



UNIVERSITY OF HARTFORD

Blackboard Student FAQs

Blackboard is an Internet application used by many instructors to put their courses online. Typically, your instructor will let you know on the first day of class if he or she is going to be using Blackboard and will provide you with the information you need to log in and use Blackboard. Handouts on using Blackboard are available at: <http://uhaweb.hartford.edu/fcld/handoutsstudent.htm>.

Students are automatically enrolled into their Blackboard courses based on their registration information.

All faculty, staff, and student Blackboard users will be required to use their University of Hartford e-mail as their username and the last four digits of their University of Hartford ID as their password to access Blackboard (e.g., username = **jd**oe if your e-mail is jd@hartford.edu and password = **5678** if your ID is 12345678)

- **To obtain a student ID**, you must present proof of registration and an additional form of ID such as a license. The student ID office is located in the basement of the Gengras Student Union, in room 135 behind Taco Bell. The office hours during the academic year are Monday through Thursday, 9:00 a.m. to 4:30 p.m. and on Fridays from 9:00 a.m. to 3:00 p.m. The office is open extended hours at the beginning of each semester. Summer hours are limited; please call the Student ID office for summer hours at (860)768-5343.
- **To obtain a University email**, bring your current class schedule or your schedule for an upcoming semester along with your University of Hartford ID card to the Information Technology Services department in the Computer Center Building Room 113 (860-768-5999). Within 24-48 hours of requesting your university email, you will have access to Blackboard.

Logging into Blackboard

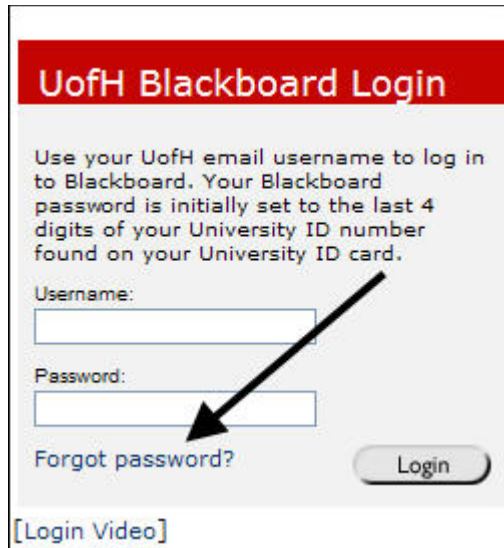
Your Blackboard username is your email username ID (e.g., 'jd'oe' if your e-mail is jd@hartford.edu) and your initial password is the last four digits of your university ID. You should change your password after you log in for the first time.

1. Go to <http://blackboard.hartford.edu>
2. Click **User Login**.
3. A new log in window will open.
4. Type in your username and password
5. Click **Login** or hit Enter. It is recommended that you change your password to something other than the last four digits of your ID number at this time.

Changing Your Blackboard Password

1. From your *Blackboard Home Page*, find the Tools menu at the left.
2. Select **Personal Information**.
3. Select **Change Password**.
4. Enter your new password twice.
5. Click **Submit** to save your changes.

If you can't remember your password, click the "Forgot Password?" link on the Blackboard login page. A link will be sent to your *University email address*, allowing you to reset your password.



How do I access my Blackboard courses?

Go to <http://blackboard.hartford.edu>, and log in using your username and password. The first thing you see when you log in is your Blackboard Home Page. This includes announcements and links to your Blackboard Courses, as well as some useful tools like a Calendar, Tasks, and other Blackboard features. Your Blackboard courses will appear in a list to right under a heading titled "My Courses." To enter a class, click the name of the course.

I logged into Blackboard, but I don't see my courses anywhere!

Students will be automatically enrolled into Blackboard courses when you register for courses at the University of Hartford. If you do not see any of your courses listed under the "My Courses" heading, it may be that your instructors are not using Blackboard this semester, or have not yet made the course available to students. Generally, instructors will tell you on the first day of class if they plan to use Blackboard in a course.

NOTE: If you have recently registered for a course, there is approximately a twenty-four hour waiting period between your official course registration and enrollment into Blackboard courses (excluding weekends). If you have not processed the paperwork for adding or dropping a course, you will not have access, or you will still have access, to the course on Blackboard. You must process your paperwork in order to be enrolled in a course in Blackboard. Contact the Registrar's Office at (860) 768-4999 for more information about adding or dropping a course.

My username and password aren't working. What should I do?

- Make sure you have University email and your account is functional (the email box isn't full or the account has not been 'turned off'). You will not be able to access Blackboard without it.
- Make sure you are using the correct case for your password – passwords are case sensitive.
- Make sure that you aren't using your entire email address as a username. Only the first part of your email address should be entered (e.g. 'jdoe' if your email is jdoe@hartford.edu).
- Make sure that you are using only the last four digits of your University ID.
- Check to make sure that you do not have two University emails. If you do, you should contact ITS at (860) 768-5999 to have them eliminate the second email.
- Call the ITS Hotline to be sure that you are using the correct username and your email account is available - (860) 768-5999.

I already have my own email; do I have to use the University email?

You must have a University email account to access Blackboard. If you want to continue using an alternative email, you may forward your University of Hartford email to your other email account. Instructions for forwarding email can be found at: http://uhaweb.hartford.edu/www/index_howto.html

Are there any instructions or handouts on using Blackboard?

If you are logged into Blackboard, selecting the **Help** button (question mark) at the top of the screen will direct you to a site where you will find student handouts. If you are not logged into Blackboard, handouts are available at: <http://uhaweb.hartford.edu/fcld/handoutsstudent.htm> There is also a *User Manual* found under Course Tools in all Blackboard courses. You must enter a course to locate it.

What if I have trouble using Blackboard?

Ask your instructor for assistance if you are having trouble using the tools and features of Blackboard. If you continue to have trouble, or if he or she is not able to answer your questions, contact the Computer Support Center for assistance at (860) 768-5999. The Computer Support Center has evening and weekend hours.

Hardware and software specifications for Blackboard

- You need a computer with multimedia capabilities (i.e., sound with speakers), a modem or Internet connection of least a 56K modem connection, and an Internet Browser.
- Your browser must accommodate both Javascript and Java for some functions of the course. These are functions you can turn on in your browser.
- Your browser must be set to accept cookies (use Medium browser security settings).
- Windows users will need the Java Virtual Machine, which can be downloaded for free from Sun Microsystems (see below).

Windows Users Only – Instructions for downloading Java plug-in

- The Java 2 Run Time Environment JRE 1.5 or higher is required to use the Collaboration Tools.
- This plug-in may be downloaded from the page that appears when a user joins a Collaboration Session, or downloaded from the page at <http://java.sun.com/jproducts/plugin/index.jsp>

Supported Browsers & Operating Systems for Blackboard

Internet Explorer

- **Windows XP** - IE 6.0, IE 7.0, IE 8.0
 - **Windows Vista** - IE 7.0, IE 8.0
- (Note: IE 8.0 not fully certified.)

Apple Safari

- **MAC OS 10.4**, Safari 2.0, 3.0
- **MAC OS 10.5**, Safari 2.0, 3.0

Mozilla Firefox

- **Windows XP** - Firefox 2.0, 3.0, 3.5
- **Windows Vista** – Firefox 2.0, 3.0, 3.5
- **MAC OS 10.3** - Firefox 1.5, 2.0
- **MAC OS 10.4** - Firefox 1.5, 2.0, 3.0, 3.5
- **MAC OS 10.5** - Firefox 2.0, 3.0, 3.5

These and other browsers/operating system configurations may function but are not fully tested and/or supported by Blackboard. NOTE: AOL users should plan to minimize the AOL browser and use one of the supported browsers which are free to download.

Getting Help with Blackboard - Students

If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact the Computer Support Center for further assistance.

ITS Help Desk – Computer Support Center

For general computer and Internet/network support questions (passwords, Internet/email problems, printer not working, banner, grades, etc.). The Computer Support Center has evening and weekend hours.

Phone: 768-5999

E-mail: its@hartford.edu

Website: <http://uhaweb.hartford.edu/its/>