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Strange characters can appear in any Blackboard Learn tool that starts with @x@artifact followed by a number and then @x@.

For example:

- @X@artifact_39405_1@X@

The behavior may affect some but not all users/students.

This is a Known Issue in Blackboard:

Creating a Reusable HTML Object in a Content Area Does Not Give Read Permissions to All Users

Date Published: Sep 05, 2012

Article No.: 000018769

Service Pack: 9.1 SP2 (9.1.482.2), 9.1 SP1 (9.1.452.0), 9.1 HF1 (9.1.407.9)

Issue Description: Creating a reusable HTML object in the Content Area (from Menu) does not give read permissions to all course user so students see something like

- @X@artifact_10920_2@X@

To fix the issue the instructor must modify the permissions on the HTML file that resides in the Content Collection.

To change the permission on an HTML file:

- Access the Content Collection and select the folder for the course.
- Pull down the menu to the right of the content item's title and select Permissions.
- Pull down the menu titled Specific Users by Place and click Course.
- Check the box for the appropriate course in the first area.
- Check the box for All Course Users in the second area.
- Check the box for Read permissions.
- Click Submit.
If your password suddenly stopped working in Blackboard and you are positive that you are typing the username and password correctly, the problem is most likely caused by an expired password. Please remember that your username MUST be typed completely in lowercase letters and your password must be typed in whatever case is appropriate.

Blackboard will not prompt the user when the password has expired; it will only deny access and refresh the login screen. Blackboard usernames and passwords are the same as their Eastern email and Eastern computer accounts. The password for all of these services expires every 90 days.

When you log onto your Eastern email account or onto a University-owned computer you are notified during each login for the fourteen days prior to expiration that your password will expire. On the fourteenth day, you would have been required to change the password before the logon would complete. However, if you are not in the habit of logging into your Eastern email, you will not be notified that your password is about to expire or has expired.

To fix an expired password:

- Students should refer to Article 20: Student Technology Accounts
- Faculty should refer to Article 32: Faculty Technology Accounts

Once the password is valid again, return to the Blackboard login page and use the newly created password.
The Blackboard Section purge process will be executed biannually every January and June. Blackboard section content will be available in the production system for faculty use for a duration of two years. Section data more than two years old, calculated by the start of the current semester, will be removed from the production system. Faculty will be sent a reminder regarding the biannual purge process no less than 30 days prior to the date of the purge. This notification will provide faculty time to export Grade Book and any other pertinent section data prior to the purge, if necessary.

To learn how to export the grade book go to Article 94: Working Offline with the Grade Center

**Export a Blackboard Course Backup:**

- Go to the course you want to backup.
- On the Control Panel Menu click on Packages and Utilities.
- Click on Export/Archive Course.
- Click on the Export Package button.
- Under Select Course Materials click Select All.
- Click Submit.
- Click Refresh to see the link to the file (this may take a while if the course is large. You should receive an email when the file is ready if you don't want to wait).
- Put your mouse over the file name listed and pull down the menu using the arrow that appears to the right of the title.
- Choose Open.
- You should be prompted by your browser to Open or Save the file.
- Choose Save and save it to a location you can find again when you require it.

Your export file can only be used in another Blackboard Learn System. You can not open and extract individual content from it. If you want to import it into another system/course use the instructions below.

**Import a Backup into Blackboard Learn:**

- Go to the blank course you want to import the content to.
- Click on Packages and Utilities at the bottom of the left menu (Control Panel).
- Click on Import Package/View Logs.
- Click the Import Package Button
- Click Browse My Computer and navigate to the saved export file you stored previously.
- Click Select All.
- Click Submit.
Courses may not appear in a student’s Blackboard account until the start date of the course.

If the course is still not available after the start date first confirm that you are properly registered and then refer to the following information:

- Confirm that your professor is using Blackboard. Not all professors do.
- If your professor confirms that you should be seeing a Blackboard course and you still don't, have the professor contact cit@easternct.edu

Professors should see all their courses for a current semester and futures semester should appear in toward the end of the current semester with plenty of time to prepare. If a professor is missing courses from their Blackboard account, they should contact cit@easternct.edu
Blackboard Issues

Some people are experiencing an issue with Blackboard mail and other features of Blackboard. These problems are typically related to the Java plugin. Java is specific to individual machines and may or may not be installed on your machine.

Can't Log In:

- Your Blackboard username is the same username you use for Eastern email and Lab computers.
- Please use all lowercase letters for the Blackboard username.
- Type your password exactly as you would for Eastern email and lab computers.
- You must have logged in to your Eastern email or an Eastern Lab Computer at least once before using Blackboard. If you have not done this your account will not be activated and you will not be able to get into Blackboard.
- If you are unable to login to Blackboard but see no error messages, check to see if you have a "pop-up blocker" installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it.

Tool Errors:

- Tool errors and errors with Blackboard features are caused by having the incorrect version of Java installed or by canceling or closing the Java Security Warning popups when they occur.
If you ever see any kind of Security Warning pop-up messages or Java Prompts in Blackboard you should click Always Run or Always Trust to avoid seeing them in the future.
Hiding a Blackboard Course or Term

Note: This process is to hide a course from your personal course lists. It does not hide a course from other participants. It only hides it from your list as a means of simplifying your list. Faculty who want to hide a course from students should follow the instructions in Article 503: Make a Course Unavailable in Blackboard.

Note: Early in each term, the Registrar and ITS begin constructing future terms that appear in Blackboard. The term starts as a copy of the current term and is not yet finalized. Students don’t see them, but it can be misleading for faculty. You can use the instructions below to hide courses and terms from your Blackboard page that you don’t want to see regularly. If you do this, please remember to return and unhide them when the future term gets closer.

Faculty and Students can hide or show links to old courses or terms on their my Blackboard page by following the instructions below:

1. Select the Manage icon that appears in the top right of the Course List box when you put mouse over the module (looks like a gear).
2. On the Personalize: My Courses page, locate the row for the course you want to hide and clear the check box in the Course Name column.
3. Be sure all check marks are cleared in that course’s row.
4. Repeat for any courses you want to hide.
5. Select Submit.

NOTE: To unhide a course, complete the reverse for steps 2-4.

To Group Courses by Term:

1. Select the Manage icon that appears in the top right of the Course List box when you put mouse over the module (looks like a gear).
2. Check the box for Group Courses by Term
3. Uncheck the box in the Show Term Column for terms you want to hide
4. Click Submit.
Saving Word Documents as HTML for use in Blackboard

Strange characters particularly questions marks throughout your document occur when you use MSWord to generate your HTML. When you choose Save as Web Page from your Word document, the result is an HTML document that uses XML. Blackboard cannot handle the XML and fills your document with strange symbols like question marks. Formatting will also vary when documents are saved this way.

To fix the problem we have four possible solutions.

1. Resave the document as filtered HTML.
   - Go to the File Menu and choose Save As.
   - Choose Web Page, Filtered.
   - This generates HTML without the XML. This should eliminate most of the problems.

2. If this does not help, you can remove the strange characters and reformat the document using either the HTML editor in Blackboard or you can use another HTML editor tool such as Dreamweaver. Alternately, you can copy the content from word and paste into Notepad (PC) or Text Edit (Mac) and then copy it again from there and paste into Blackboard. The pasting into Notepad or Text Edit strips the MS formatting and creates plain text which you can edit in the Blackboard Text Editor.

3. The third option is to create a PDF instead of HTML. This will preserve all the formatting too. You can do that in Word by going to Save As PDF.
Adding Students to a Blackboard Course Section

Students cannot add themselves to a Blackboard class. If they are properly registered with the Registrar and the course uses Blackboard (not all do), then they will be added to the Blackboard part of the class automatically. Faculty can add users as described in Article 487: Add Users to a Blackboard Course.

Faculty who wish to deny access to students registered for the course can do so in the Gradebook of their Blackboard course. Faculty who wish to create a Development Course with no students attached should contact ctl@easternct.edu.
Blackboard Courses are automatically created in Blackboard Learn 9 and student enrollment is automatically generated. Students may not see a course until the first day of class, or a course may appear but have no content if the professor chooses not to use it.
Blackboard and Popup Blockers

If you are unable to logon to Blackboard, but see no error messages, check to see if you have a pop-up blocker installed and running. Pop-up blocking software is not compatible with Blackboard and must be disabled.

To turn off popup blockers in Internet Explorer:

- Go to the tools menu
- Go to Popup Blocker
- Turn Off popup Blocker (if the menu says Turn On popup Blocker then it’s already off)

To turn off popup blockers in Safari:

- Go to the Safari menu
- Go to Preferences
- Go to the Security Tab
- Uncheck Block Popups

To turn off popup blockers in Firefox (Mac):

- Go to the Firefox menu
- Go to Preferences
- Go to the Content Tab
- Uncheck Block Popup Windows

To turn off popup blockers in Firefox (Win):

- Go to the Tools menu
- Go to Options
- Go to the Content Tab
- Uncheck Block Popup Windows

Google and Yahoo Toolbars have buttons on them to allow popups for the site you are on.
Enabling Grade Center Scroll Bars

NOTE: This process applies only to iMacs and MacBooks, though the steps below may vary slightly depending on your version of OSX.

To enable the Grade Center scroll bar:

1. Navigate to System Preferences by selecting the Apple logo in the Finder menu, and clicking System Preferences...
2. In the System Preferences menu, choose General.
3. Under General Preferences, set Show scroll bars to Always.

This will permanently add a horizontal scroll bar to your Grade Center.
Send Email to All Users with Blackboard

Email can be sent to the Eastern Email accounts of all students. Any replies they send will go to the instructor's Eastern Email account. This feature is preferable over the eWeb feature because it doesn't require that you have email software set up on your computer. This feature doesn't require that you use any other feature of BlackBoard it will work whether you use BlackBoard for other material or not. Watch the video or use the written instructions below.

Log into Blackboard
1. Go to http://easternct.blackboard.com
2. Use your Eastern email account and password to access log in.

Find the course you want to email
1. On the right hand column locate the course
2. Click on the Course Name

Send Email to the whole class
1. Click on Course Tools on the left column Menu to open up all the tools. It may be open already if you left it that way the last time you were here.
2. Scroll down to Send Email (not Course Messages)
3. Click on Send Email
4. Click on All Students
5. Write your subject and message and click Submit
The Portfolio Tool is available to all Blackboard (Bb) account holders. You can begin building portfolios as soon as you have a Bb account. You will upload pdfs to add content to your personal portfolio. These pdfs should be evidence of your work, knowledge, and skills. You can modify your portfolio at any time during the creation process.

Why PDFs:
The reason we ask that you upload pdfs is that pdfs will open in a browser and will not require the evaluator to download your materials onto their device in order to review. Saving to pdfs also tend to create smaller sized files than the original documents, especially if optimized. Smaller file sizes = shorter portfolio loading time, which make reviewers happy.

When your pdfs are ready, create the portfolio container. This includes a name and description. Use the description for your own reference to differentiate between multiple portfolios or versions. After creating the container, build out the portfolio and add content.

To Create a Portfolio:
- Log into Blackboard using your Blackboard Account
- Click on Portfolios from the Tools Menu on the left
- Click Create Portfolio from the top of the main section.
- Give it a Name
- Click Select Portfolio Template
- Select the Appropriate Template
- Click Submit
- Type a description (optional)
- Select whether you want to allow comments and whether they be kept private
- Click Submit

The first time you create a portfolio, you have the option of taking a brief guided tour of the portfolio authoring tool. You can choose to skip it or take the tour.

The result is a container that you will use to build your portfolio. The pencil icon can be used to edit the header and footer. The portfolio consists of Top Level Pages and Sections as defined by the template you chose, which will house the pdfs you upload.

IMPORTANT NOTE: You are strongly encouraged to use the Template as is. Top level pages and sections should not be deleted or reordered.

To Add Text, Image or PDFs:
1. On the left hand side menu click on the page you want to work on.
2. Scroll to the section you want to modify. Click in the box below where it says ‘Click Here to Add Content’ to engage the content editor to create formatted content. The active section will become blue.
3. You may add text, image, pdfs or a mix.
   1. To add text start typing within the text box using the Rich Text Editor to format your text.
   2. To add a pdf or other file type; click on ‘Insert File’ (the paperclip button within the Rich Text Editor menu). Please disregard the paperclip next to ‘add artifact’ above the Rich Text Editor menu. (If you do not see the paperclip please click the double chevron icon on the upper right corner of the section to expand the Rich Text Editor menu.
   3. Click save on the bottom right of the highlighted blue section to save your work.
4. Repeat steps for other sections.
5. When you are done editing your portfolio click Done Editing on the upper right hand corner Portfolio Action Menu.

The Portfolio Action Menu:
Within the portfolio creation tool is a menu at the top right of the main area.

- The Settings option allows you to change the settings you made when creating the portfolio container, such as the portfolio title and description.
- The Preview and Customize option allows you to see how the portfolio will look, and make layout and color palette decisions that affect the final design of the portfolio. (The default setting for Layout should be left unchanged)
The Done Editing option allows you to exit the portfolio authoring tool. If you try to exit without saving new and updated content, you are warned of unsaved changes.

Adding To Your Portfolio

Portfolios can be added to over time.

If a portfolio is submitted as an assignment, any changes made to a portfolio after the assignment submission, will not be reflected in the version that was submitted, but will be reflected in any future submission if applicable.

To Download a Backup:

- Click on More on the Portfolio you want to back up
- Click Download
- Click the link that says Click to Download Portfolio
- Depending on your browser you may be asked where to save it, or it may automatically go to your downloads or the last place you downloaded files from the Internet

The Portfolio is contained in a .zip file. Windows users should double-click the zip file and select Extract. Macintosh users should double-click the zip file. Open the file named index.html to view.

If buttons are used in the Portfolio Menu, they will become text links in the downloaded Portfolio.
Faculty can make a complete course unavailable to their students while they build it, rather than make individual parts of it hidden. To do this follow the instructions at https://help.blackboard.com/Learn/Instructor/Courses/Course_Availability.
Blackboard Ally and OCRing PDFs for Accessibility

Eastern is obligated to provide equitable access of all educational materials to the student population. One way to assist in ensuring equitable access is to provide screen-readable documents when posting materials on Blackboard. In the Fall of 2019, a new feature in Blackboard will be activated that checks content for accessibility issues. Each of your content items will have an icon next to it that indicates its level of accessibility and how to address issues. This article describes that process and details one solution to the highest priority issue. Further information on other features of Ally can be found via the links below.

Note: These icons are only visible to instructors. Students do not see them.

Ally measures the accessibility of each file attached to your course and shows you at-a-glance how it scores. Scores range from Low to Perfect. The higher the score the fewer the issues.

Note: A lot of digital content produced today will score high including PDFs that are saved from Word documents, but often PDFs that are of scanned physical pages will score low and require some actions, typically Optical Character Recognition (OCR).

For files with Low to High scores, Ally shows you the issues and gives a step-by-step guide on how to fix them.

- **Low**: File is not accessible and needs immediate attention.
- **Medium**: File is somewhat accessible and could use improvement.
- **High**: File is accessible but could be improved.
- **Perfect**: File is accessible. No improvement needed.

Clicking on the icon will start the guide. In the event that a PDF scanned from paper requires some Optical Character Recognition (OCR), the best solution is to return to the original digital source (like Word, or Excel) and generate a new PDF to replace the scanner copy. If that's not possible, faculty can use Acrobat DC to OCR a document:

1. Open PDF in Acrobat DC (Not Acrobat Reader)
2. Click the Tools Tab
3. Click Enhance Scans
4. Click Recognize Text and choose In This File from the drop down
5. Click Recognize Text from the resulting submenu bar
6. After the process is complete, Save the new document.

Upload the new document into Blackboard and replace the previous version.

More information about Ally

General info:
https://www.blackboard.com/accessibility/blackboard-ally.html

Instructions for Faculty
https://help.blackboard.com/Ally/Ally_for_LMS/instructor

Instructions for Students:
https://help.blackboard.com/Ally/Ally_for_LMS/student

Saving Tagged PDFs from MS Word

https://support.office.com/en-us/article/create-accessible-pdfs-064625e0-56ea-4e16-ad71-3aa33bb4b7ed#PickTab=Windows
https://www.washington.edu/accessibility/documents/pdf-word/
When you open a course in Blackboard for the first time, it's blank. And the only obvious place to put content is the Content Collection. However, the Content Collection is only a place to put content for you, as the instructor. It does not make that content available to your students. To do that, you have to create a Content Area. Creating a Content Area opens up tools for you to add content directly to the Content Area, where students will have access to it. The following video shows how to create your first content area, upload your first file, and create your first folder. Written instructions appear below the video.

These steps show you how to create a Content Area from a blank course:

1. Login to Blackboard at [https://easternct.blackboard.com](https://easternct.blackboard.com) using your Eastern username and password. It's important to note that your account has to be active. If you've requested a password reset recently, it won't work in Blackboard until you log into Email or Office 365 and change the password to only something you know. If you don't have an account or need to know more about Accounts at Eastern go to [Article 32: Faculty/Staff Technology Accounts (Email, Computers, Blackboard)](https://www.easternct.edu/technology/office/32-facstaff-accounts).

2. Click on a course from the Course List. You can either click the Courses tab or the course module that appears on the My Institution page). The course will be blank.

3. Make sure the Edit Mode option is set to On at the top right of the main body of the page.

4. Put your mouse over the plus sign that appears in the upper left hand corner of the Course Menu and select Content Area from the resulting menu.
5. Type a name in for the Content Area. You can call it Course Materials and put all your content in the one area, using folders within that to organize further. Check the box to make it available to users. Then click Submit. The Content Area should appear in your Course Menu.

6. Click on the menu item you just created. Menu buttons across the top will appear. These are used to add content to your course.

7. Add a file by clicking Build Content. Select File from the available options. But also note the option to create a Content Folder on the Build Content menu. You can create folders to organize files within your Content area.

8. A new window will appear with the option to Browse your computer to upload a file. Fill in all the fields as you deem appropriate and click Submit.
9. The file will appear for students to see.
10. If you want to create a folder, go to the build menu and choose Content Folder
11. Give it a name and click Submit
12. Click on the folder name
13. Now you can Add Files as described above.
Add Users to a Blackboard Course

Blackboard allows an instructor to add other users to their course who are not automatically added by registration.

1. Log into your course.
2. Expand the Users and Groups section on the Control Panel.
3. Select Users
4. Click Find Users to Enroll on the action bar, above the Search tool at the top the list of Users.
5. Do not type a name in the username field unless you know the exact username. In most cases, you'll leave this blank and click the Browse Button to search for users.
6. On the resulting popup page, enter the last name of the person you want to search for and Click Go. Only users that are not already enrolled in your course will be identified in a search for users.
7. Select the checkbox for the user you want to add.
8. Click Submit.
9. Select a Role and Enrollment Availability for the users (Description of User Roles).
10. Click Submit.

Search results display up to 25 names on a page. Searches that result in more than 25 users will display users on multiple pages. You cannot enroll multiple users who appear on different pages. Instead, select users to enroll from a single page and select Submit. Redo the search to select additional users to enroll.

You can't enroll users who have been made Unavailable by your institution or outside users who don't have accounts at Eastern.

The video below shows the process:

[Video]
Clear Student Attempt in Grade Center

If a student began a submission (test or assignment) that only allows one submission, but was unable to complete it for some reason, the professor can clear the student's attempt so they can try again. Clearing the attempt allows the student to re-submit the test or assignment again within the availability period. If the availability period is over, there is also a method for creating exceptions depending on the type (assignment, test, etc.)

Note: Before clearing a Test attempt, please make sure to view the student's attempt details and verify the student and the attempt. The process is final and not reversible.

- Click on the Grade Center.
- Click on the Full Grade Center.
- Locate the attempt by finding the cell where the student row and the assignment column converge.
- Pull down the context menu from the chevron button at the right of the attempt within the cell.
- Click View Grade Details.
- Identify the attempt you want to clear.
- Click on the Clear Attempt button.

If this is an assessment (test), please make sure to click View Attempts button before you clear the student's attempt:

- Click on the arrows located before the Test Information to expand the details of the students attempt.
- Check the Start Date/time and Submitted Date/time.
- Click on the Clear Attempt button.
- Click on the OK button to delete the attempt.

The attempt will disappear from the screen, click on the Return to Grade Center button.
Blackboard Combined Sections Request

This form should be filled out by the course owner for the purpose of combining separate Blackboard sections into a single section. This is not for combining Cross Listed Courses. Cross Listed Courses should be combined automatically.

**IMPORTANT:** The combination process will remove any content from the existing sections. Do not import material into your sections until you have received an email from CIT confirming that your request has been completed.

After submission, a CIT staff member will request a confirmation by Eastern email. The request will be completed when we receive your confirmation. If the sections to be combined are owned by different instructors, both instructors will have to approve the process before any action will take place.

Once we complete your request you will see a new section in your course list. The former sections will still be listed for the instructor but are listed as unavailable. The new combined section is where you put your content. Your students only see the course title and section for which they are registered, they will not see the combined section title.

Blackboard Combined Sections Request Form:
https://7.selectsurvey.net/easternct/TakeSurvey.aspx?SurveyID=n4KHm651
Identifying Cross-Listed Courses

The following applies only to the instructor’s Course List view. Students see only the name of the course for which they are registered.

In the event that two courses are cross-listed, the new parent course name will not include the individual course identifiers. In order to find the names of the courses that were cross-listed, follow the steps below.

1. Navigate to the Course List section of the Blackboard landing page (Courses at Eastern).
2. If applicable, you will see a cross-listed course displayed in the format shown below.

Note: Parent/child courses will not always appear grouped together within the Course List.

The parent course is identified by its naming convention, as it includes the subject codes (BUS-BIS) and section numbers (03X) of both child courses. The child courses retain their original course names, and can be identified as child courses of a specific parent course by their subtext. In this instance, both child courses display the text below:

unavailable - Child course of ECSUXLSC201450: ECSU Crosslisted Summer 2014 BUS-BIS 361-03X
Add Institutional Content

Content that is common to all courses is stored in the Institutional Content Area and can be linked to your course using the instructions below:

1. Access your course and navigate to the place you want the link to the content to appear.
2. Click on the Build Content menu and choose File.
3. Give it a Name and click on Browse Content Collection.
4. Put your mouse over the Browse Menu and choose Institutional Content from the dropdown.
5. Select the checkbox to the left of the item you want to link to.
6. Click Submit.
7. Click Submit again.

Note: There are other ways to include this content from other areas of your course, such as using the Syllabus creation tool. You can actually access this content anywhere you see a button to browse the Content Collection.
The MS Teams integration enables professors to create a link to an MS Teams live meeting. Each course must be configured to use the tool as described below.

1. Expand the Control Panel (if it isn't already) to reveal the Course Tools on the left hand menu.

2. Expand Course Tools (1) and find the MS Teams link. Click on the MS Team link (2)

3. Click Allow to integrate MS Teams and BlackBoard.

4. You will be asked to sign in with your Eastern Office 365 credentials. 
   NOTE: If you have saved your Eastern credentials in the browser, you just need to allow the application the required permissions and skip to step 9.
5. Enter your full Eastern email.

6. Enter your Eastern Office 365 password.

7. Be ready to authenticate, if prompted.
8. Once your identity is authenticated, click yes.

9. You are now presented with a create a meeting link button. Click Create meeting link.

10. Name your meeting link (1) and set the time for your meeting (2). Click Create (3).

11. You will be presented with a confirmation screen. Click Add to Calendar.
12. Acknowledge the browser message by clicking OK (1). Depending on your browser, you might experience a slightly different behavior. Click the course title to go back to your course home page (2).

13. NOTE: if you accidentally clicked on Join Meeting Now you will get the screen below. Click the course title to return to the course home page.

14. You are now back in your BlackBoard Course but **YOU HAVE NOT COMPLETED YOUR CONFIGURATION!** The MS Teams link you created is in your top most content area on your left-hand menu. Click the top most content area on your left menu to find it. Follow the last configuration step below.
15. Click the circle icon to the right of your MS Team Link (1). Select Edit from the resulting menu (2).

16. Scroll to the bottom and choose Yes for Open in New Window (1) and deselect both the Display After and Display Until check boxes (2). Click Submit (3).
The configuration is done. You can now use the icon whenever you want to launch an MS Teams meeting from Blackboard as described below. However, for the application to run correctly, you must install the MS Teams app on your computer, rather than using the web version. You will be offered an opportunity to download and install it in step 2 below.

1. Click the Meeting Link icon

2. Click the Download the Windows app and install the app. Microsoft Edge and Chrome are the preferred browser for MS Teams. If you already have the desktop app installed click the Open your Teams app icon to launch Teams.

3. Once launched, the Teams will give you the option to join now. Click Join Now.

Depending on the browser you might run into a similar screen with fewer options. Locate the sign in link at the bottom of the window, click sign in and use your Eastern credentials to authenticate.

**We suggest downloading the desktop MS Teams app for a better experience.**
Getting Started With Course Content

Getting Started With Course Content (PDF)
Making Your Course Available to Students

By default, the Blackboard Learn Course Availability Setting for students is always on. You can change it to the beginning and ending dates for the term as they are listed in Banner as well as on the course catalog. This means your students cannot access your course before the first day of classes or after the last day of classes. Alternately, you could change it to some other dates of your choosing.

1. Log in to your Blackboard Learn course.
2. From the Control Panel Menu click on Customization.
3. In the Customization submenu, click Properties.
4. The Properties window will appear.
5. Click Submit when you are ready.
Adding Multiple Files to a Content Area, Folder, or Learning Module

Blackboard will allow you to add multiple files to a folder or content area provided you first package them as a zip file. The zip file can contain multiple levels of folders within it as well. Once you have the zip file created follow these steps:

- Login to Blackboard and go to the content area or folder where you want the files to appear.
- Click the Build Content menu.
- Click Document Package.
- Click Browse My Computer.
- Navigate to the zip file you prepared.
- If you choose to set availability and dates they will affect all the files in the zip.
- Click Submit.
Using Video/Media with The Kaltura Tool
If you are using the Films on Demand service from our library with Blackboard Learn there are some specific tips to help you integrate both Title/Segment URLs and an Embedded Player.

- When embedding videos, add the video as a Course Document. Be sure to click on the "HTML Source Mode (< >)" icon before adding the code into the editor.
- When linking Title/Segment URLs, select the "Open in new window" option. This step is important to avoid the known issues between Blackboard and Internet Explorer 8.
- Problem viewing video content from a Blackboard link? Are you getting security prompts which may allow or block content access?
  1. From your browser menu, click Tools.
  2. Click Internet Options from the drop-down menu.
  3. Click Privacy.
  4. Click Sites.
  5. Copy the Blackboard URL (e.g., http://xx.blackboard.com/) and paste it into the "Address of website" box.
  6. Click Allow.
  7. Click OK two times to exit.
Create Multiple Rules for a Content Item

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Content on this page requires a newer version of Adobe Flash Player.
Creating a Lesson Plan

Content on this page requires a newer version of Adobe Flash Player.
Copy a Blackboard Course

Every semester new blank Blackboard courses are generated by the system. If a faculty member has taught the course in a previous semester or has access to another course they want to copy material from, the following steps will copy the course from the old semester to the new one.

NOTE: Leave the checkbox for Include Enrollments in the Copy unchecked.

Go into the course with the material and choose Packages and Utilities from the left menu. From the submenu that appears choose Course Copy and follow these steps:

1. Choose Copy Course Materials into an Existing Course for Question
2. Browse to your blank course for Question
3. Choose Select All if you want all content or choose parts as needed
4. Choose Copy links and copies of the content
5. Leave the rest as is and click Submit. Wait a few minutes depending on how much content you have and access the new course.
Downloading Assignments

Downloading All Assignment Files:

1. Click on Full Grade Center menu option,
2. Hover the mouse and click on the column header's chevron icon to access the assignment column's menu,
3. From the assignment column's menu, select Assignment File Download,
4. Select the student users,
5. Click the submit button,
6. Click on the download link file (a pop-up window displays instructions for what to do with the zip file).

NOTE: Usernames are included automatically in the file names for easy identification (see Gradebook Files image).
Clear Student Attempt in Grade Center

If a student began a submission (test or assignment) that only allows one submission, but was unable to complete it for some reason, the professor can clear the student’s attempt so they can try again. Clearing the attempt allows the student to re-submit the test or assignment again within the availability period. If the availability period is over, there is also a method for creating exceptions depending on the type (assignment, test, etc.)

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Blackboard
Create a Random Block and Add to a Test

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Creating a Quiz Bowl Question

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Content on this page requires a newer version of Adobe Flash Player.
Creating a Multiple Choice Question

Content on this page requires a newer version of Adobe Flash Player.
Creating a Multiple Answer Question

Content on this page requires a newer version of Adobe Flash Player.
Creating an Opinion Scale/Likert Question

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Creating a Jumbled Sentence Question

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Creating a Hot Spot Question

Content on this page requires a newer version of Adobe Flash Player.
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Creating an Essay Question

Content on this page requires a newer version of Adobe Flash Player.
Creating a Calculated Numeric Question

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Creating a Calculated Formula Question

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Creating a Fill In the Blank Question

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Creating a Test

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Here is a tool that can help convert your paper test to BlackBoard ready files: test files.

https://www.nyit.edu/ctl/bb_exam_converter
Adding a Column to the Grade Center

Adding a Column to the Grade Center (PDF)
Content on this page requires a newer version of Adobe Flash Player.
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Content on this page requires a newer version of Adobe Flash Player.
Creating a Rubric

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Content on this page requires a newer version of Adobe Flash Player.
Creating a Grade Rule

Content on this page requires a newer version of Adobe Flash Player.
Creating Smart Views

Content on this page requires a newer version of Adobe Flash Player.
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Clear Student Attempt in Grade Center

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Creating Group Sets

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Creating a Single Group

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Managing Discussion Board Roles

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Searching and Collecting Discussion Board Posts

Content on this page requires a newer version of Adobe Flash Player.
Grading Discussion Board Threads

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Creating a Thread

Content on this page requires a newer version of Adobe Flash Player.
Creating a Forum

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Students
Use the Playlist Button at the top left of the player to choose from the list of videos.
Courses may not appear in a student’s Blackboard account until the start date of the course.

If the course is still not available after the start date first confirm that you are properly registered and then refer to the following information:

- Confirm that your professor is using Blackboard. Not all professors do.
- If your professor confirms that you should be seeing a Blackboard course and you still don't, have the professor contact cit@easternct.edu

Professors should see all their courses for a current semester and futures semester should appear in toward the end of the current semester with plenty of time to prepare. If a professor is missing courses from their Blackboard account, they should contact cit@easternct.edu.