

## BLACKBOARD BASICS for ONLINE CLASSES & Classes with Online Components

Full up-to-date information can be found online beginning at: <http://www.saddleback.edu/de/>

Blackboard is an Internet portal used by Saddleback College to deliver online courses or as a learning component to on-campus courses. It is located at <http://soccdd.blackboard.com>

### **Computer Requirements:**

**PC:** Pentium III or higher with Internet access

**MAC:** G3 or better

### **Operating System**

**PC:** NT, 2000, or XP

**MAC:** OS 9.2 or higher

**RAM:** 128 MB or higher

**Internet Connection:** 56 kbps or higher speed

**Sound Card** w/ speakers: Recommended

**Plugins:** Audio and video can be found at [www.real.com](http://www.real.com).

Adobe Acrobat reader and Windows Media Player are also recommended.

**Browsers:** Firefox (preferred) or Internet Explorer (If you have a computer w/ Vista Operating System, you must use Firefox as your browser. It is a free download, but you must remember to open it to use it rather than just clicking on your Internet icon)

### **Logging In:**

**Your Blackboard site and online course will be available to access the first day of class unless you registered late with an APC (Add Permit Code), see Special Note below.**

You will need your username and password to log into Blackboard. Your username is the first part of your college email address, up to, but not including, the “@” sign. To find your college email address:

1. Go to <http://saddleback.edu>,
2. click on MySite and enter your student ID and four-digit PIN. If you don't know your four-digit PIN you must go to Admissions and Records with a photo ID to have it re-set.
3. Click on Email ,
4. Click on Overview,
5. Scroll about half way down the page and you will see your college email address and below it you will see your account/username.
6. Your password for Blackboard and for your college email is your four-digit PIN plus two zeros. You selected your PIN when you applied to the college. If you applied online, you were required to select and enter a four-digit number in order to complete the process. If you applied in person, you either requested a specific four-digit PIN or the clerk may have used the last four digits of your Social Security Number.

Once you have your college email address and PIN, you may go to <http://soccdd.blackboard.com> and click on User Login.

Once you have registered, it may take up to one business day for your college email and up to three days for your Blackboard account to be created.

Blackboard is usually NOT available for access by enrolled students until the first day of the class session.

- **SPECIAL NOTE TO STUDENTS WHO ENROLL LATE WITH AN APC** (Add Permission Code): Access to Blackboard is NOT AUTOMATIC UPON ENROLLMENT. Students who enroll late with an APC, must notify their professor by email that they are now enrolled in the class and request the instructor to perform a manual roster upload. This will create the site and the course more quickly.
- If you are not formally enrolled in the class by the first meeting, please wait 24 hours after you have given notice to the professor of your enrollment for your name to be added to the Blackboard class roster.

## **BLACKBOARD: BEYOND BASICS – TROUBLESHOOTING**

### **No Blackboard, College Email Account, or Class Not Showing up in Blackboard**

If you just registered, it can take **up to three days** for your information to filter through the servers and be recognized by Blackboard. Students who enroll late with an APC, must notify their professor by email once they are enrolled in the class and request the instructor to do a manual roster upload anytime after midnight of the day they registered.

- 24 hours after registering for a class, you should be able to login to MySite (from the Saddleback homepage), click on Email, then Overview. Your email address will be about the third box down on the left. There will be a number between your last name and the “@” sign. You must use the email **up to but not including** the “@” sign as your username in Blackboard.
- Your password is your four-digit PIN that you use to login to MySite plus two zeros. That is also the password you will use to access your Saddleback email.
- You also will not be able to login to Blackboard until after your class becomes available/start date. However, you are able to access the online video instructions for Blackboard by going to <http://soccdd.blackboard.com>, click on “User Login” and then on “Saddleback College Online Instructions and Video Clips” (to the left of the username and password boxes).
- If the automatic system has not created the class in your Blackboard site, you should contact the instructor and ask them to do a “Manual Roster Upload into Blackboard” to create the class for you.
- Once the class has started, please let me know if you are still having problems and I will be able to re-set your password.
- There is an online help center with answers to more frequently asked questions at <http://d2.parature.com/ics/support/default.asp?deptID=8154> or call toll-free: **1-866-940-8991**

### **Assignments Not Submitted**

Check your file name for special characters (#, %, \*, ?, :).

File names cannot accept special characters. Rename your file without those characters and try it again.

It is strongly recommended the your assignments be created in Microsoft Word or other word processing program and then copied and pasted into the appropriate space in Blackboard. This way, when your work is lost, you will not have to start from scratch.

### **Exams On Blackboard**

Here are some tips for students before the test begins:

NEVER - Double-click to access a test

NEVER - Click the “Back” or “Forward” buttons in the browser

NEVER – Click outside the test area

NEVER – Resize the browser window – this may erase your data

If you are locked out during an exam, you must contact your instructor to the test re-opened. Instructors may set an exam or quiz up to allow a student to go back and change an answer or not. If you have a question, check with the instructor.

### **Log-On Problems**

If you are certain your username and password are correct and you still cannot log-on, check the following:

1. Make sure that your CAPS LOCK is not on when you enter your username and password.
2. Also, if you are using the numeric keypad on the right side you should see a green light letting you know that the NUM LOCK is on. This means that you can use the numbers on the keypad. If this is not on you will not be able to use it.
3. Did someone upgrade a program or add something to the computer you are using?
4. Did you try another computer at a different location?
5. If you are using Internet Explorer – you can empty your cache (history of sites visited) and delete cookies.

You might be viewing your old cache:

Open Internet Explorer – from the top menus – locate TOOLS – pull down to INTERNET OPTIONS

Under the GENERAL tab – Click DELETE COOKIES button – Click DELETE FILES button.

Now click on the ADVANCED tab – click the button RESTORE DEFAULTS - OK

### **Blackboard cannot be accessed . . .**

If you are unable to access the site or if Blackboard was working and stopped, it usually means the computer has been upgraded or has had a program added. If you are using Internet Explorer, reset Internet Explorer settings to DEFAULT. Clear your cache (next section, below), lower your firewall, turn off popup blocker, etc, are you using Internet Explorer....are you using a Mac?

### **Blackboard Error Message or “Page Not Found” Message: Clearing the Cache (computer’s history of sites visited)**

If you go to <http://soccdd.blackboard.com> and you get a "Page Not Found" or see the same errors you, please follow the directions below for your browser of choice:

#### **Internet Explorer**

From the FILE menu at the top of the browser: Go to Tools > Internet Options on the General Tab) Select DELETE in the browsing history > Delete all.

#### **FireFox**

From the FILE menu at the top of the browser: Go to Tools > Clear Private Data Check all the checkboxes (if they're not already) > Clear Private Data Now.

#### **Safari**

From the FILE menu at the top of the page: Select File > Clear Cache

### **Vista Operating System vs. Blackboard**

Using Blackboard with IE 7 on Vista: If you are using the Microsoft Vista operating system the Visual Text Box Editor must be turned off to type. The steps below will set your preferences in Blackboard so that the Text Box Editor is disabled.

Log into Blackboard.

On the My Blackboard page, under the Tools module, select Personal Information.

Select Set Visual Text Box Editor Options.

Click the Unavailable radio button.

Click Submit.

### **Discussion Board Problems**

Try using Firefox as your browser.

### **Drop or Withdraw**

If you have dropped or withdrawn from a class and it is still showing up on your Blackboard site, contact the instructor to remove you from the Blackboard Roster; the class showing up in Blackboard will not affect your college records. Only the instructor can remove you from Blackboard.

Or, you can use the pencil tool (located above list of courses on “My Institution” page) on the My Institution page to hide courses you don't want to see on the My Institution page.

### **Courses from Previous Semesters Are Still on My Blackboard Site**

Old courses remain on the site until instructors remove them. Our recommendation is that you click on the tiny icon above and to the right of your listed courses (My Institution page). The icon looks like the tip of a pencil. It will take you to a screen where you may uncheck the courses that you do not wish to have displayed on your Blackboard site. Instructors sometimes forget to take the site down; it is not tied into your formal records in any way. If it bothers you, simply email the instructor, be sure to include the semester (Fall 06, Summer 08, etc.) and the ticket number and ask that the course be removed from your Blackboard site.

### **PowerPoint**

PowerPoint software is not free, but there is a free viewer students can download from Microsoft.com so they can view the presentation. <http://www.microsoft.com/downloads/details.aspx?FamilyID=428d5727-43ab-4f24-90b7-a94784af71a4&displaylang=en>

### **ws ftp Files**

ws\_ftp files should be downloadable. There is a student version (free). Check your firewall; it may be set too high. Then talk with your instructor.

### **“Homework Manager” is not working properly**

A few instructors use this add-on site and will need to deal directly with the publisher if there are problems. Contact your instructor if you run into trouble.

### **And finally,**

**If all else fails, please email [snelson@saddleback.edu](mailto:snelson@saddleback.edu), and include your student ID number, your student PIN and as many details about your problem as you can.**