# Brooklyn College
### Library and Academic IT
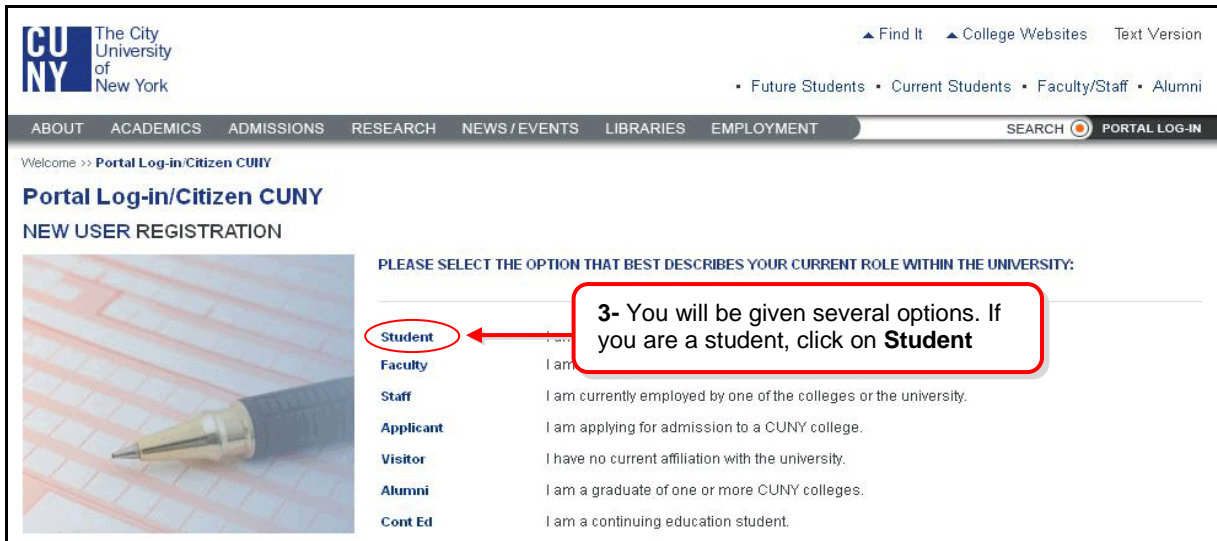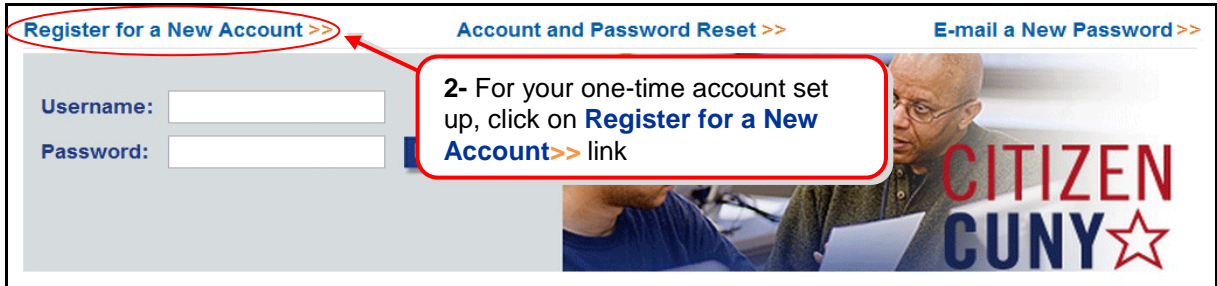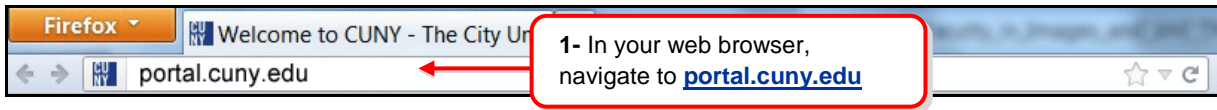
# Frequently Asked Questions for Students

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

2- **How do I access Blackboard?**

3- **How do I reset my CUNY Portal password?**

4- **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?**

5- **Which browsers can I use to access blackboard?**

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

7- **Why am I not receiving e-mails from my Blackboard classes?**

8- **How do I change my email address on Blackboard?**

9- **How do I access a Discussion Board forum on Blackboard?**

10- **How do I access and submit my class Assignments or SafeAssignments?**

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

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

13- **How do I take online Tests & Quizzes on Blackboard?**

14- **Where do I find grades for my Blackboard classes?**

15- **Why I cannot see videos and rich media on Blackboard?**

16- **Where can I ask for help on Blackboard?**

**NOTE**: To activate a hyperlink in a Word document, hold CRTL and click the topic title.

CUNY's Blackboard Training Task Force

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

If you are a CUNY 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.

To set up or verify your CUNY Portal account



**1-** In your web browser, navigate to **portal.cuny.edu**



**2-** 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**

**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

**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.

You have completed the account set-up. Be sure to **WRITE DOWN** your username and password in a secure place.
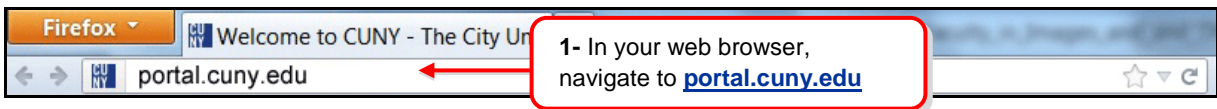
## 2- How do I access Blackboard?

Blackboard is a CUNY-wide system, which is accessible using your CUNY Portal username and password. These credentials may be different from your campuses' username and password.

**To log in to CUNY Portal, follow the steps below**



**1-** In your web browser, navigate to **portal.cuny.edu**



**3-** Enter your CUNY Portal username and password and click the **Log-in** button

**4-** Click on the **Blackboard** link



**5-** Blackboard page will open with the **Home** tab active. Courses in which you are enrolled are displayed in the **My Courses** module
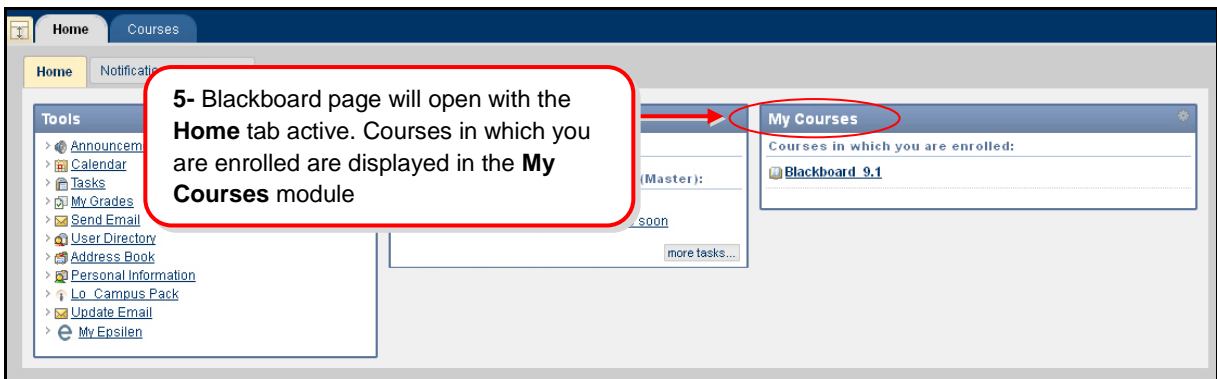
## 3- How do I reset my CUNY Portal password?

To access Blackboard, you have to log in to CUNY Portal. In the case you have forgotten your password, you need to go to the CUNY website to reset it. Please follow the procedures depicted below to learn how to change your CUNY password.



**1-** In your web browser, navigate to **portal.cuny.edu**



**2-** Enter your CUNY Portal username and password and click the **Log-in** button

Register for a New Account >>     Account and Password Reset >>     E-mail a New Password >>

Username:

Password

**3-** Click the **Account and Password Reset >>** link

CITIZEN CUNY ☆

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ABOUT   ACADEMICS   ADMISSIONS   RESEARCH   NEWS / EVENTS   LIBRARIES   EMPLOYMENT     SEARCH ● PORTAL LOG-IN

Welcome >> **Portal Log-in/Citizen CUNY**

**Portal Log-in/Citizen CUNY**

**REGISTRATION**

Lock

Help

FAQs

PLEASE VERIFY YOUR INFORMATION:

If you are a student, faculty, or staff member and are unsure your account by entering your confidential information below

Last Name

Social Security Number    [  ] - [  ] - [  ]

Enter your Social Security Number without spaces or dashes (for verification purposes only)

Date of Birth    [mm ▼] [dd ▼] [19 ▼] [yy]

Enter your date of birth in the following format: mm/dd/yyyy

[ Next ]

**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

VALIDATION TIPS

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.

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ABOUT    ACADEMICS    ADMISSIONS    RESEARCH    NEWS / EVENTS    LIBRARIES    EMPLOYMENT

Welcome >> **Portal Log-in/Citizen CUNY**

**Portal Log-in/Citizen CUNY**

**REGISTRATION**

PLEASE VERIFY YOUR INFORMATION:

Last Name:    **Peters**

Social Security Number:    **XXX-XX-3098**

Date of Birth:    **09/15/1982**

[ Confirm ] [ Cancel ]

**5-** Click **Confirm** if correct data is entered. If you made a mistake, click **Cancel** and re-enter your information

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**Portal Log-in/Citizen CUNY**

**PASSWORD RESET**

RESET

Your username is: apeters

Please choose a new password below:

New Password: [                    ]
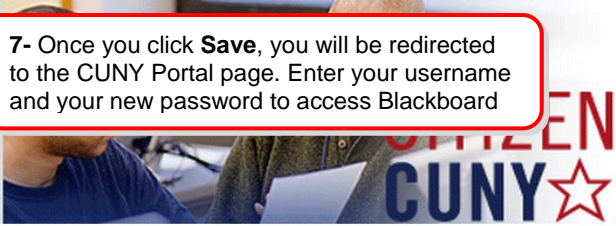
Confirm New Password: [                    ]

Save    Cancel

**6-** The **Password Reset** page will show you your username and the option to create a new password. Confirm the new password in the second field and click **Save**

Register for a New Account >>    Account and Password Reset >>    E-mail a New Password >>

Username: [            ]

Password: [            ]    Log-In

**7-** Once you click **Save**, you will be redirected to the CUNY Portal page. Enter your username and your new password to access Blackboard

CITIZEN CUNY ☆

## 4- 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?

If you do not find a Blackboard link on My Page at the CUNY Portal, probably you have a duplicate account and you entered the wrong username and password. To verify your valid username, please review the contact information of the College Student Support list at:
**<http://portal.cuny.edu/cms/id/cuny/documents/informationpage/030391.htm>**

**NOTE**: When submitting your Blackboard Support Request to the below, please include the following:

a- Your full name
b- Your email address
c- Your date of birth
d- The course(s) with which you are having a problem (include department and course number)
e- And an explanation of the problem

## 5- Which browsers can I use to access Blackboard?

**Microsoft® Windows® Operating System**

|  | Internet Explorer® 8 | Internet Explorer 7 | Firefox 3.6 | Firefox 3.5 | Firefox 3.0 |
|---|---|---|---|---|---|
| **Windows® XP (32-bit)** | Compatible | Compatible | Compatible | Compatible | Compatible |
| **Windows Vista® (32-bit)** | **Certified** | Compatible | Compatible | **Certified** | Compatible |

| Windows Vista (64-bit) | Compatible | Compatible | Compatible | Compatible | Compatible |
|---|---|---|---|---|---|
| Windows 7 (32-bit) | **Certified** | Unsupported | Compatible | **Certified** | Compatible |
| Windows 7 (64-bit) | **Certified** | Unsupported | Compatible | **Certified** | Compatible |

**Apple® Mac OS® Operating System**

| | Safari® 4.0 | Safari 3.2 | Firefox 3.6 | Firefox 3.5 | Firefox 3.0 |
|---|---|---|---|---|---|
| Mac OSX 10.5 "Leopard®" | Compatible | Compatible | Compatible | Compatible | Compatible |
| Mac OSX 10.6 "Snow Leopard®" | **Certified** | Unsupported | Compatible | **Certified** | Compatible |

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

Blackboard sites are created automatically for each course, but the professor has the option of make Blackboard available or not for students. 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 should check your status with the Registrar or Bursar offices in your college.

**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.

**7- Why am I not receiving e-mails from my Blackboard classes?**

Your CUNY related e-mail address 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 the 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 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.

**To find your Blackboard e-mail address follow these steps**



**1-** Click on the **Personal Information** link in the Tools box on the left side of the HOME tab



**2-** Press the **Edit Personal Information** link



**3-** This will display the currently personal info (First, Middle, Last Name, and Email)
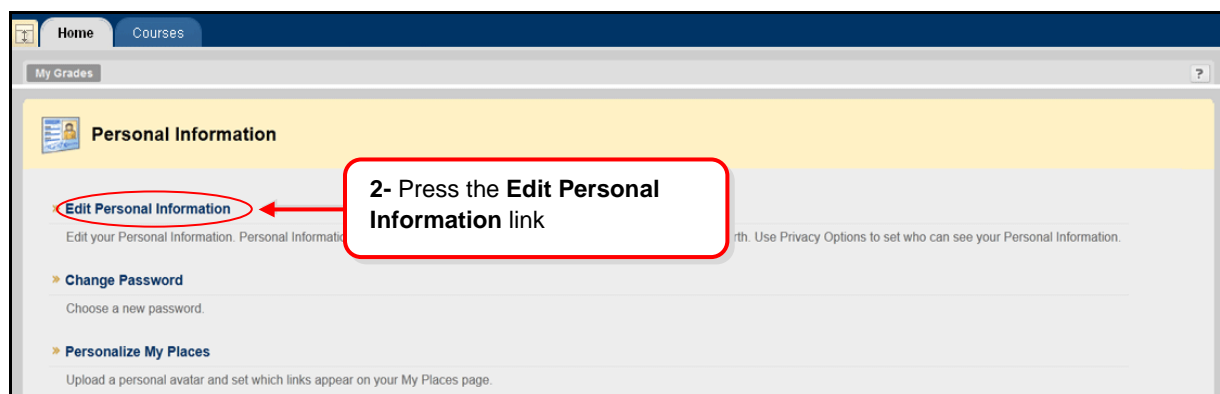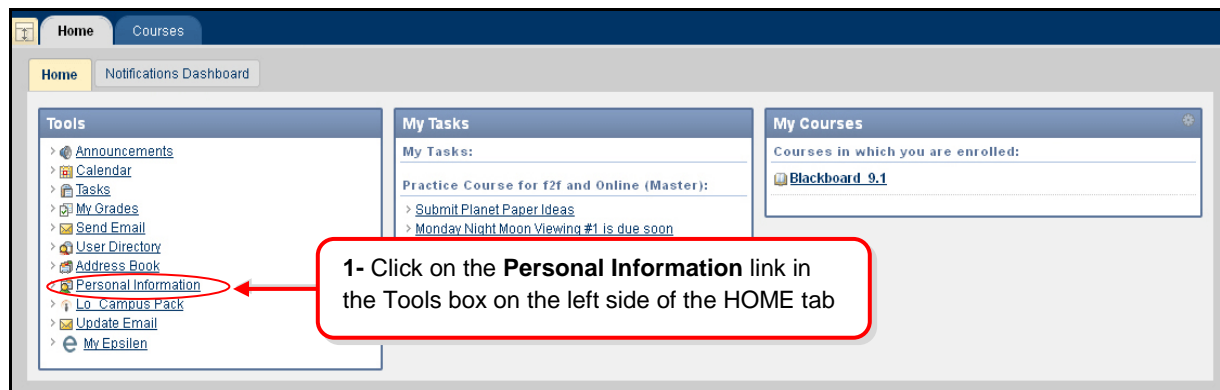
**4-** Click the **Cancel** or **Submit** buttons.
**5-** Press the **OK** button to go back to the Blackboard Home page.

**Note:** Students cannot modify their personal information.

## 8- How do I change my email address on Blackboard?

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-** In the Home tab, find and click on the ✉ **Update Email** link in the Tools module



**2-** Enter the new Email twice

**3-** Click **Submit**

Your current email

**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 system
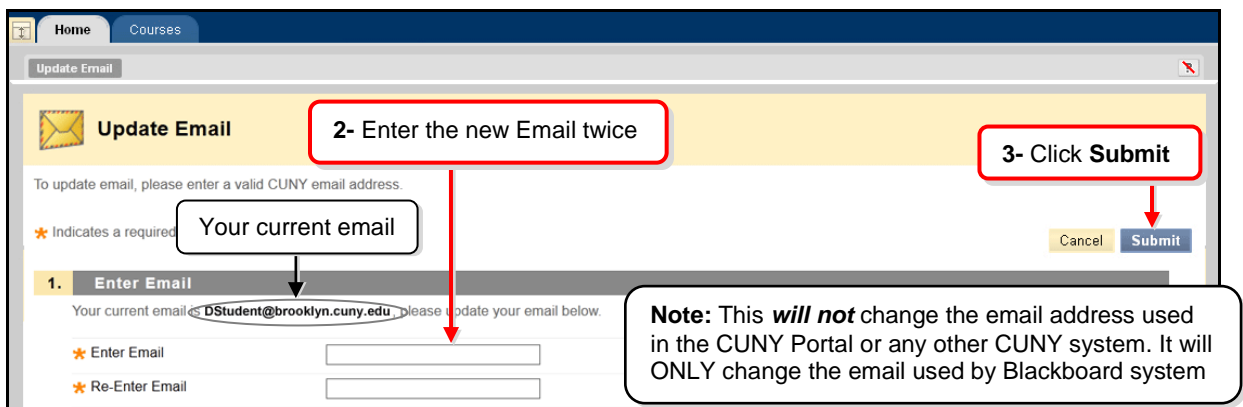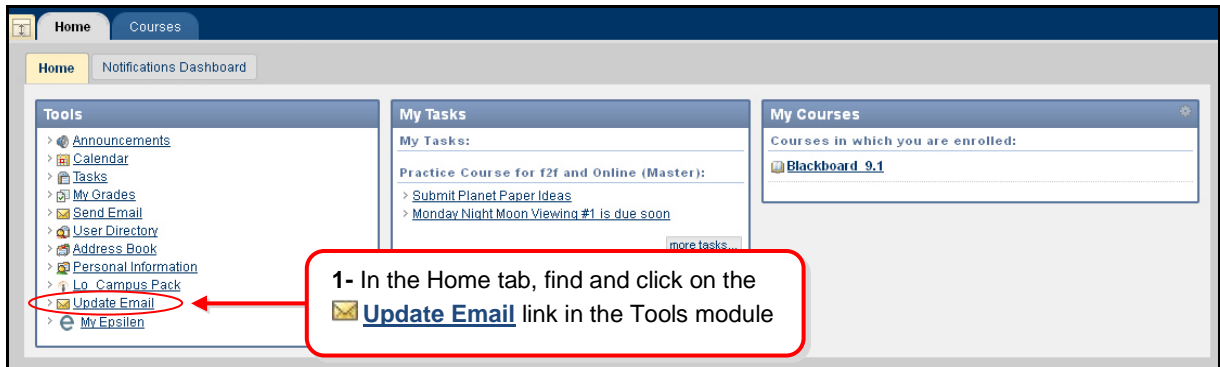
## 9- How do I access a Discussion Board forum on Blackboard?

The Discussion Board is a tool for sharing thoughts and ideas about class materials. The main Discussion Board page displays a list of available discussion forums that may appear anywhere in the course. A Discussion Board can contain one or more forums.

**Accessing the Discussion Board**



**1-** On the Course Menu, click the **Discussions** link

**1-** On the Course Menu, click **Tools**

**2-** Press the **Discussion Board** link Menu
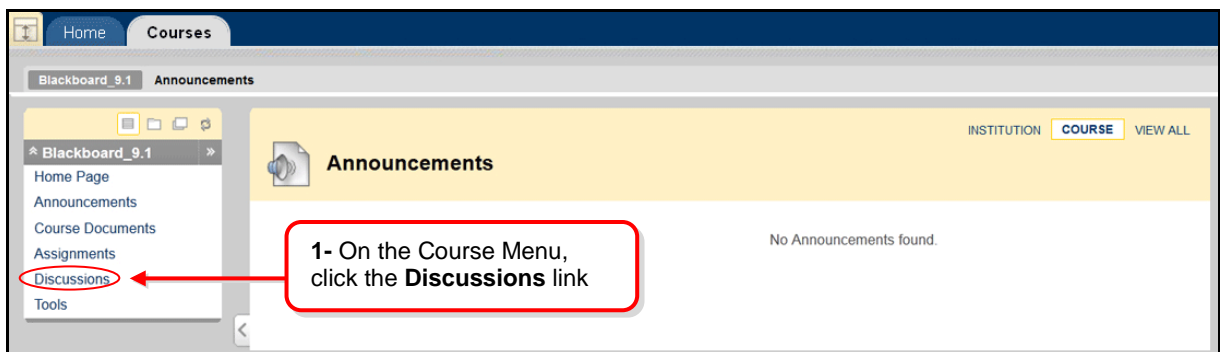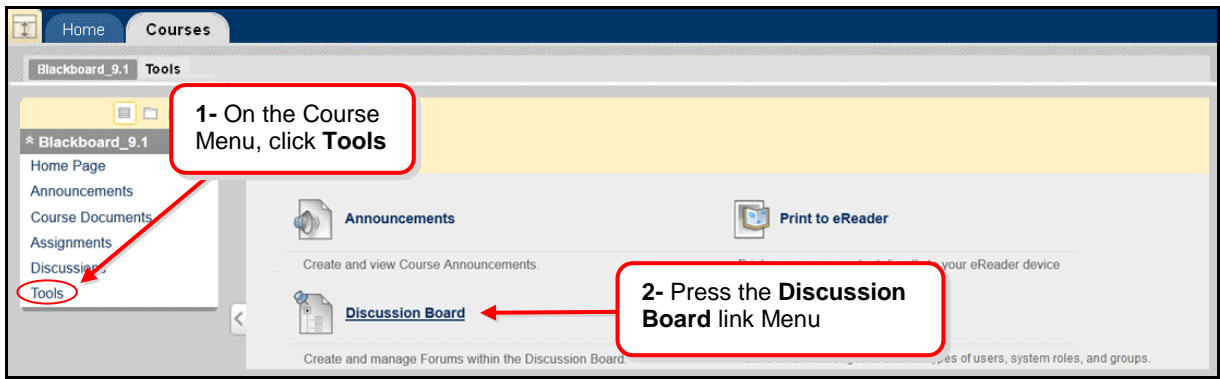
## Replying to Discussion Posts
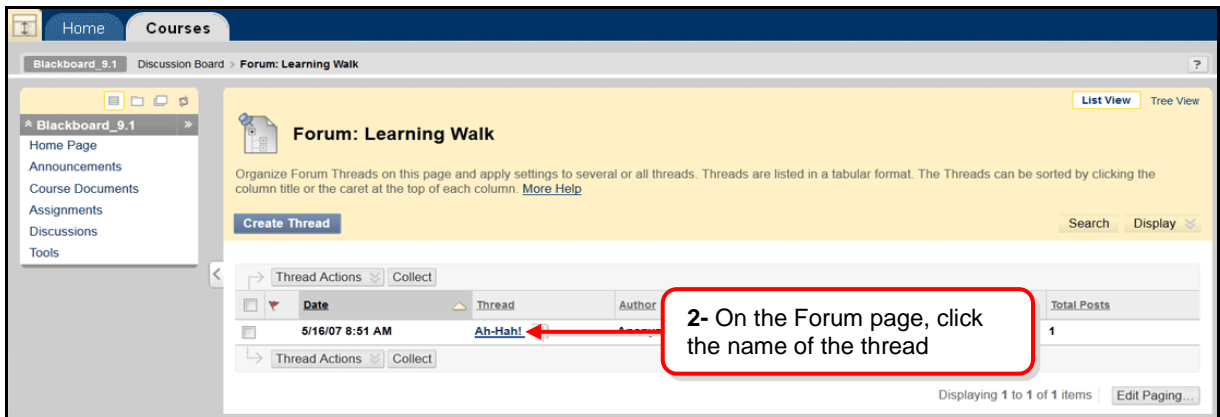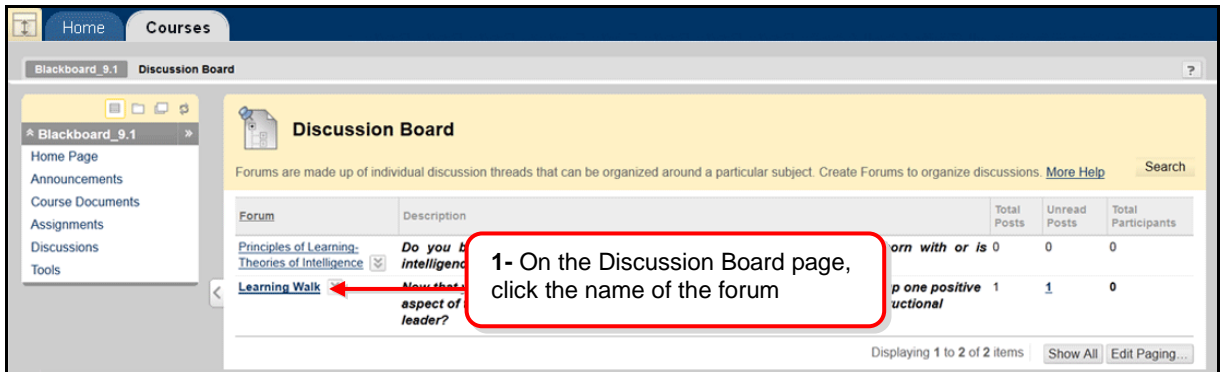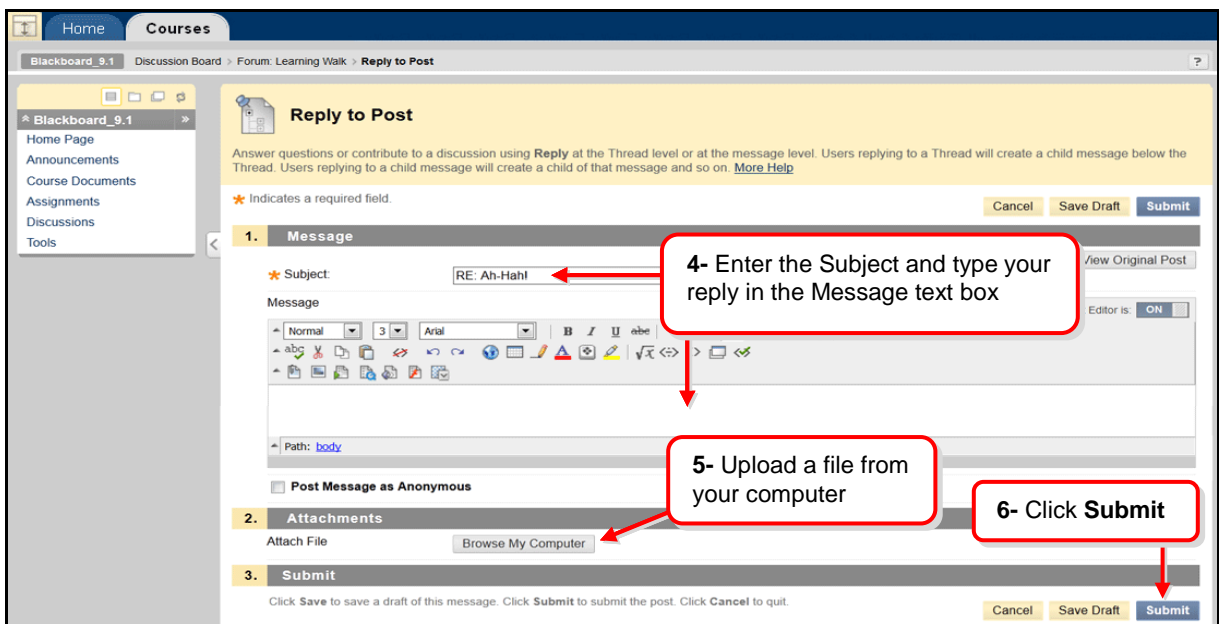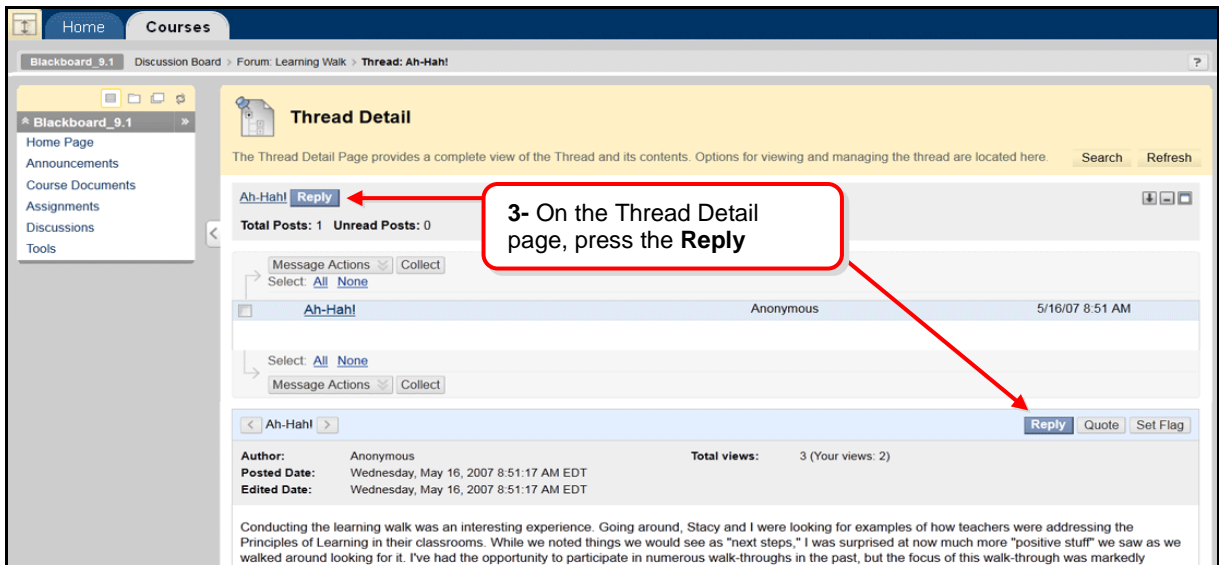


**1-** On the Discussion Board page, click the name of the forum



**2-** On the Forum page, click the name of the thread

 **BLACKBOARD ON DEMAND MOVIE**
**Click here to watch it**
<http://ondemand.blackboard.com/r91/movies/bb91_student_creating_discussion_board_post.htm>

### Creating Threads in a Discussion Forum

When creating a forum, your instructor has the option of allowing or not allowing you to start threads. If allowing within each forum, users can create multiple threads. A thread includes the initial post and any replies to it.
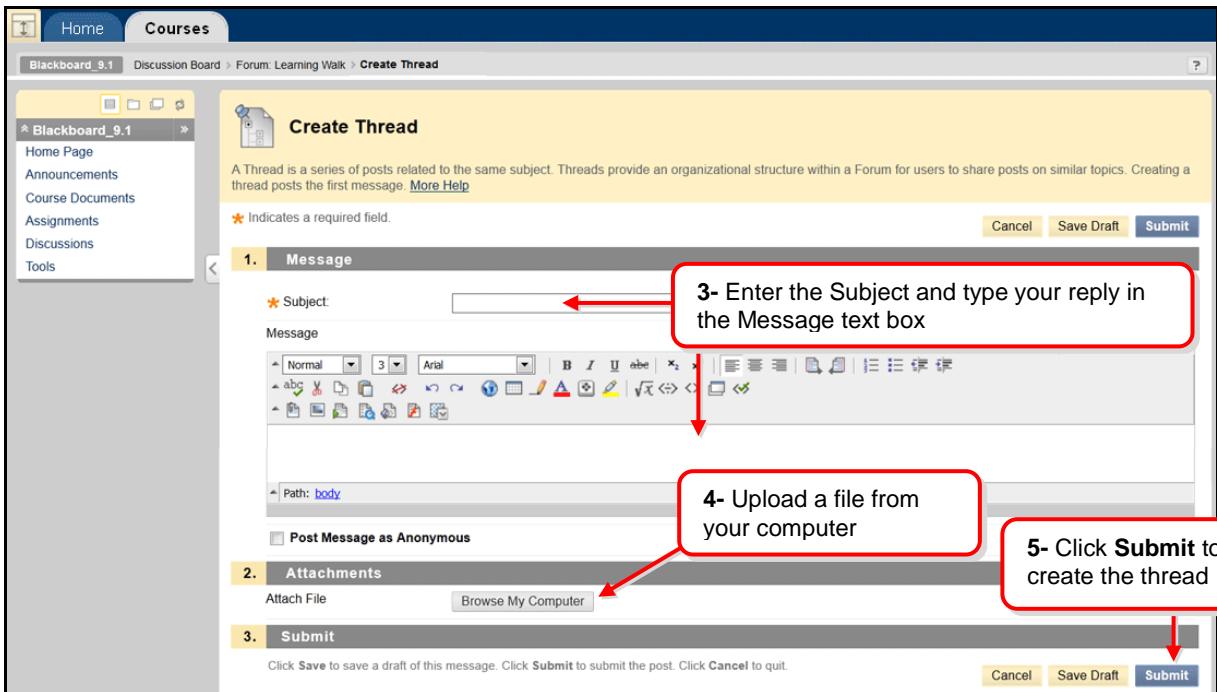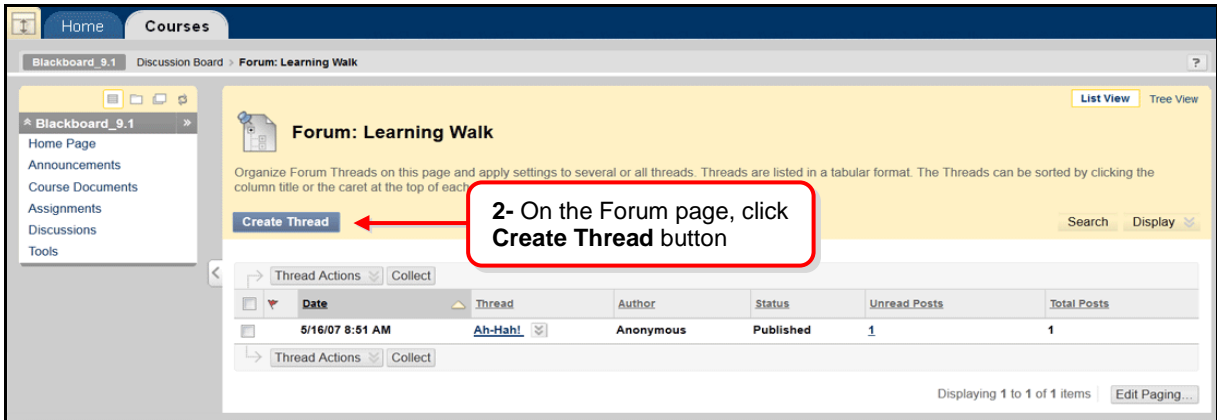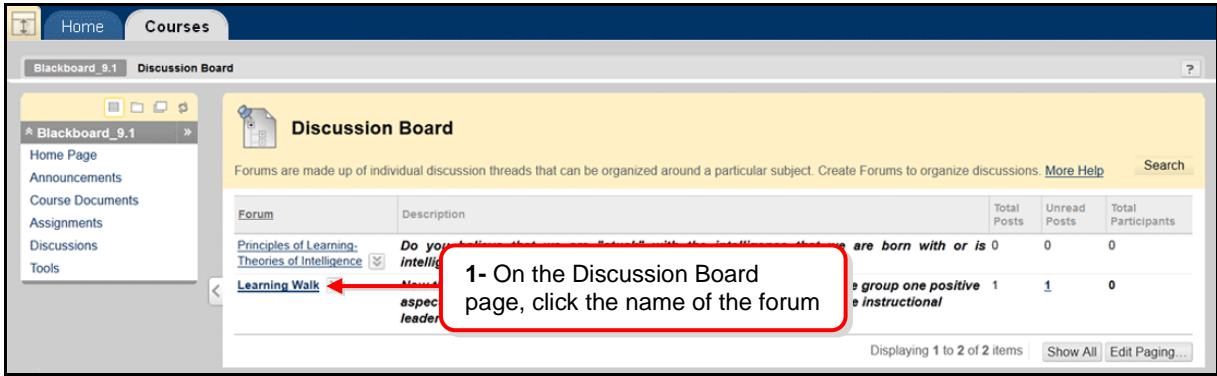
**1-** On the Discussion Board page, click the name of the forum

**2-** On the Forum page, click **Create Thread** button

**3-** Enter the Subject and type your reply in the Message text box

**4-** Upload a file from your computer

**5-** Click **Submit** to create the thread


**BLACKBOARD ON DEMAND MOVIE**
**Click here to watch it**
<http://ondemand.blackboard.com/r91/movies/bb91_student_creating_new_thread.htm>

**Group Discussion Boards** are available only to users who are members of the group. If a group Discussion Board is available, access it from the group link in the Course Menu or in the Tool area.

## 10- How do I access and submit my class Assignments or SafeAssignments?

**Tips to consider before submitting an assignment**
- Quit all other applications (e.g., 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 document. Wait for the page to load completely.
- **WARNING!** Do not use the browser's Back button. This may cause loss of data.

**Accessing and submitting Assignments**



1- Click the **Assignment** link on the course menu or the content area where the assignment is

Home Page
Announcements
Course Documents
Assignments
Discussions
Tools

Written Assignment #1

2- Click the name of the assignment

Please respond to the following questions in [ ] ponses to the Written Assignment #1.

1. What were the advantages to framing your unit around enduring understandings?

2. How did using the lenses of the Six Facets of Understanding give depth and breadth to your unit?

**3-** Read the instructions carefully

**4-** In the Submission box, type your response

**5-** Or click **Browse My Computer** and select a file to attach

**6-** Press the **Submit** button

**WARNING!** When you finish your assignment, you must click **Submit**. If you press **Save as Draft**, your instructor will not receive your completed assignment

**7-** A success message appears, confirming the assignment submission

## Accessing and submitting Safeassignments



**1-** Click the **Assignment** link on the course menu the content area where the assignment is

**2-** Click the >> **View/Complete** link

Students can submit papers in Word (.doc, docx), Plain Text (.txt), Rich Text Format (.rtf), PDF, and HTML formats. Files exchange using the SafeAssignment feature can be submitted only once. Assignment can be submitted more than one time if your Professors are allowing multiple attempts for the assignment.

**BLACKBOARD ON DEMAND MOVIE**
**Click here to watch it**
<http://ondemand.blackboard.com/r91/movies/bb91_student_submit_assignment.htm>

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

- Use the appropriate browser (review question No. 5 above)

- **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.

    **Example of proper format:**

    o   Adolescents_should_not_be_allowed_to_make_their_own_life_and_death_decisions.doc

- Be patient, wait for the "This assignment is complete" receipt. DO NOT click elsewhere while uploading a file.
- Mac users must avoid black spaces in front of the document title.

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

If your Professors are not allowing multiple attempts for the assignment, you should contact them and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and permit you to submit the paper again.

## 13- How do I take online Tests & Quizzes on Blackboard?

**Tips to consider before taking a test**

- 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 document. Wait for the page to load completely.
- **WARNING!** Do not use the browser's Back button during an assessment. This may cause loss of data.

**Taking an online Tests**
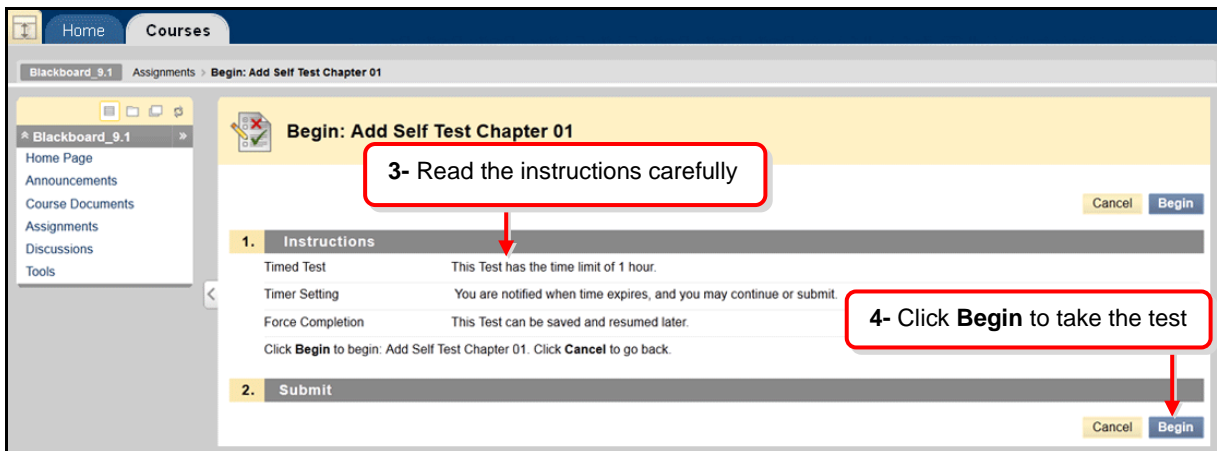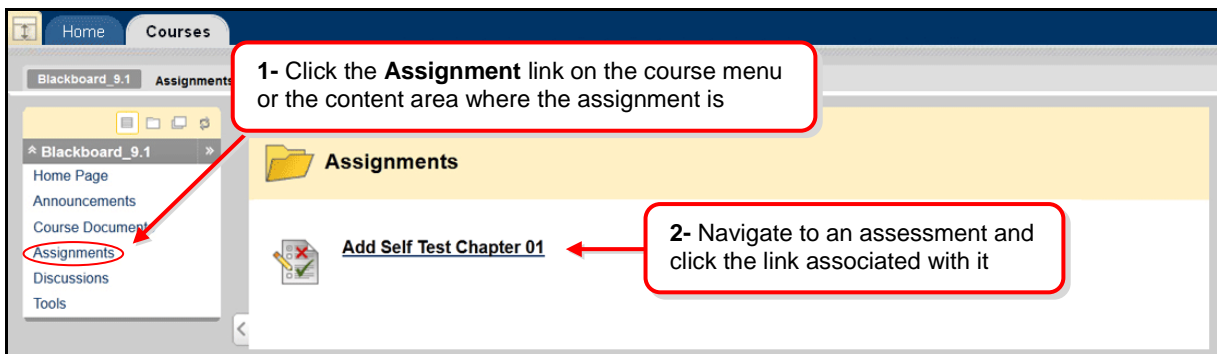
**5-** As you work, answers will be saved automatically, or you can click the **Save Answer** button by each question

**6-** Click **Save and Submit** when you complete the assessment



**7-** Click **OK** to review results

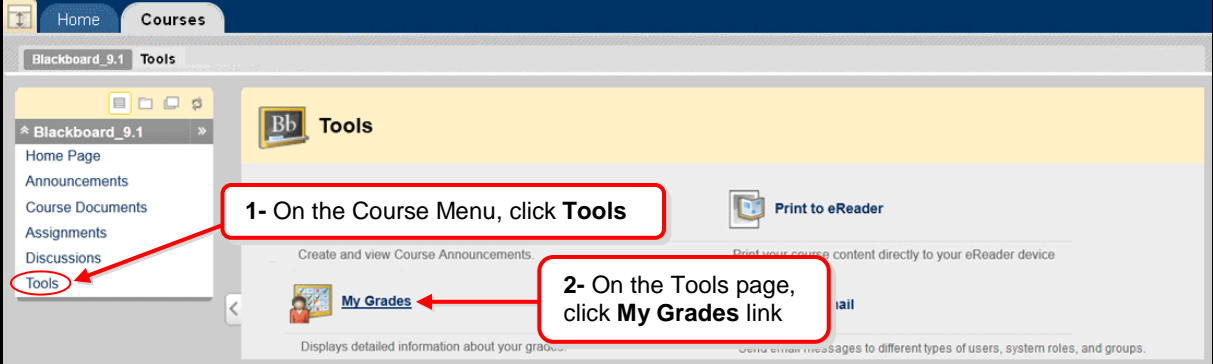**Note:** Contact your instructor immediately if you encounter issues or problems while taking your assessment.



**BLACKBOARD ON DEMAND MOVIE**
**Click here to watch it**
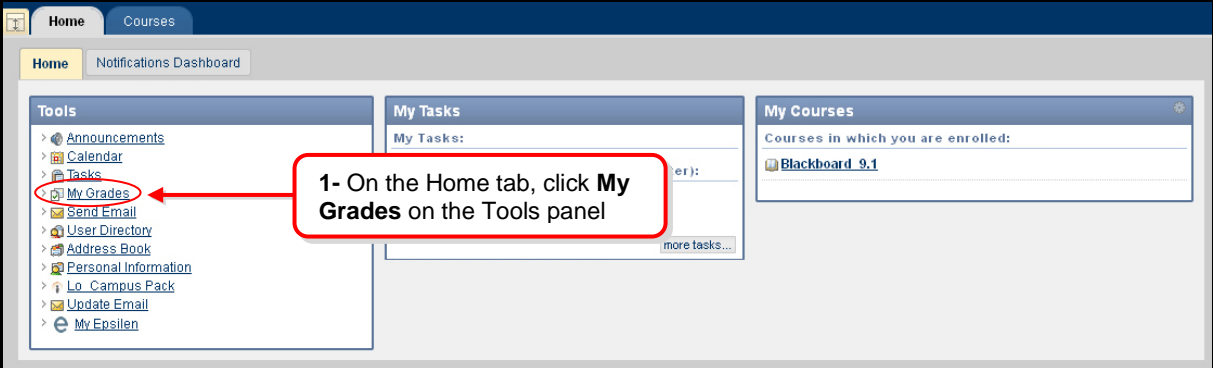<http://ondemand.blackboard.com/r91/movies/bb91_student_taking_test_online.htm>

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

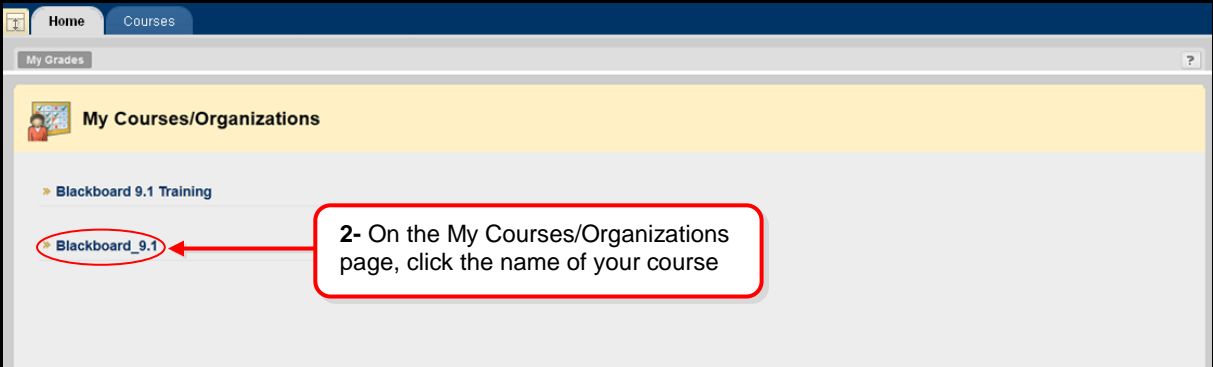### Accessing My Grades From Within Your Course



**1-** On the Course Menu, click **Tools**

**2-** On the Tools page, click **My Grades** link

### Accessing My Grades From Outside Your Course



**1-** On the Home tab, click **My Grades** on the Tools panel



**2-** On the My Courses/Organizations page, click the name of your course

**BLACKBOARD ON DEMAND MOVIE**
**Click here to watch it**
<http://ondemand.blackboard.com/r91/movies/bb91_student_checking_grades.htm>

## 15- Why I cannot see videos and rich media on Blackboard?

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 are free of charge.
To activate a hyperlink in a Word document, hold CRTL and click the hyperlink.

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

- 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
Hours: Monday - Friday, from 9:00 AM to 5:00 PM


Online support for the CUNY Portal is available HERE