FAQs & Resources

How do my students access Bb?

Students can go to http://blackboard.towson.edu

How are my students enrolled in my course

Students are enrolled automatically from PeopleSoft. Blackboard is updated every two hours with courses, enrollments and user accounts. Depending on individual students, this process could take up to a day to complete student's enrollment.

What if I don't see my course when I Login to Bb?

Contact a TU Blackboard team member by calling 410-704-5151.

Phone support hours can be found at www.towson.edu/blackboard

Can I combine my course sections on Bb?

Yes, visit http://www.towson.edu/blackboard and complete a Course Combo Request. Include the full course ID and section numbers and semester.

Example: ENGL101.002 & .003

Is there a Blackboard Mobile App available?

The **Blackboard Instructor** app and the **Blackboard** app for students are available on IOS and Android devices.

Blackboard Phone Support

Call 410-704-5151 to speak with a TU Blackboard team member during hours of operations. Hours can be found at www.towson.edu/blackboard

TechHelp

Log into http://techhelp.towson.edu and select the Blackboard Request type to submit a Blackboard issue or training question. TechHelp service requests can be submitted 24/7, and you will receive a response within 24 Business Hours (48 during high volume times).

One-on-One Support

Sign up for a one-on-one over the phone consultation. Select a date and time that works with your schedule. A Blackboard Administrator will call you back and the time and number you provide. http://tubbsupport.youcanbook.me

Documentations and Movie Tutorials

Documents and video tutorials can be found on our website and are updated monthly.

http://www.towson.edu/blackboard

Blackboard

Quick Reference Guide

How to Access Blackboard

1. Navigate to http://blackboard.towson.edu
2. Login with your NetID and Password

Make your Courses Available

Students will not be able to access your course if it is not available.

3. **Login** to Blackboard.
4. Click your **course link** to enter the course.
5. Go to **Control Panel** (lower-left menu).
6. Select **Customization**.
7. Select **Properties**
8. Set Available to **Yes**
9. Click **Submit**

Browser Compatibility

We suggest using Firefox for the PC and Safari for the MAC.

Download Firefox:

www.mozilla.org/firefox/

Download the latest version of Java

www.java.com/

How to Perform a Browser Check

The latest version of Java must be installed for Blackboard to work correctly.

1. Navigate to blackboard.towson.edu
2. Click **Browser Check** under Tools on the left hand side of the Login screen.
3. Click **Run the Browser Check**
4. A list of things to fix will appear. Follow this list to optimize your browser for Blackboard.

Login issues

Can't login to Blackboard? Here's where to go for help:

1. Call the OTS Help Center at (410) 704 5151
2. Reset your password: towson.edu/netid.
3. Create a Service Request at : http://techhelp.towson.edu

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Adding Content

Creating an Annoucement

Announcements are the first area students see when entering your Bb Course site.

1. Click on your course link to enter the course.
2. Click on the **Announcements** menu link.
3. Click on the **Create Announcement** button.
4. Enter a **Subject**.
5. Enter the **Message**.
6. Select **No Date Restrictions**.
7. Check the box if it should be emailed.
8. Click **Submit**.

Adding a File to your Course

How to add an individual file:

1. Click your **course link** to enter the course.
2. Choose a **Content Area** (Information, Content…).
3. Select **Build Content**. A drop down menu will appear.
4. Enter the **Name**.
5. Click **Browse My Computer** to attach the file.
6. Click **Submit.**

Create a Folder

You may want to create a folder to place all of your course files in to improve navigation

1. Click on your **course link** to enter the course.
2. Choose a **Content Area** (Information, Content…).
3. Select **Build Content**. A drop down menu will appear.
4. Select **Content Folder**.
5. Enter the **Name**.
6. Click **Submit**.

Create a Web Link

How to add URL to your course

1. Click on your **course link** to enter the course.
2. Choose a **Content Area** (Information, Content…).
3. Select **Build Content**.
4. Select **Web Link**.
5. Enter the **Name**.
6. Copy and Paste a **website address** into the **URL field**.
7. Click **Submit**.

Editing your Bb Course Layout

Create a New Menu Link

How to add menu items to your course:

1. Click on the course link to enter the course.
2. Click on the **plus sign** in the upper-left corner of the course menu.
3. Select the **type of menu** link you would like to add.
4. Name the **Link**.
5. Select **Available to user**.
6. Click **Submit.**

Editing an Existing Item

1. Click on the course link to enter the course.
2. Mouse over the item you would like edit.
3. Click the **dropdown button**, located to the right of an item.
4. Select **Edit**.

Reorder Items

1. Click on the **course link** to enter the course.
2. **Mouse over** the item you want to reorder.
3. **Click and hold** the **Up-Down Arrow** icon, located to the left of the item title. Your cursor will turn in to a crosshair.
4. **Drag the item** to its new location and release the mouse button.

Customize the Course List

If you would like to sort your courses by term, complete the following steps:

1. Click the **gray gear icon** in the upper-right of the **My Courses module**.
2. Check the **Group by term** box to sort by term.
3. **Uncheck** any boxes for terms that you don't want displayed.
4. **Click and drag** the up-down arrow button to the left of the term to reorder it.
5. Click **Submit** button.