Towson University offers Level 1 & Level 2 support for Blackboard users. This chart will explain the process for end users.

**VISIT**

http://blackboardsupport.towson.edu

Login

Create Case  Chat  Phone Call

Level 1 Support

Reviews Issue

Is this a Level 1 Support Issue?

No

Escalated to Level 2 Administrators

TechHelp Ticket Created

Assigned to Level 2 Administrator

Level 2 Administrators receive escalations within minutes

Level 2 Administrators respond Monday – Friday, 8am - 4pm

Complete Ticket

Resolution email sent to user with any follow up instructions

Implement Solution

Solved?

Yes

Complete Case

Resolution email sent to user with any follow up instructions

Call is Disconnected Before Completion

Case will remain in system until 4am the next morning with the expectation that the caller will call back.

**Understanding Support Levels**

**Level 1 Issues**

- Help me navigate the Blackboard Environment
- Answer simple questions and step me through a process
- Send me instructions on how to complete a task
- Escalate advanced issues to Level 2 support

**Level 2 Issues**

- Add user to a course (Level 1 can step you through process but does not have permission to add a user)
- Create courses
- Combine courses