Frequently Asked Questions - Students

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

Following many topics you will find a brief Blackboard on Demand Movie[1] or video tutorial that will provide you with additional information.

For more information, visit [www.cuny.edu/blackboard.](http://www.cuny.edu/blackboard)

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
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

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

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

I was able to open My Page at the CUNY Portal, but I did not find a Blackboard link on the site. What do I do?

If you do not find a Blackboard link after logging into the CUNY Portal, you may have entered the username and password of a duplicate account. To verify your valid username, please contact your college's student support.

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.*

Why am I not receiving e-mails from my Blackboard classes?

Your CUNY related e-mail address should be your default email address on Blackboard, but the Blackboard system will keep the primary e-mail you entered the first time you enrolled in a class at your college. To verify this email address:

In the Blackboard Home tab, find and click on the **Update Email** link in the Tools module to the left.

Some e-mail providers, such as Yahoo, Hotmail, and AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder. If you are using the college email, please check your settings to make sure that you do not have e-mail from Blackboard defaulted to go to your junk folder.

Course Issues

I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

Your professor may have chosen not to (or may have forgotten to) make the Blackboard site available. You should contact your professor via email or in class and ask them if the course uses Blackboard and, if so, to check on course availability.

Alternatively, you may have a status problem. If this is the case, you should check your status with the Registrar or Bursar offices at your college.

How do I access a Discussion Board forum on Blackboard?

The Discussion Board is a tool for sharing ideas about class materials. A Discussion Board can contain one or more forums. The main Discussion Board page displays a list of available discussion **forums**. These forums may be located anywhere in the course.

Accessing the Discussion Board

1. On the **Course Menu,** click the **Discussions** link.

Replying to Discussion Posts

1. On the Discussion Board page, click the name of the forum.
2. On the Forum page, click the name of the **Thread**.
3. On the Thread Detail page, press **Reply**.
4. Enter the Subject and type your reply in the Message text box.
5. Click **Submit**.

Creating Threads in a Discussion Forum

A thread includes the initial post and any replies to it. Your instructor has the option of allowing or not allowing you to start threads.

1. On the Discussion Board page, click the forum name.
2. On the Forum page, click **Create Thread** button.
3. Type a Subject and reply in the Message textbox. Click **Submit** to create the thread.

NOTE: Group Discussion Boards are available only to users who are members of the group. If a group Discussion Board is available, access it from the **Groups** link in the Tool area.

BLACKBOARD ON DEMAND MOVIE
   Watch it
http://ondemand.blackboard.com/r91/movies/bb91_discussion_board_interacting.htm

How do I access and submit my class Assignments or SafeAssignments?

Tips to consider before submitting an assignment
- Click the link once to submit the document
- Wait for the page to load completely
- **WARNING!** Do not use the browser's Back button. This may cause loss of data

Accessing and Submitting Assignments

1. Click the **Assignment** link on the course menu or the content area where the assignment is
2. Click the name of the assignment
3. Click **Write Submission** and type your response
4. Or click **Browse My Computer** and select a file to attach
5. Press the **Submit** button. A success message appears, confirming the submission

WARNING! When you finish your assignment, you must click **Submit**. If you press **Save as Draft**, your instructor will not receive your completed assignment.

Accessing and Submitting Safe Assignments

1. Click the **Assignment** link on the course menu
2. Click the >> **View/Complete** link. Read the instructions carefully
3. In the Comments box, type your response (if appropriate or needed)
4. Click **Browse** to select any files you need to attach
5. Click **Submit** when done. A success message confirms the assignment submission

Students can submit papers in Word (.doc, docx), Plain Text (.txt), Rich Text Format (.rtf), PDF, and HTML formats. Files exchanged using the SafeAssignment feature can

be submitted only once. By contrast, Assignments can be submitted more than once if the professor allows multiple attempts.

What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?

If your professors are not allowing multiple attempts for the assignment, you should contact them and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and permit you to submit again.

I am having problems uploading documents to Blackboard. Can you give me some help?

Use the appropriate web browser (see Other Questions, below). **Use ONLY alphanumeric characters (A-Z, 0-9, no spaces or punctuation) when naming a file to be uploaded**. You will get an error message course if the name of the document is too long or if the name does not have the underscore "_" between words.

> **Example of proper format:**
> Homework_Assignment_1.doc

Be patient, wait for the "This assignment is complete" receipt. **DO NOT** click elsewhere while uploading a file.

Grade Center

Where do I find grades for my Blackboard classes?

Accessing My Grades From Within Your Course

1. On the Course Menu, click **Tools**
2. Click **My Grades** link.

Accessing My Grades From Outside Your Course

1. On the Home tab, click **My Grades** on the Tools panel.
2. On the My Courses/Organizations page, click the name of your course.

BLACKBOARD ON DEMAND MOVIE
Watch it
http://ondemand.blackboard.com/r91/movies/bb91_student_checking_grades.htm

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