



Blackboard (Bb) Top Questions & Answers

INSTRUCTORS:

1. **How do I log into WSU Blackboard Learn (Bb)?** Go to <http://learn.wsu.edu>.
2. **What browsers are best for Bb?** [Mozilla FireFox](#) or [Google Chrome](#) are preferred. Internet Explorer (PC) and Safari (Mac) are not recommended.
3. **Where do I find my courses?** After logging in, they are listed under “My Courses” in the middle of the page.
4. **I do not see my course?** Contact your Department Scheduler/Program Coordinator to make sure you have been added as instructor in Schedule Builder/ZZUSIS.
5. **How do I get access to my Course?** You need to “Activate” it first which will allow you to click on it to update/add content. Activate is on the right side of your course name. *If you plan to “Merge”, please see below. **Note:** *Activate only opens it up to instructors, not your students.* Later you can “Enable” your course for student access (see #7 below).
6. **How do I merge multiple sections?** First, “Activate” only one section—which will be the Parent/Master Course (choose one-remove), then select “Merge” on the right side of it. This will bring up all the section rosters which you can merge into the Parent course. Check the boxes and choose “Save”. Merge instructions -<http://elearning.wsu.edu/pdf/bblearnmanagingcoursestutorial.pdf>. ***NOTE:** if you have merge issues, are missing sections or would like it done for you, contact: online.registrar@wsu.edu.
7. **How do I make my course available to students?** Log into Blackboard. Go to “My Courses”. Go to the course you want to make available and choose “Enable” on the right side.
8. **How do I enroll a TA or another instructor into my class?** You will need to contact your department program coordinator to add them to your class in Schedule Builder which will then automatically update in Blackboard. If they are unable to do this or there is some other issue, contact online.registrar@wsu.edu.
9. **When will my Angel content be transferred over?** Content may or may not already be in your Blackboard class. If not, please contact: migrationhelp@wsu.edu.
10. **When will Angel be taken offline?** Angel is scheduled to go offline December 30, 2015. All Angel content will be archived and can be imported into Blackboard later if needed by contacting: migrationhelp@wsu.edu.
11. **How do I print PDF’s in Blackboard?** Depending on your browser, PDF documents may not print correctly or print out blank. To avoid this, first right click on the document in Blackboard and save it to your computer first. Next, open up the document in Adobe Acrobat reader or something similar and use the print function within that application to print your PDF. It should print correctly.
12. **How do I know if Blackboard is currently down or have upcoming maintenance scheduled?** Check the WSU outage page at: http://lmstransition.wsu.edu/outage_history.aspx.
13. **How do I see my class roster?** Go to “Users and Groups” in Control Panel (lower left), click on “Users”.
14. **How do I print off my Roster or Grade Book?** Go to your Blackboard class. Go to the “Full Grade Center” in your control panel on lower left side of screen. Choose “Work Offline” & “Download” on right side of Grade Center. If you want only student info, select “User Information Only”. If you want everything including grades, leave it on “Full Grade Center”. Then Submit. You will download a Microsoft Excel spreadsheet of your roster and/or grades which you can print out in landscape mode through Excel.
15. **When will Spring 2016 courses be available in Blackboard?** Aiming for August, 14, 2015
16. **How do I copy my Blackboard course content to the next Semester’s Blackboard course?** When it is time to copy course content over to the next semester, follow these instructions: <http://elearning.wsu.edu/pdf/copyingcourseswithinblackboard.pdf>.

17. **Will Panopto work in Blackboard?** Yes, Panopto is now integrated into Blackboard. questions on using Panopto please go to: <http://support.panopto.com/> For Panopto questions or assistance, please contact Karla Ealy-Marroquin at ealy@wsu.edu.
18. **What will happen with Tegrity content?** It can be transferred over to Panopto by sending a list of recordings by email to: migrationhelp@wsu.edu. You can also download your own content from Tegrity to your computer, but will need help to upload the content to Panopto. Contact Karla Ealy-Marroquin at ealy@wsu.edu for questions or assistance.
19. **Where can I find Blackboard help?** You can find many resources including guides and videos on our Blackboard web page at: <http://spokane.wsu.edu/services2/IT/training/Blackboard.html>. You can also contact Erik Blackerby at erik.blackerby@wsu.edu. For in-house training, please visit the training calendar for dates and times: <http://spokane.wsu.edu/services2/IT/training.html>, click on "Training Schedule".

STUDENTS:

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3. **Where do I find my courses?** After logging in, they are listed under "*My Courses*" in the middle of the page.
4. **Where can students get help with Blackboard?** Students can go to: https://help.blackboard.com/en-us/Learn/9.1_2014_04/Student and find quick tutorials on a number of topics including: how to I navigate Bb, how to I-remove submit assignments & how to I-remove check my grades.