Personal Info** link.



At the top of the left column, there will be a channel called "My Personal Info". Your Email ID is listed below your phone number. Note: Your full BC email address is listed below your Email ID, but only the part before the '@' sign is required when logging on.

### What is my email password?

Your Email password is automatically assigned to you and depends on when you first enrolled at Brooklyn College.

*If you enrolled in Summer/Fall 2008 or later:*

- Your initial email password is a combination of the month and day of your birthday plus the last 5 digits of your Student ID number (SSN). The format is MMDDSSSSS.
- For example: If you were born on May 10th and your SSN is 123456789, your email password would be 051056789.

*If you enrolled in Spring 2008 or earlier:*

- Your email password is your full 9-digit Student ID (SSN).

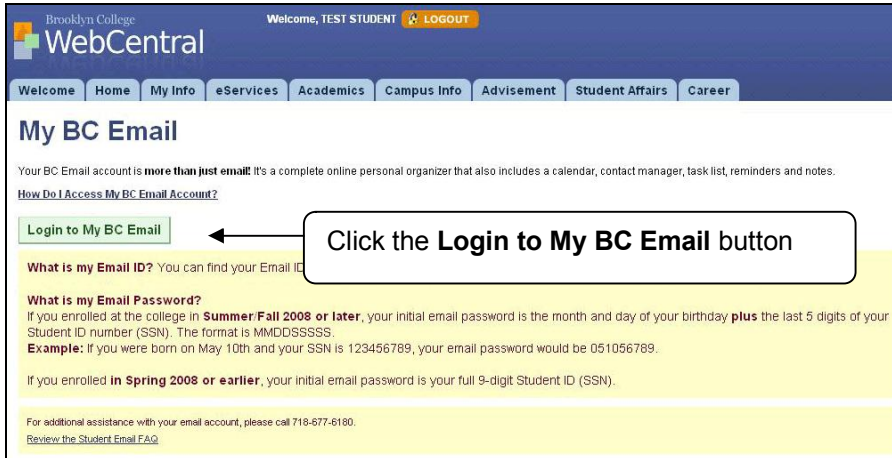
### Connecting to Your BC Email Account

Once you know your Email ID and password, you can connect to your email account as follows:

- 1- If you have not already done so, [Login to WebCentral](#) and go to the My Info tab.
- 2- Find the My BC Email channel in the right column.



- 3- Click the **Login to My BC Email** button.



- 4- A new window will open up prompting you for your User Name and Password. *Your User Name is your Email ID.*



- 5- You should now be connected to your BC email account.

If you are having trouble accessing your Brooklyn College email **please contact:**

**Brooklyn College Network Support Group** [Monday – Friday, from 9:00 AM – 5:00 PM]

E-mail: <[portal@brooklyn.cuny.edu](mailto:portal@brooklyn.cuny.edu)>

Telephone: 718-677-6180

**Include in your email the following information:**

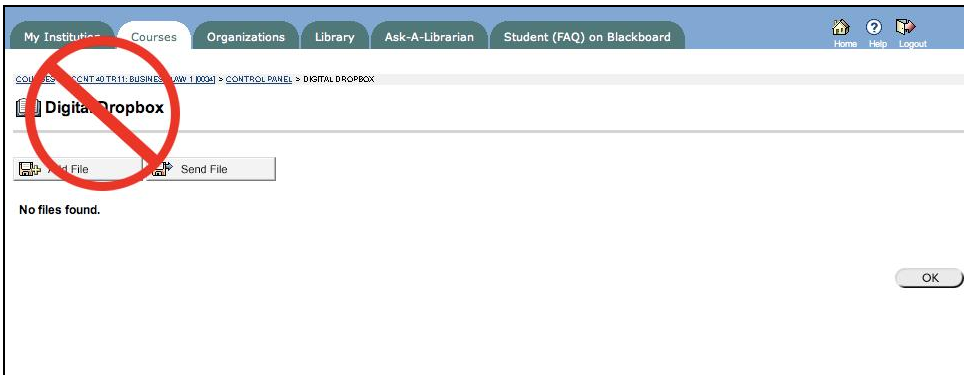
- a- Your full name**
- b- Your date of birth**
- c- Your email address**
- d- Courses in which you are enrolled**
- e- And an explanation of the problem**

## Sharing Documents

### 13- How can I find the digital drop box in Blackboard?

#### Answer

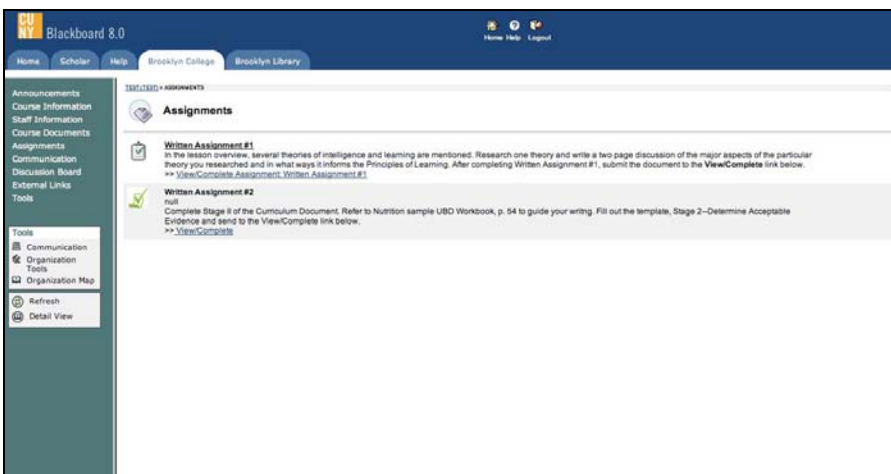
**THE DIGITAL DROPBOX IS NOT LONGER AN OPTION ON BLACKBOARD.** Assignment and SafeAssignment are the new tools that instructors and students can use to exchange files.



## 14- How do I access the Assignment or SafeAssignment functions?

### Answer

Assignments or SafeAssignments are part of the Content Area, and you need to ask your professor where the link is.

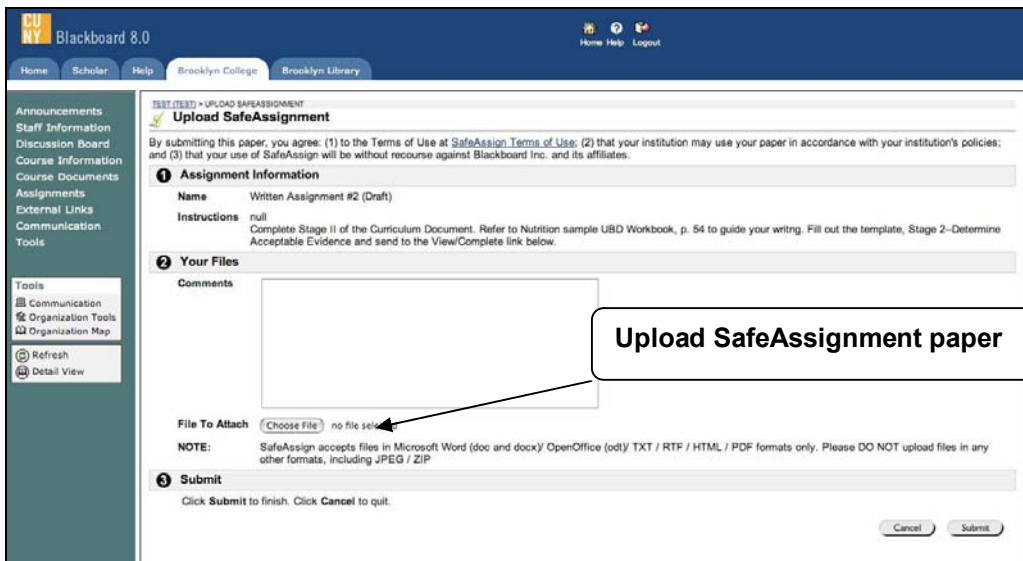
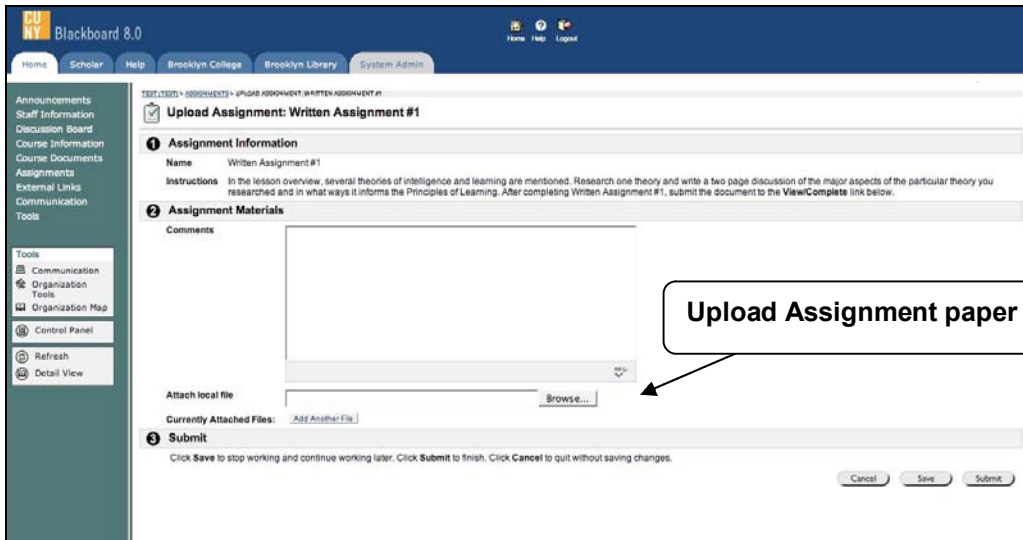


### To add Papers

1. Select the content area where the Assignment or SafeAssignment is
2. Click the **View/Complete** link
3. Type comments in a text box
4. Press the Browse button, to select the file from your computer
5. Click the **Submit** button.

Students can submit papers in Word (.doc), Plain Text (.txt), Rich Text Format (.rtf), PDF, and HTML formats. Files exchange using the Assignment or SafeAssignment feature can be submitted only once.





## 15- What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?

### Answer

Contact your Professor and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and allow you to submit the paper again.

## 16- Which are the differences between Assignment and SafeAssignment?

### Answer

SafeAssignment checks your work against both an institutional and a global database. "Institutional database" refers to submissions to a CUNY-wide database only. "Global database" refers to submissions by a global community of SafeAssign users. Submitted papers (not drafts)

will automatically become part of the institutional database. Submission to the global database is global and irrevocable, but it may provide greater protection for your work from infringement by others.

The screenshot shows the 'Upload SafeAssignment' form. It includes sections for 'Assignment Information', 'Your Files', and 'Global Reference Database'. A callout box points to the 'Global Reference Database' section, containing the text: 'You DO NOT have to submit your paper to the global database, this actions is irrevocable. But it may provide greater protection for your work from infringement by others.'

After students submit SafeAssignments, there is a slight delay between the upload and the availability of the SafeAssign report (if professors allowed students to view it). Results are normally available within 10-15 minutes

## 17- I am having problems uploading documents to Blackboard. Can you give me some help?

### Answer

- Use **ONLY** alphanumeric characters (A-Z/0-9, no spaces or punctuation) when naming a file to be uploaded.

You will get an error message instead of the document attached or posted in the course if the name of the document is too long and do not have the underscore "\_" between words.

Avoid space in the file name or use underscore "\_" between the words.

#### Example of proper format:

- Adolescents\_not\_be\_allowed\_to\_make\_their\_own\_life\_and\_death\_decisions.doc
- Be patient, wait for the "content successfully added" receipt. DO NOT click elsewhere while uploading a file.

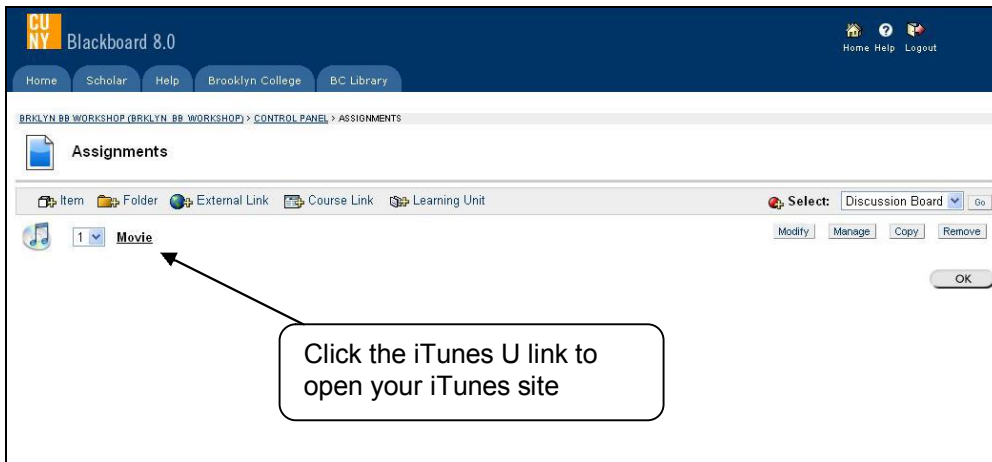
## 18- How do I upload iTunes Content on Blackboard?

### Answer

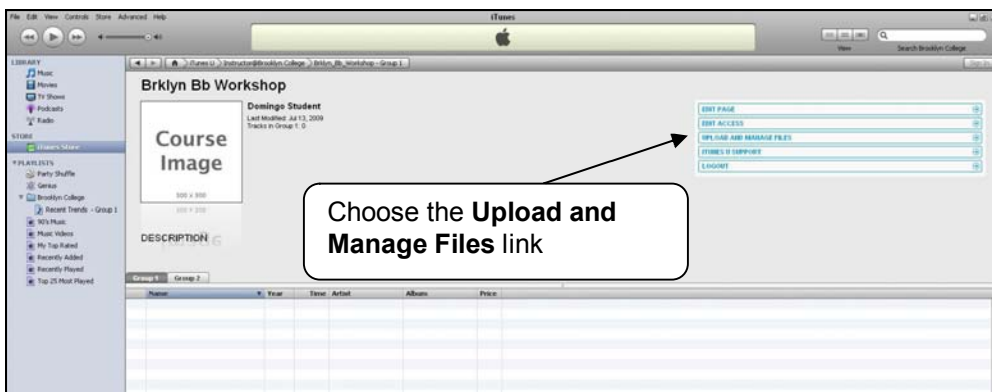
iTunes U is a free application for Mac and PC. It plays all your digital music and video. It syncs content to your iPod, iPhone, and Apple TV. To get access you must download iTunes at <<http://www.apple.com/itunes/download/>>

1. Logon to Blackboard.

2. Go to the course to which you will add the iTunes U content.
3. Click the Content Area where the iTunes U content is.
4. Click the iTunes U link to open your iTunes site.



5. Choose the **Upload and Manage Files** link.



6. To upload a file, click Add New File and select the file.



7. Upload files on iTunes U will take time.
8. Click the **Done** button.

**Note:** iTunes U only accepts files for upload that are less than 1 gigabyte (GB). Audio files must be either AAC or MP3 with appropriate file extensions (.m4a, .mp3). To use specific cover artwork with an audio track, use the AAC file type format (.m4a). Video files must be MPEG-4 with H.264 compression with appropriate file extensions (.mp4, .m4v, .mov). If you

are using QuickTime to create and edit video content, export your videos by choosing Movie to iPod from the Export pop-up menu in QuickTime Pro.

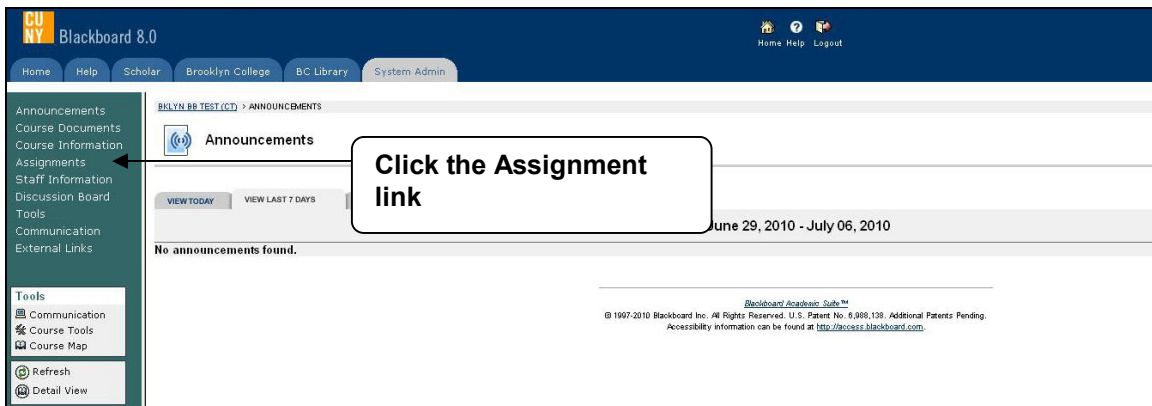
## Answering Online Test

### 19- How do I answer online Tests & Quizzes on Blackboard?

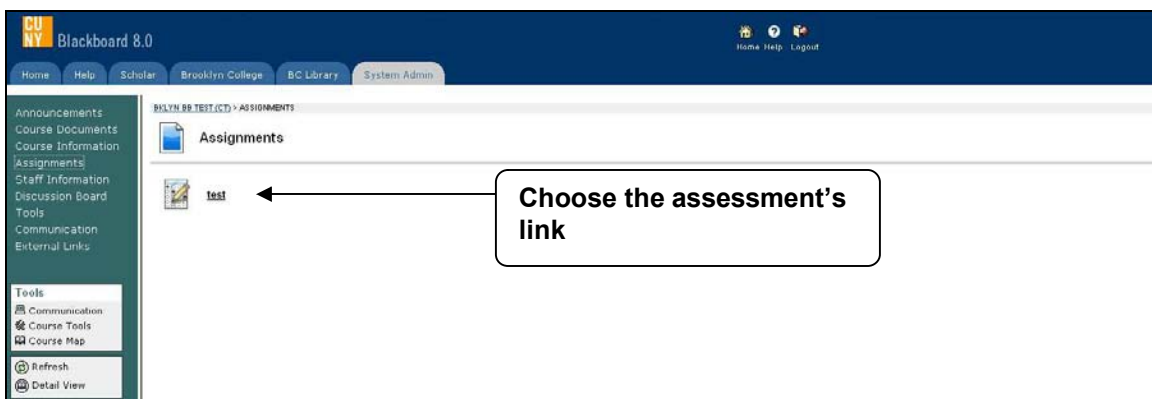
#### Answer

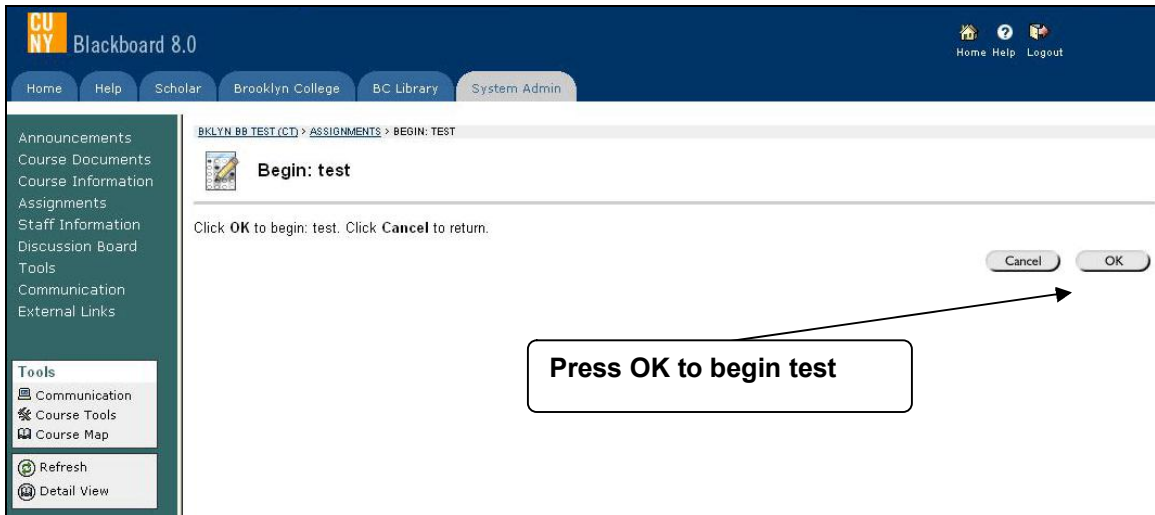
##### Tips before the exam

- Quit all other applications (e.g., Word, iTunes, games, IM tools) unless otherwise directed by your Instructor.
  - Rebooting your computer may free resources and avoid interference from applications running in the background.
  - Open only one browser window.
  - Click the link **once** to enter the test. Wait for the page to load completely.
1. Logon to Blackboard.
  2. Go to the course to which you will answer the test.
  3. Click the **Assignment** link in the menubar or the content area where the assignment is.
  4. Read the instructions carefully.

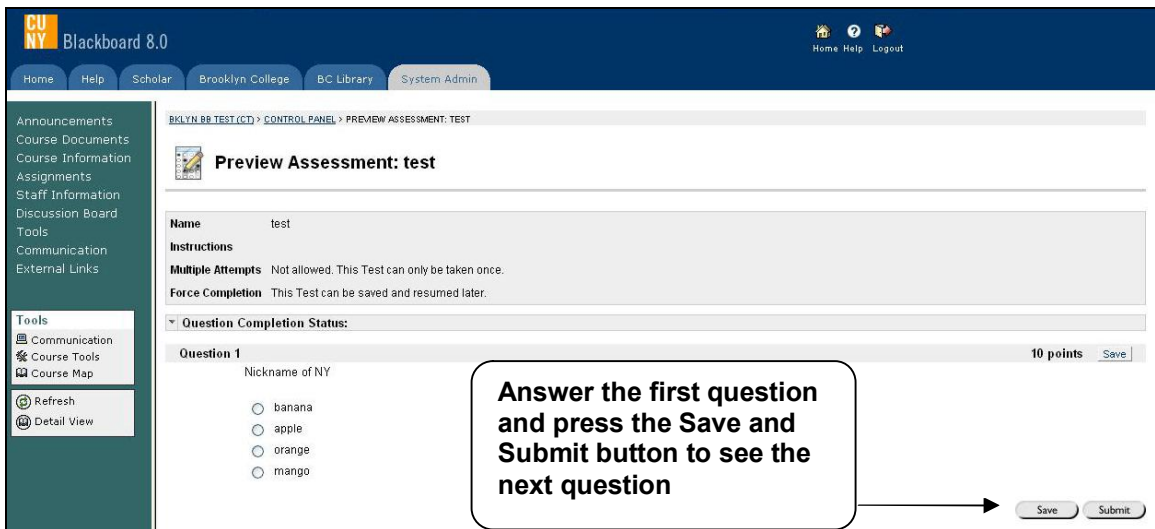


5. Choose the assessment's link and then the **OK** to begin test.





6. For one-at-a-time question presentation, press the **Save and Submit** button once to move to the next question.



7. Click **OK** to review results.

## 20- What do I need to do if I have technical issues when taking the test?

### Answer

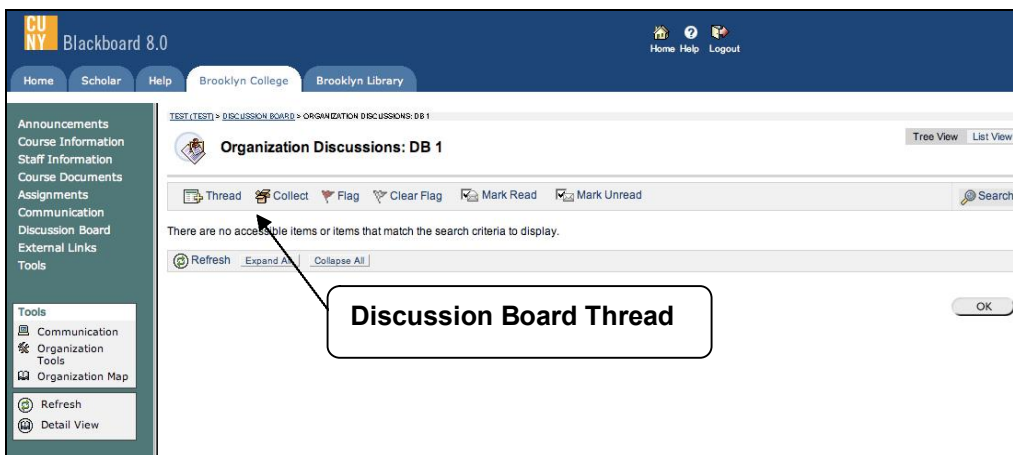
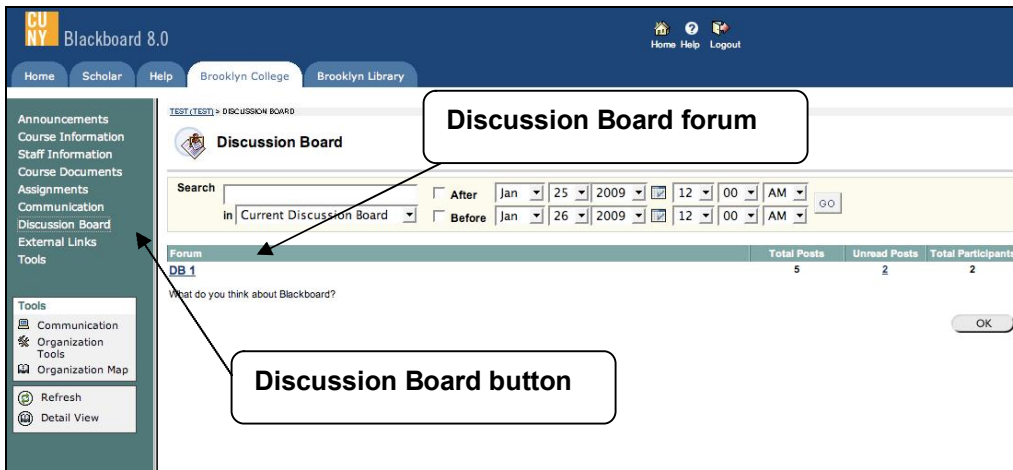
If you lose power, your browser quits, you lose Internet connectivity, or have any other technical issue, contact your **Instructor** *immediately* and explain in detail what happened. Do not wait to the last minute to take the test.

## Creating a Discussion Thread

### 21- What is a threaded discussion on a Blackboard Discussion Board list?

#### Answer

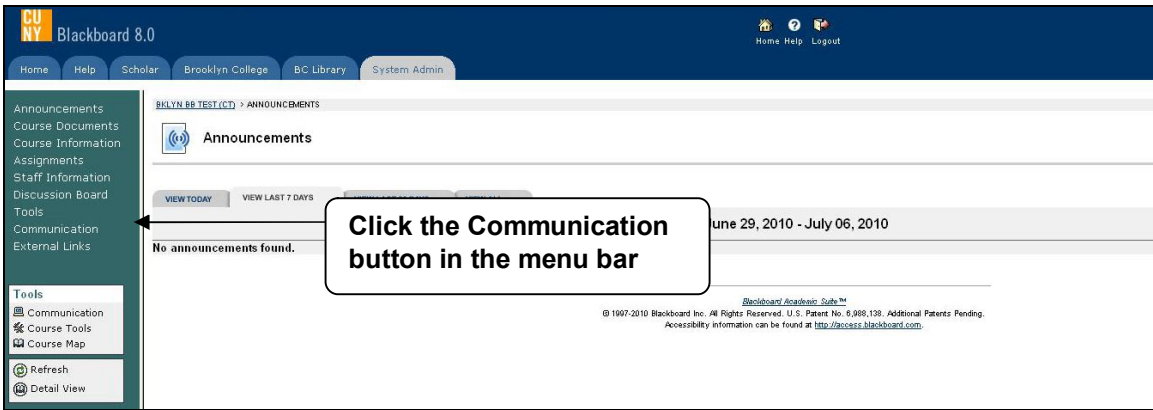
The threaded discussion list is located within the **Discussion Board** under the **Communication** button of Blackboard. There, faculty and students can post their response on course-related discussions at a time that is convenient to them. In some cases you can find the threaded discussion list within the content sections (e.g. Week 1, Section 1, or Lesson 1).



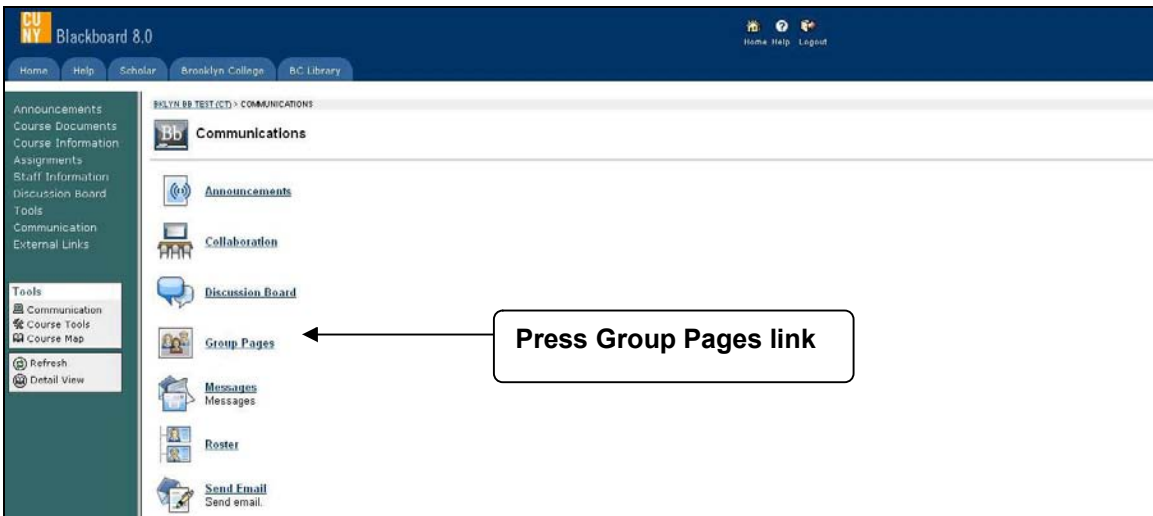
### 22- Where do I access a group Discussion Board on Blackboard?

#### Answer

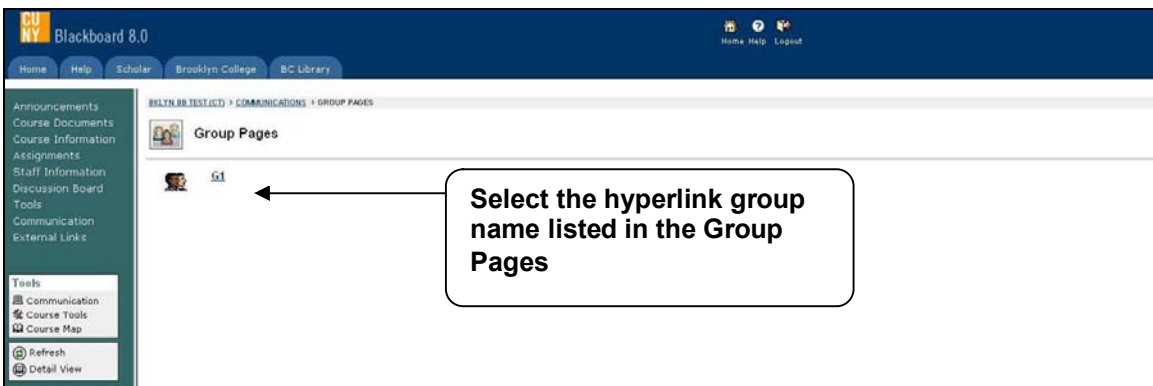
1. Logon to Blackboard.
2. Go to the course to which you will access the group Discussion Board.
3. Click the **Communication** button in the menu bar.



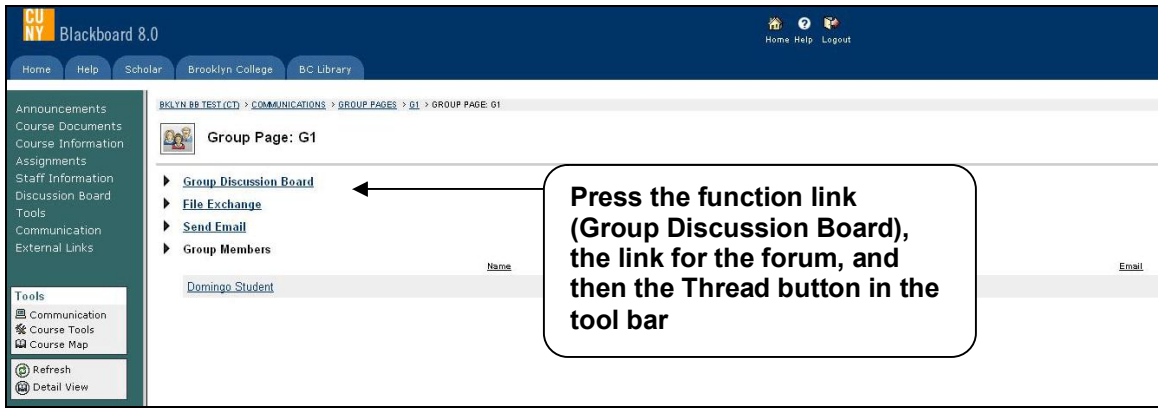
4. Press **Group Pages** link in the Communication page.



5. Select the hyperlink group name listed in the Group Pages site.



6. Press the function link (**Group Discussion Board**), the link for the forum, and then the **Thread** button in the tool bar.



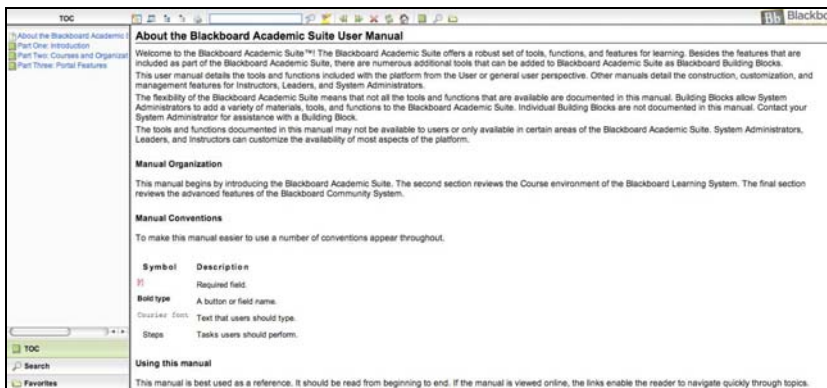
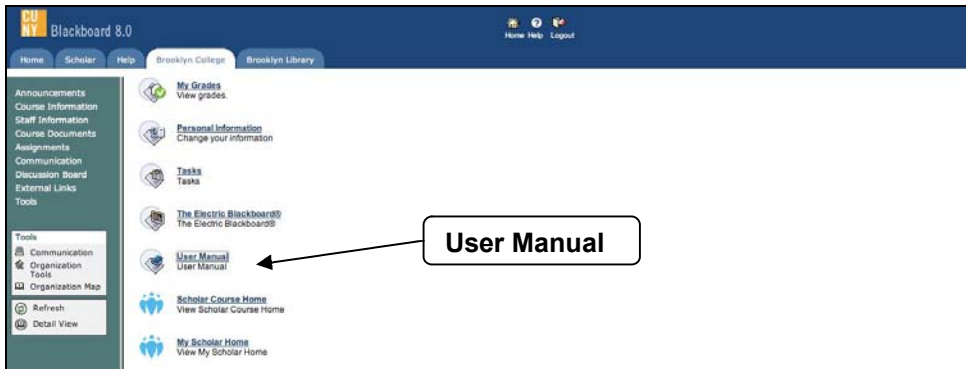
7. To add a Discussion Board Thread follow instructions for question 20 (above)

## Finding Help

### 23- Where can I find the Blackboard Manual?

#### Answer

A detailed student manual for Blackboard is available from any Brooklyn College Blackboard course; just select the **Tools** menu in your course and click on **User Manual**. More documentation is also available by clicking on the HELP icon while logged into the Brooklyn College Blackboard website.





## 24- Where can I ask for help on Blackboard?

### Answer

- On-campus, please visit the Library Cafe (lower level, Whitehead Hall; or Library New Media Center (2nd floor, Library; click the following links for hours:

**Library Café:** <<http://ait.brooklyn.cuny.edu/librarycafe/page.php?view=hours>>

**Media Center:** <<http://dewey.brooklyn.cuny.edu/library/about/hours/>>

- Off-campus, you may contact: Information Technology Services (ITS) **Help Desk**  
Phone: (718) 677-6180  
E-mail: [helpdesk@brooklyn.cuny.edu](mailto:helpdesk@brooklyn.cuny.edu)  
Hours: Monday - Friday, from 9:00 AM to 5:00 PM

Online support for the CUNY Portal is available [HERE](#)

### Others

## 25- Courses from a previous semester are still listed in My Blackboard site under My Courses. I only want to see the courses that I am currently taking. How can I eliminate these links?

### Answer

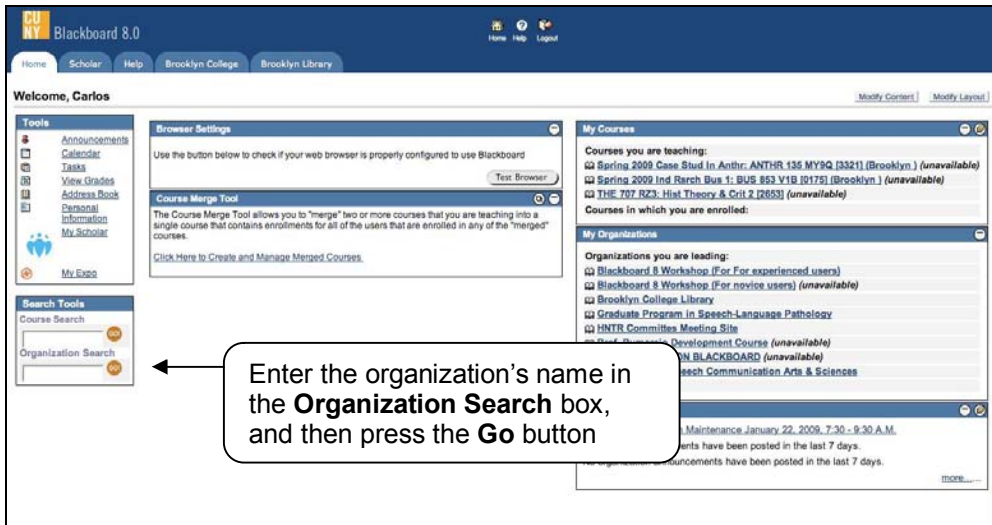
By selecting the pencil tool in the upper right corner of the My Courses module, you can uncheck any courses that you don't want displayed.



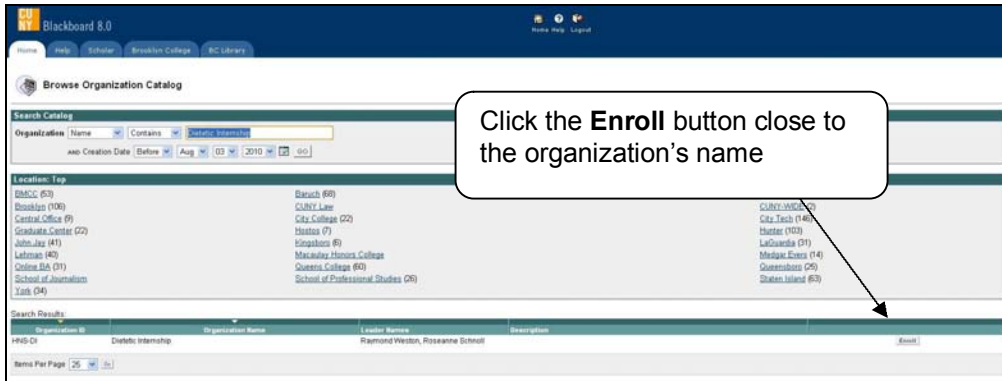
## 26- How do I enroll myself in a Blackboard organization?

### Answer

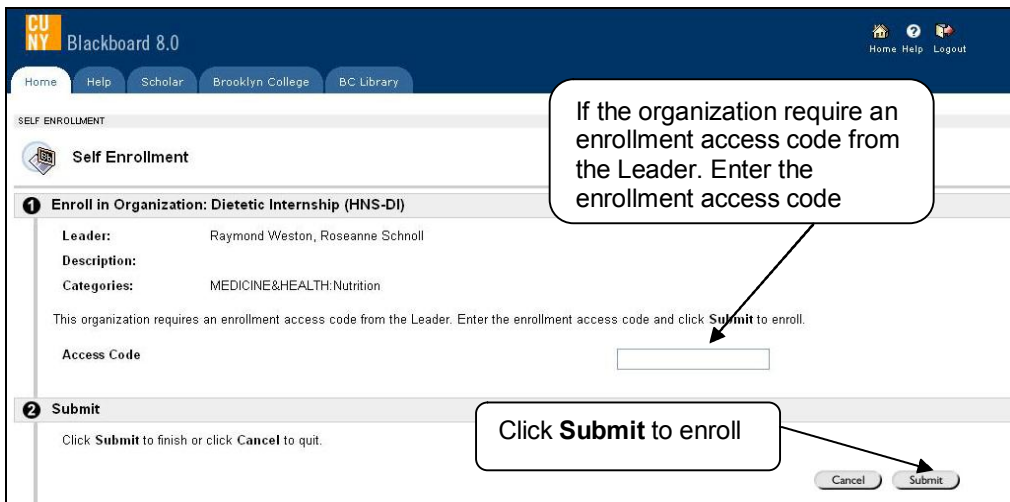
1. Logon to Blackboard.
2. Enter the organization's name in the **Organization Search** box, and then press the **Go** button.



3. It will bring you to the Organization Catalog page.
4. Click the **Enroll**  button close to the organization's name.



5. If the organization require an enrollment access code from the Leader. Enter the enrollment access code.
6. Click the **Submit** button.
7. Click **OK** in the confirmation page.



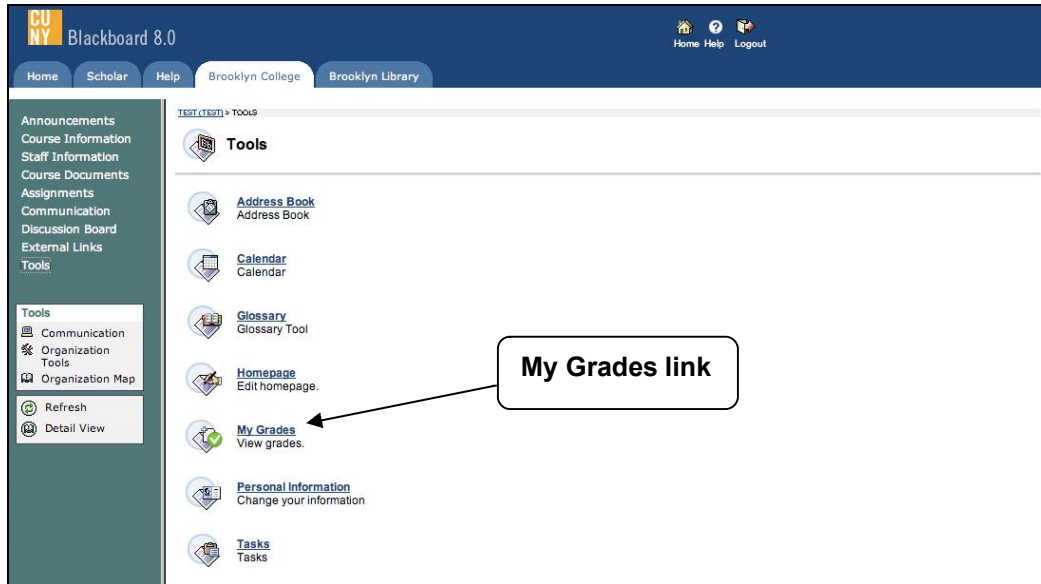
**Note:** You will find the organization link into My Organizations box in the Welcome or Brooklyn College page.

## 27- Where do I find grades for my Blackboard classes?

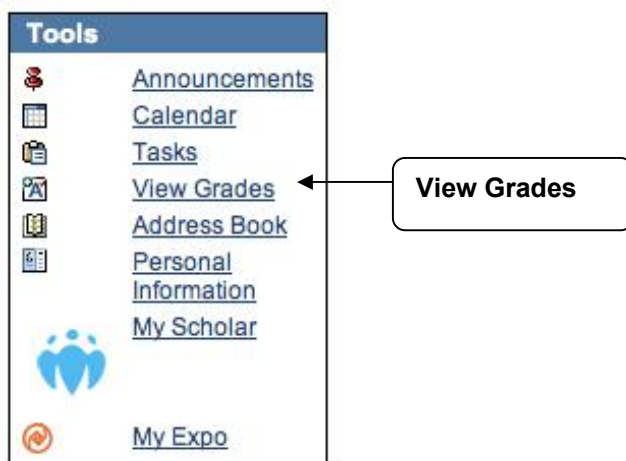
### Answer

There are two different ways:

1. From your Blackboard course site
  - a- Go to the individual course site to see your grade for that course
  - b- Click on the **Tools** button
  - c- Click on the **My Grades** option



2. From your Brooklyn College tab
  - a- Within **Tools** menu, click on **View Grades** link
  - b- Click the link for the course site that you are checking for your grade



## 28- What plug-ins should I use for Blackboard?

## Answer

Microsoft Office is highly recommended. If you do not have Microsoft Office, click the following links to install these programs.

- **PowerPoint Viewer** <<http://www.microsoft.com/downloads/details.aspx?familyid=048DC840-14E1-467D-8DCA-19D2A8FD7485&displaylang=en>>
- **Word Viewer** <<http://www.microsoft.com/downloads/details.aspx?FamilyID=3657ce88-7cfa-457a-9aec-f4f827f20cac&displaylang=en>>

Some course documents are in Adobe Acrobat Reader (PDF) format and you will need it to be able to open the course documents. Click the link below and follow the steps.



**Adobe Acrobat** <<http://www.pdf-9-d0wnload.com/>>

To handle various formats of digital video, sound, animation, and music you should download the following programs:



**Adobe Flash Player** <<http://get.adobe.com/flashplayer/>>



**Windows Media Player**  
<<http://windows.microsoft.com/en-US/windows/products/windows-media-player>>



**QuickTime** <<http://www.apple.com/quicktime/>>



**Real Player** <<http://www.real.com/>>



**Adobe Shockwave Player**  
<<http://www.adobe.com/products/shockwaveplayer/>>



**iTunes** <<http://www.apple.com/itunes/>>

**NOTE:** All software listed above is free of charge.  
To activate a hyperlink in a Word document, hold CTRL and click the hyperlink.

Updated 12/21/2010