

UNIVERSITY OF HARTFORD

Blackboard Student FAQs

Blackboard is an Internet application used by many instructors to put their courses online. Typically, your instructor will let you know on the first day of class if he or she is going to be using Blackboard and will provide you with the information you need to access Blackboard.

Students are automatically enrolled into their Blackboard courses based on their registration information. You should be able to access your courses within 24-48 hours of registration.

All faculty, staff, and student Blackboard users will be required to use their University of Hartford e-mail as their username and the last four digits of their University of Hartford ID as their password to access Blackboard (e.g., username = **jd**oe if your e-mail is jd@hartford.edu and password = **5678** if your ID is 12345678)

- **To obtain a student ID**, you must present proof of registration and an additional form of ID such as a license. The student ID office is a small building attached to the north side of the Gengras Student Union, in room 112. The office hours during the academic year are Monday through Thursday, 9:00 a.m. to 4:30 p.m. and on Fridays from 9:00 a.m. to 3:00 p.m. The office is open extended hours at the beginning of each semester. Summer hours are limited; please call the Student ID office for summer hours at (860)768-5343.
- **Email accounts** are created automatically upon tuition deposit for freshmen and upon registration for grad and doctoral students. A day after the email account is active, the Blackboard account is available. If you need help with email, go to the Help Desk on the main floor of Mortensen Library or call (860)-768-4357.

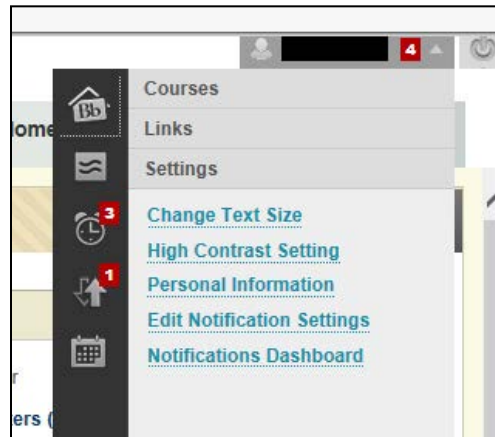
Logging into Blackboard

Your Blackboard username is your email username ID (e.g., 'jd'oe' if your e-mail is jd@hartford.edu) and your initial password is the last four digits of your university ID. You should change your password after you log in for the first time.

1. Go to <http://blackboard.hartford.edu>
2. Type in your username and password.
3. Click **Login** or hit Enter. It is recommended that you change your password to something other than the last four digits of your ID number at this time.

Changing Your Blackboard Password

1. From your *Blackboard Home Page*, find the Global Navigation Menu on the top right.
2. Select **Settings**.
3. Select **Personal Information**.
4. Select **Change Password**.
5. Enter your new password twice.
6. Click **Submit** to save your changes.



If you can't remember your password, click the "Forgot Password?" link on the Blackboard login page. A link will be sent to your *University email address*, allowing you to reset your password.

A screenshot of the Blackboard login page. It features two input fields: 'Username:' and 'Password:'. Below the 'Password:' field is a red 'Login' button. A link labeled 'Forgot Your Password?' is located below the input fields and is circled in red.

How do I access my Blackboard courses?

Go to <http://blackboard.hartford.edu>, and log in using your username and password. The first thing you see when you log in is your Blackboard Home Page. This includes announcements and links to your Blackboard Courses, as well as some useful tools like a Calendar, Tasks, and other Blackboard features. Your Blackboard courses will appear in a list to right under a heading titled "My Courses." To enter a class, click the name of the course.

I logged into Blackboard, but I don't see my courses anywhere!

Students will be automatically enrolled into Blackboard courses when they register for courses at the University of Hartford. If you do not see any of your courses listed under the "My Courses" heading, it may be that your instructors are not using Blackboard this semester, or have not yet made the course available to students. Generally, instructors will tell you on the first day of class if they plan to use Blackboard in a course.

NOTE: If you have recently registered for a course, there is approximately a twenty-four hour waiting period between your official course registration and enrollment into Blackboard courses (excluding weekends). If you have not processed the paperwork for adding or dropping a course, you will not have access, or you will still have access, to the course on Blackboard. You must process your paperwork in order to be enrolled in a course in Blackboard. Contact the Registrar's Office at (860) 768-4999 for more information about adding or dropping a course.

My username and password aren't working. What should I do?

- Make sure you have University email and your account is functional. You will not be able to access Blackboard without an active University email account.
- Make sure you are using the correct case for your password – passwords are case sensitive.
- Make sure that you aren't using your entire email address as a username. Only the first part of your email address should be entered (e.g. 'jdoe' if your email is jdoe@hartford.edu).
- Make sure that you are using only the last four digits of your University ID.
- Check to make sure that you do not have two University emails. If you do, you should contact OTS at (860) 768-4357 to have them eliminate the second email.
- Call the Blackboard Student Support line to be sure that you are using the correct username - (860) 768-4636.

I already have my own email; do I have to use the University email?

You must have a University email account to access Blackboard. Instructions for setting up e-mail on other devices can be found at:

http://hartford.edu/aboutuofh/finance_administration/ots/email/default.aspx

Are there any instructions or handouts on using Blackboard?

If you are logged into Blackboard, selecting the **Help** button (question mark) at the top of the screen will direct you to a site where you will find student help materials, including video tutorials and a user guide.

What if I have trouble using Blackboard?

Ask your instructor for assistance if you are having trouble using the tools and features of Blackboard. If you continue to have trouble, or if he or she is not able to answer your questions, contact Blackboard Student Support for assistance at (860) 768-4636.

Hardware and software specifications for Blackboard

To access course content in Blackboard, you need a computer with multimedia capabilities (i.e., sound with speakers), a monitor capable of at least 800 x 600 resolution, a high-speed Internet connection, and a supported Internet browser. Here are further specifications:

- Your browser must accommodate both JavaScript and Java for some functions of the course. These are functions you can turn on in your browser.
- Your browser must be set to accept cookies (use minimum security settings).
- Firewalls and Popup Blockers may affect your ability to access some features in Blackboard.

Supported Desktop Browsers for Blackboard Learn Q2 2018

Blackboard supports five primary browsers for Learn releases. Links to the vendor sites for the browsers are included in this topic.

[Run the browser checker](#) to see whether Blackboard Learn supports your browser.

Desktop Browser	Supported Browser Versions
Chrome**	49+
Edge**	20+
Firefox	48+
Internet Explorer*	11+ (Windows only)
Safari	9+ (MacOS only)

*Microsoft ended active development for Internet Explorer in January 2016. Most features of Learn will work with IE11, so it is generally considered compatible. Some newer features in Learn may not. Reported issues isolated to Internet Explorer will not be resolved by Product Support. An alternative browser is recommended.

** Google Chrome versions 42+, Mozilla Firefox versions 52+, and Microsoft Edge do not support NPAPI-type plug-ins including Java plug-ins and many media browser plug-ins. Blackboard doesn't support these browsers for using embedded media types that require third-party NPAPI plug-ins for viewing.

Supported Mobile Browsers for Blackboard Learn Q2 2018

Mobile Browser	Supported Browser Versions
Chrome	49+
Edge	20+
Firefox	48+
Safari	iOS 7+

Note: Not all tools and workflows have been optimized for mobile use. Issues reported for tools that aren't yet optimized for mobile devices may be considered an enhancement request.

Blackboard App is a supported native app for mobile and tablet devices that interact with Blackboard Learn 9.1 servers. This app may have its own device requirements.

Tested Devices and Operating Systems

A variety of devices and operating systems were used to test the supported browsers. Support is not limited to these specific operating systems. The desktop browser versions above are supported regardless of the particular device or operating system on which they run.

Operating Systems used in testing	Windows 7, Windows 8, Windows 10, MacOS 10.11, MacOS 10.12, MacOS 10.13, Chrome OS
ChromeOS (ChromeBook) tested device	Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported)

Getting Help with Technology at the University of Hartford

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

Website/File a Ticket: <http://www.hartford.edu/studentbbsupport>

Office of Technology Services (OTS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: 768-4357 (on campus) or (844) 292-3213 (off campus)

Email: ots@hartford.edu **Website:** <http://hartford.edu/ots>