

NOTE: To activate a hyperlink hold **CRTL** and click the topic title.

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Following many topics you will find a brief Blackboard on Demand Movie¹ or video tutorial that will provide you with additional information.

For more information on the techniques presented here, visit www.cuny.edu/blackboard for detailed tutorials.

Account and Access Issues

What do I need to access Blackboard?

Blackboard is accessed through the **CUNY Portal**. If you are a CUNY student, faculty or staff member, a CUNY Portal account has been reserved for you. To access that account, it must be registered by creating a username and password. These credentials may be different from your campuses' username and password.

To register your CUNY Portal account:

1. In your web browser, navigate to www.cuny.edu
2. Click the [Portal Log-in](#) link
3. For your one-time account set up, click on [Register for a New Account>>](#) link
4. You will be given several options. If you are a faculty, click on **Faculty**
5. On the user validation screen, enter your last name (case not important), your 9-digit Faculty ID number [Social Security number] and your birth date. Click the **Next** button

¹ The versions of Blackboard on Demand Movie may have a different interface; however the steps are the same.

6. 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

How do I access Blackboard?

There are two different ways you can use to access Blackboard: log in through the CUNY Portal or log directly into Blackboard.

NOTE: *Your college may recommend an alternative way to access Blackboard from your campus website.*

1. Log in through the CUNY Portal.

- a. In your web browser, navigate to www.cuny.edu
- b. Click the [Portal Log-in](#) link
- c. Enter your CUNY Portal username and password and click the **Log-in** button
- d. Click on the **Blackboard** link
- e. Blackboard page will open with the **Home** tab active. Courses you are teaching are displayed in the **My Courses** module

2. Log directly into Blackboard

- a. In your web browser, navigate to www.cuny.edu
- b. Position the mouse over the **Log-in** link then click on **Blackboard** on the left of the page.
- c. Enter your CUNY Portal username and password in the small window that appears and click the **OK** button
- d. Blackboard page will open with the **Home** tab active. Courses are displayed in the **My Courses** module, on the right side of the screen

How do I reset my CUNY Portal / Blackboard password?

Log into CUNY Portal and follow the procedures depicted below to learn how to change your CUNY password.

1. In your web browser, navigate to www.cuny.edu
2. Click the [Portal Log-in](#) link
3. Click the [Account and Password Reset >>](#) link
4. On the user validation screen, enter your last name (case not important), your 9-digit Faculty ID number [Social Security number] and your birth date. Click the **Next** button
5. Click **Confirm** if correct data is entered. If you made a mistake, click **Cancel** and re-enter your information

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

How do I change my email address in Blackboard?

Users may have only one email address in Blackboard. In most cases, Blackboard uses the same email address as the CUNY Portal. If this address is not the one you use, you can now change it, but you must use a CUNY email address.

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**

NOTE: This **will not** change the email address used in the CUNY Portal or any other CUNY system. It will **ONLY** change the email address used by Blackboard.

Course Issues

Why doesn't my class show on my Blackboard Home page?

Every semester, courses and their enrollments in Blackboard are automatically created by extracting the information from Registrar's databases. For an instructor to have access to these courses on Blackboard, they must be made Instructor of Record for that course by the Registrar in SIMS/CUNYFirst/Banner (or in other systems, if your campus uses other databases). If you are assigned by your department to teach a course and it does not show on **My Courses** module on your Blackboard **Home** page, please contact your department, the Registrar's Office, or both, to verify that you are listed as Instructor of Record for that course in SIMS/CUNYFirst/Banner.

Once this is done, Blackboard will automatically feed these data and you will be able to see and interact with the course in Blackboard the *following* day.

How do I make my course available?

All course sites are created "**unavailable**" by default at the beginning of each semester. Until a course is made available by the instructor, it cannot be viewed by students or visitors. Courses that have not yet been made available on the system will have the (**unavailable**) label appear next to the course title in the **My Courses** module.

To make a course available follow these steps:

1. In the **Control Panel** area, click the **Customization** link
2. In the submenu click on **Properties** link to open the *Properties* page on the right
3. In the **Set Availability** section, select the “**Yes**” radio button and click **Submit** when done



BLACKBOARD ON DEMAND MOVIE

Watch it

http://ondemand.blackboard.com/r91/movies/bb91_course_customization_set_course_availability.htm

Why students don't see my course on their Blackboard Home page?

Please see the instructions for setting Course Availability, above.

How do I see the list of students in my class?

1. In the Control Panel area, click the Users and Groups link
2. In the pull-down submenu, click Users
3. Students names will show in the Users page

How do I send an email to my students?

Instructors can use the Blackboard course site to communicate with students in the course by using the **Send Email** feature.

To send an email:

1. Click the Tools content area
2. Select the Send Email link
3. Select the group you want to send the email to by clicking on the respective link
4. Enter the subject and message of your email
5. Click Submit
6. Alternatively, instructors can use the Send Email Course Tools link from the course Control Panel



BLACKBOARD ON DEMAND MOVIE

Watch it


http://ondemand.blackboard.com/r91/movies/bb91_student_sending_email.htm

Creating and Using Course Content


How can I add new areas to the course menu?

Content areas in the course are places where you can put course content. They are displayed in the course menu on the left of the course page. You may want to add other content areas that you think will be helpful to the teaching process.

Adding Content Areas (Course Menu items) to a Course:

1. Turn the **Edit Mode ON**
2. From the Course menu, hover your mouse over the “**Plus**”  button and in the list that appears, click on **Create Content Area** item
3. Type the name of the content area
4. Set the content to be available by checking the box then click **Submit**
5. The new content area appears at the bottom of the **Course Menu**.

Deleting and changing the Content Area display order:

1. Turn the **Edit Mode ON**
2. To change the order of items, click on **handle** button (the *vertical double-headed arrow*)  and drag it up or down to where you want this area to be
3. To delete a content area, click on the *Action Link* (single-chevron) on the right of the area and select **Delete** on the list. Confirm by clicking **OK**



BLACKBOARD ON DEMAND MOVIE

Watch it

http://ondemand.blackboard.com/r9/movies/Bb9_Course_Environment_Edit_Course_Menu.htm

How do I upload and attach a file to course item?

To upload a course item such as a Word document, Adobe PDF, PowerPoint presentation, and so on, follow the steps below:

1. Turn the **Edit Mode ON**
2. Click on the **Content Area** you wish to add an **Item**
3. Hover you mouse over the **Build Content**
4. Under **Create** column click the **Item** link
5. Complete the **Content Information** fields

6. In the **Attachments** section, click **Browse My Computer** or **Browse Course** to locate the file you want to upload
7. Click **Submit**



BLACKBOARD ON DEMAND MOVIE

Watch it

<http://www.youtube.com/watch?v=KRI-9N5AkJI&feature=youtu.be>

What's the difference between an "Item" and a "File"?

When creating a content item within a course, instructors can attach a file from their local computer or from the Course Files area of their Course. Files attached from the local computer are uploaded automatically into the Course Files area. This allows instructors to see, manage, and re-use the files in other parts of their Course. An Instructor can now upload a file once and use it in multiple areas of the Course.

When attaching an item, that item will be residing only in the content area where it is uploaded.

How do I copy existing course materials from an old course into a new course?

Course content remains available within Blackboard for three semesters. To copy course content from previous semesters follow the steps below:

1. In the Control Panel, click **Packages and Utilities** and in the submenu click **Course Copy**
2. Select the desired **Copy Type**
3. Click **Browse** button to find the destination course
4. In the new window, find the course you wish to copy materials into, select the radio button, and then click **Submit**
5. Select all boxes you wish to copy into the new course
6. Note: **DO NOT select Enrollments**
7. Click **Submit**

How do I create an Assignment?

Instructors can create an assignment in Blackboard as a way for students to submit course work. A column is automatically created for each assignment in the Grade Center.

To create an Assignment:

1. Turn the **Edit Mode ON**
2. Click on the **Content Area** you wish to create the assignment
3. Hover you mouse over **Create Assessment**
4. Click **Assignment**
5. Enter the name and instructions for the assignment
6. If you want to attach a document for the students to read click on the **Browse My Computer or Browse Course** button
7. Enter points possible for this assignment
8. Set the options you desire in the **Availability** section
9. Click **Submit**



BLACKBOARD ON DEMAND MOVIE

Watch it


http://ondemand.blackboard.com/r9/movies/Bb9_Course_Content_Create_Assignments.htm

Grade Center

How do I access the Grade Center?

1. In the **Control Panel** area, click the **Grade Center** link
2. In the pull-down submenu, click **Full Grade Center**

How do I grade student assignments?

1. In the **Control Panel** area click **Grade Center**, and then **Assignments**
2. Locate the column for the assignment (it has the same name you entered when you created the assignment).
3. Hover your mouse over the cell where the column matches with the student and click  and select **View Grade Details**
4. Click the **View Attempt** button
5. To open the file, and grade the assignment inline

Other Questions

Which browsers can I use to access Blackboard?

- For PCs: Internet Explorer version 9 or higher, Chrome or Firefox are recommended
- For Macs: Safari version 5 or higher, or Firefox are recommended