JOHN JAY COLLEGE
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Blackboard Student Guide

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Accessing Blackboard through CUNY Portal

The Blackboard Gateway is accessible through CUNY Portal. To log-in or to create a CUNY Portal account, navigate to www.cuny.edu and click on the Portal Log-In link in the left-hand navigation menu.
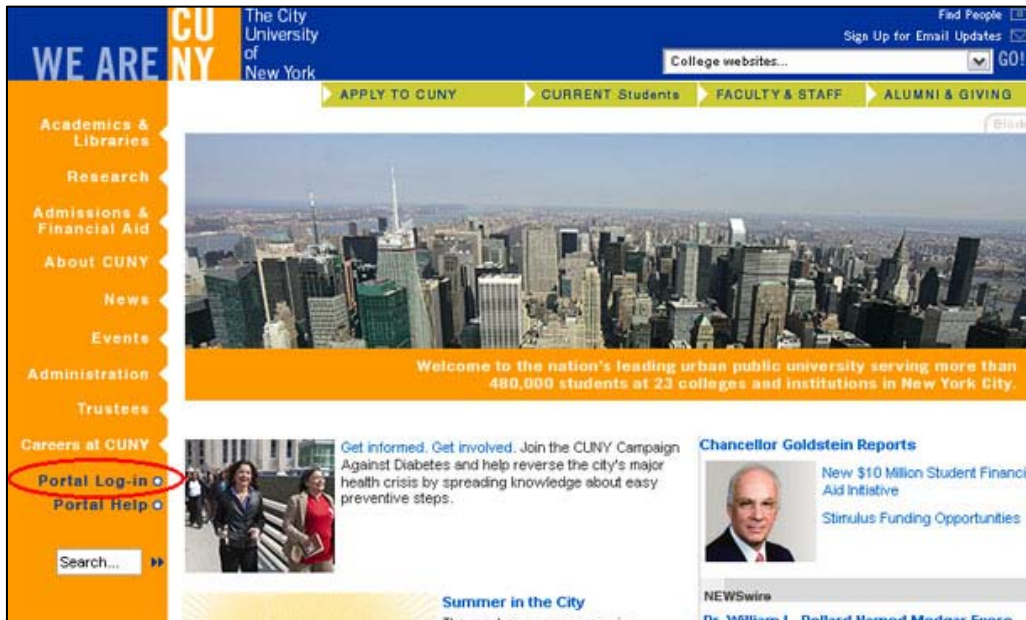
The initial Portal log-in page provides several options, including a direct link to Blackboard 8 and a link to your Portal page, which also provides access to Blackboard. If you have previously registered for a CUNY Portal account, click on the Portal icon and enter your username and password on the next page.

If you have never registered for a CUNY Portal account, select the "Register Now!" link. A new page will display six categories for registration: student, faculty, staff, applicant, and alumni or visitor. Select the appropriate link. Students, faculty and staff must enter their last name, social security number and birth date in order to validate their connection with the university. You will then be prompted to create a username and password to log in to CUNY Portal in the future.
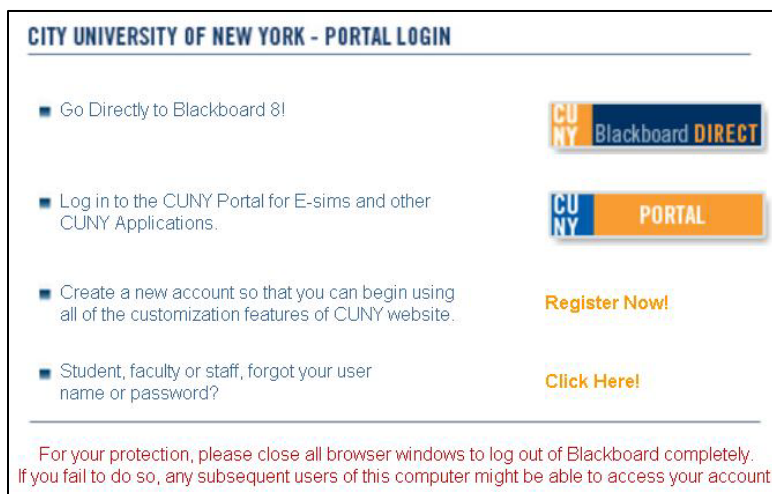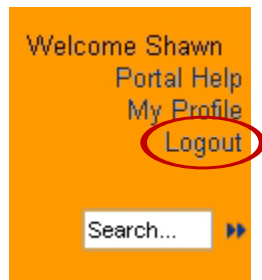
Blackboard Gateway

Course sites for all CUNY colleges are now available in **Blackboard 8.0.**

Once you have logged into CUNY Portal, you will be redirected to "My Page" and should see a link to access Blackboard 8 in a section labeled "Blackboard Gateway." If you do not see this box, please let us know. Only registered students, faculty, and staff will be able to access Blackboard.
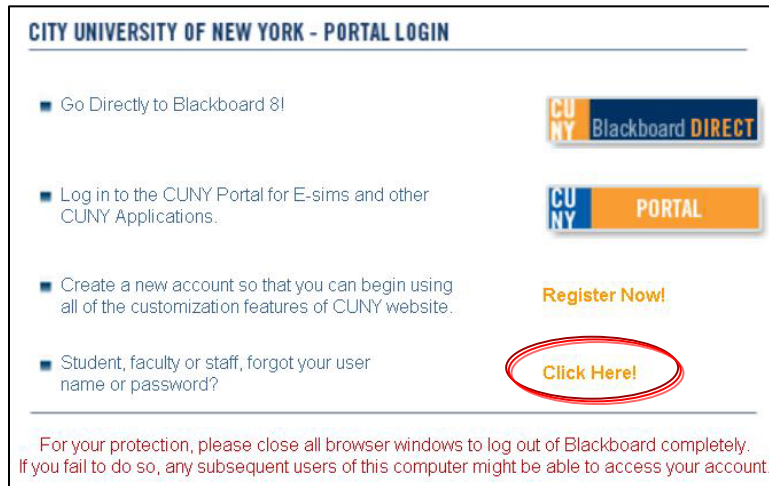
Click on the link for Blackboard 8.0. This will take you to the homepage for Blackboard, with various sections listing any courses you are enrolled in, organizations you belong to, important announcements, and other features. For more detailed tutorials on using Blackboard, please visit www.jjay.cuny.edu/blackboard.

When you are finished using Blackboard, be sure to log out and **completely close your internet browser window** to end your Portal session.

Blackboard 8.0

Home   Scholar   Help

Home   Help   Logout

Welcome Shawn
Portal Help
My Profile
Logout

Search...   ▶▶

Recovering A Lost CUNY Portal Account Password

At the **CUNY Portal Log-in** page, choose the fourth option to recover a lost username and/or password.
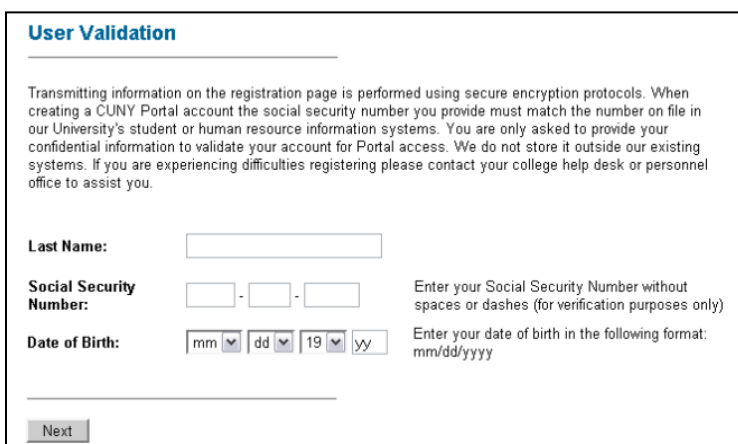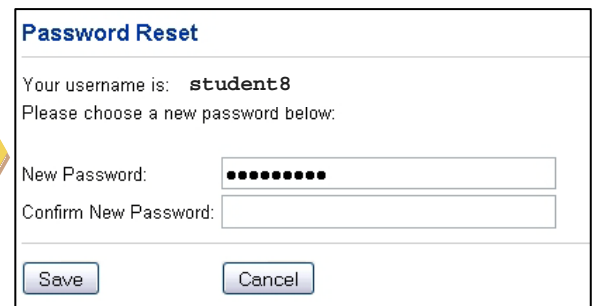
You will see two options:

1. **If you have forgotten your username/e-mail AND password,**
   Choose the **Account & Password Reset** option. You will need to re-enter your last name, SSN, and date of birth. Once verified, you'll be shown your username and prompted to create a new password.

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2. **If you have forgotten your password only,**
   Choose the **e-Mail a new Password** and enter your Username when prompted. Your
   password will be e-mailed to you using the e-mail address you provided at registration.

e-Mail a new Password

Enter your Username below. If it matches an existing account we will e-mail a
new password to your registered e-mail address.

Username: [   ]

[E-mail Password]

Changing Your Portal Password

Welcome Shawn
Portal Help
My Profile
Logout

Search... ▶▶
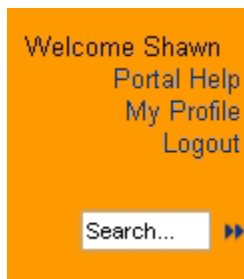
When logged in to CUNY Portal, click on the **My Profile** link in the left-hand
navigation menu. Your profile contains personal information such as your name,
email, address, and CUNY role (e.g., student, faculty, staff).

Scroll to the bottom to change your password and click on **Save**.

Change your Password
Please choose a password that is at least 6 characters long.

Old Password	[ ]
New Password	[ ]
New Password Confirmation	[ ]

(Save) (Cancel) (View Panels)

Navigating Blackboard

The **Home** tab features a welcome page with quick links to many useful features of Blackboard, as well as a list of courses and organizations of which you are enrolled. There is also a section for Frequently Asked Questions which address some common Blackboard issues, as well as a **Help** tab for anyone needing further assistance.

John Jay-specific announcements are accessible by clicking on the **John Jay Students** tab. The **Scholar** tab brings you to Blackboard Scholar, a bookmarking tool for keeping track of and sharing useful websites and articles found on the web.

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Blackboard Tools (Left Navigation Menu)

Announcements—Shows announcements from professors, separated by course. You can filter announcements by date (e.g., **View Today**, **View Last 7 Days**, **View Last 30 Days**, or **View All**).

Calendar—Shows any events added by course instructors and organizations of which you are a member. You can also add your own events, which cannot be viewed by anyone else. Calendar views can be filtered by **day**, **week**, **month**, or **year**.

Tasks—Lists important tasks or assignments from course instructors. You may also add your own tasks, much like a to-do list. Tasks that have been added by you cannot be viewed by anyone else. Tasks can be filtered by **Priority**, **Course/Subject**, **Status** (*Completed, In Progress, Not Started*), or **Due Date**.

View Grades—If your course instructor has enabled and uses this feature, you will be able to view a list of course grades for various assignments and exams, as well as a total or averaged score.

Address Book—Enables you to input and store important contact information. Contacts added by you cannot be viewed by anyone else.

Personal Information—Allows you to create a profile using your own contact information, set privacy options, set primary language, and other configuration options (**Note:** Profiles are disabled at this time, and students do not have access to each other's email addresses or other personal information).

Update Email—Allows you to change your email address associated with Blackboard*. Since many instructors use Blackboard to send mass announcements to their classes, make sure your email address is current. **Updating your Blackboard email is NOT the same as updating your Portal email.*

Expo—Expo is an add-on package for Blackboard that allows users to create blogs, wikis, and podcasts, which can then be shared with other users.

My Scholar—An alternate method to access Blackboard Scholar (also via the **Scholar tab**). Scholar is a bookmarking tool where users can store and share bookmarks of useful websites and articles they find on the web.

Blackboard Sync—A relatively new feature which allows users to sync Blackboard to their Facebook accounts and/or iPhone or iPod Touch.

Search Tools—Located just beneath the Tools navigation menu, users may search for specific courses and organizations available on Blackboard. Some organizations allow open enrollment, but most require an access code from the organization or course leader in order to enroll. ITSS encourages departments and student organizations to contact us to set up their own Blackboard communities.

Accessing a Course or Organization

When you click on a Course or Organization link from the Blackboard Home page, you will be directed to a landing page showing the course announcements with a course menu on the left.

Course Menus are designed by the instructor or course/organization leader. Sample menu items might include a section for the course syllabus, staff information (usually instructor contact information and office hours), lecture notes, required reading materials (e.g., PDF articles), assignments, links to external sites, or even embedded video/audio.

You can view two different versions of the Course Menu:

Quick View – displays the top level of the Course Menu only

Detail View – displays Course Menu items as a tree of folders. You can expand and collapse folders and access links within them.

Blackboard provides additional tools mentioned previously, including Communication Tools (discussion board, group email tool); Add-ons (Expo, Scholar); podcasting, blog and wiki tools; a virtual classroom; calendar and tasks; grade information; and other features.

Sample Communication Tools

Announcements

Collaboration

Discussion Board

Group Pages

Messages
Messages

Roster

Send Email
Send email.

Wimba Pronto
Wimba Pronto access

Some Course Tools, such as the wiki, podcast and blog need to be enabled by your course instructor before you can begin using them.

Sample Course Tools

Address Book
Address Book

Calendar
Calendar

Glossary
Glossary Tool

Homepage
Edit homepage.

My Grades
View grades.

Personal Information
Change your information

Tasks
Tasks

The Electric Blackboard®
The Electric Blackboard®

User Manual
User Manual

Course Objectives

Scholar Course Home
View Scholar Course Home

My Scholar Home
View My Scholar Home

Wimba Pronto
Wimba Pronto access

Wiki Tool
Launch Learning Objects Teams LX Wiki Tool

Podcast

Blog Tool
Launch Learning Objects Journal LX Blog Tool

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blackboardstudent@jjay.cuny.edu

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Exploring Course Menu Items

If you have enrolled in a course that will use Blackboard, take a moment to explore all of the different Course Menu items provided by the instructor. The different types of items include:

Item   Folder   External Link   Course Link   Test

Item—Text, graphics, embedded web pages or video players, or downloadable attachments (Word docs, PDFs, etc.).

Folder—Used by instructor or course builder to organize materials by subject, time, etc.

External Link—A link to another webpage

Course Link—A link to another page within Blackboard

Test—A quiz or exam set up by the instructor.

Creating a Home Page profile and using the Discussion Board

When a course first begins, it is often helpful to create a Home Page to introduce yourself and share your academic, research, or career interests with others in the course. To access your Home Page and create a profile, go to Course Tools and select "Home Page." Fill out as much information as you would like (Introduction, Personal Information, Photo, Favorite Websites) and press **Submit** when finished. Your Home Page will be available through the Class Roster.

For many courses, especially online-only sections, instructors may rely heavily on the Discussion Board for students to interact and discuss course material. You may be asked to participate in debates, provide feedback and discuss recent lectures or required readings, or post written assignments.

Discussion Board

Search _____ ☐ After Oct ▼ 01 ▼ 2009 ▼ 🔲 12 ▼ 00 ▼ AM ▼   GO
in Current Discussion Board ▼ ☐ Before Oct ▼ 02 ▼ 2009 ▼ 🔲 12 ▼ 00 ▼ AM ▼

Forum	Total Posts	Unread Posts	Total Participants
Blackboard Issues	17	17	11
Post any comments you have about this Blackboard course, including criticisms and suggestions for improvement, in this forum. Please limit your comments to this course.			
Chapter 1: Introduction to the Legal System of the United States	65	65	22
Chapter 2: Introduction to Criminal Law	62	62	19
Chapter 3: The Two Essential Elements	64	64	18
Chapter 4: Crimes Against the Person	56	56	17
Chapter 5: Crimes Against Property and Habitation	9	9	2

The Discussion Board is just like a forum you might find on the web. It is organized by forum topic, with numbers showing the number of total posts, unread posts, and participants within each topic.

After clicking on a forum topic, you will be shown participant conversations, or "threads." Each thread topic, when opened, will show the comment or question posed by the thread author, followed by links to open individual participant responses.

To contribute your comments to a thread, simply click on **Reply**, type your response (rich text formatting available), and press **Submit**. To reply to a particular question or comment within a thread, you can click on **Quote**, which will include an individual's previously posted comment as indented text within your response. You may also upload a file attachment with your response.

Reply to Post

❶ Message

* **Subject:** RE: what are we doing

Message

| Normal | 3 | Times New Roman | **B** *I* U S | x₂ x² | ≡ ≡ ≡ | ≣ ≣ ≣ ≣ |

Author: Jane Doe
Date: Wednesday, September 30, 2009 7:54:25 PM EDT
Subject: What are we doing

What are we doing after Monday's quiz?

We are supposed to go over the second half of Chapter 3...|

Path: body

❷ Attachments

Attachments Attach a file

❸ Submit

Click **Save** to save a draft of this message. Click **Submit** to submit the post. Click **Cancel** to quit.

(Cancel)   (Save)   (Submit)

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Uploading Assignments

If your course instructor uses the Assignment feature in Blackboard, most assignments will be posted in the **Assignments** link on the Course Menu. However, some instructors prefer to post them in other areas, such as **Course Content** (usually in thematic or chronological folders). Check with the course syllabus or ask your instructor if you are unsure.

To complete an assignment, click on the appropriate assignment link and upload any files necessary. An optional Comments box is available to add additional comments. Press **Submit** to turn in your work. This is irrevocable, so make sure your work is final before submitting. If you wish to save your work and NOT submit it right away, choose **Save** instead.

After submitting an assignment, you can review the status and, once graded, view the assignment's grade and comments from the instructor (if applicable).

JOHNJ_HKEIER TEST (JOHNJ_HKEIER TEST) > ASSIGNMENTS > REVIEW ASSIGNMENTS: TEST

Review Assignments: Test

❶ Assignment Information

Name	Test

Instructions

❷ Assignment Materials

Comments   Hi Professor,

Here is my exam for this Friday. I'll talk to you next week.

User's Files   John Doe_test_10-01.docx

❸ Feedback From Instructor

Grade	! out of 10.0

Comments

Files From Instructor

OK

Some assignments in Blackboard use a feature called **SafeAssign**, which stores and compares your work in a database of previously submitted work from students all over the world, in an effort to combat plagiarism. If your instructor uses **SafeAssign** instead of a regular Assignment, be sure you fully understand how it works before submitting your work. Please refer to John Jay's Policy on Academic Integrity for more information.

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Joining a Virtual Classroom

Announcements

Collaboration

Discussion Board

Some online courses require students to log on to Blackboard at the same time to have a *virtual class* or online chat session. To join a virtual classroom, click on **Collaboration** under **Communication Tools**.

The next page will list planned virtual sessions, their start date, and a link to join. To launch a virtual classroom session, make sure you allow pop-ups for Blackboard and have the most recent Java Plug-in for Windows. Macintosh OS X users do not need this plug-in.

To install the Java Plug-in, follow these directions:

Windows Users

1. Click on **Get Java Plug-in for Windows** below.
2. Save the file.
3. Navigate to the saved file and double-click on it to run the Java Plug-in installer.
4. The installer will launch.
5. Accept the license agreement.
6. Select **Typical** and click **Next** to continue.
7. The installer will finish.
8. Click **OK** below to launch the Virtual Classroom.

Get Java Plug-in for Windows

Collaboration Sessions

Filter	Search by ● Session Name ○ Start Date ○ End Date (MM/DD/YY)				
Show All ▾ GO				Search	
Session Name ▾	Tool ▾	Start Date ▾	End Date ▾		
Lecture Hall	Virtual Classroom			Join	
Office Hours	Chat			Join	
					OK

Once you have joined, a pop-up will appear with a small chat window, a virtual "whiteboard", tool menu, and a list of other participants in the session.

Whiteboard—A virtual drawing space

Whiteboard tools

Chat window

Participants who have joined the session
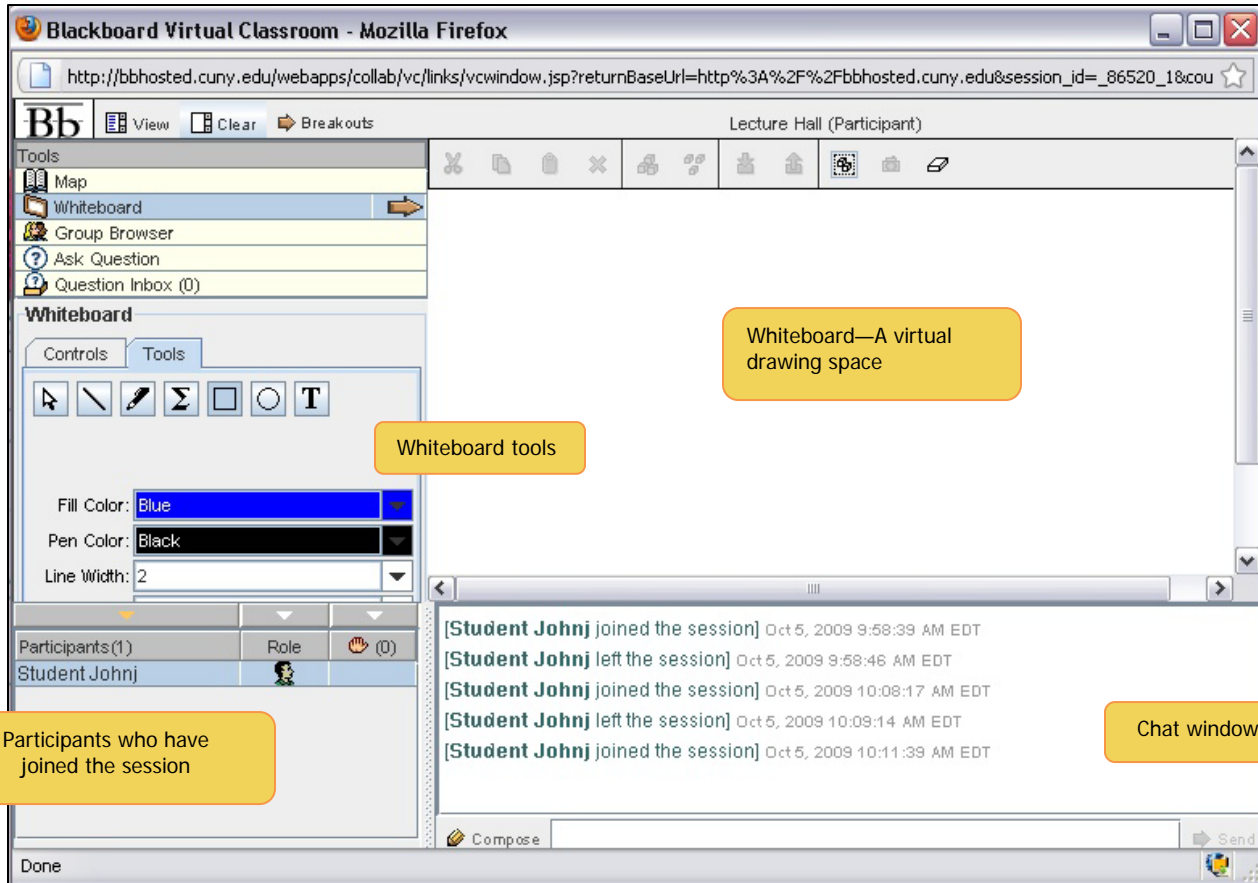
Virtual Classroom Tools

Map—Displays the Course Menu in a tree folder view for navigating and finding course content.
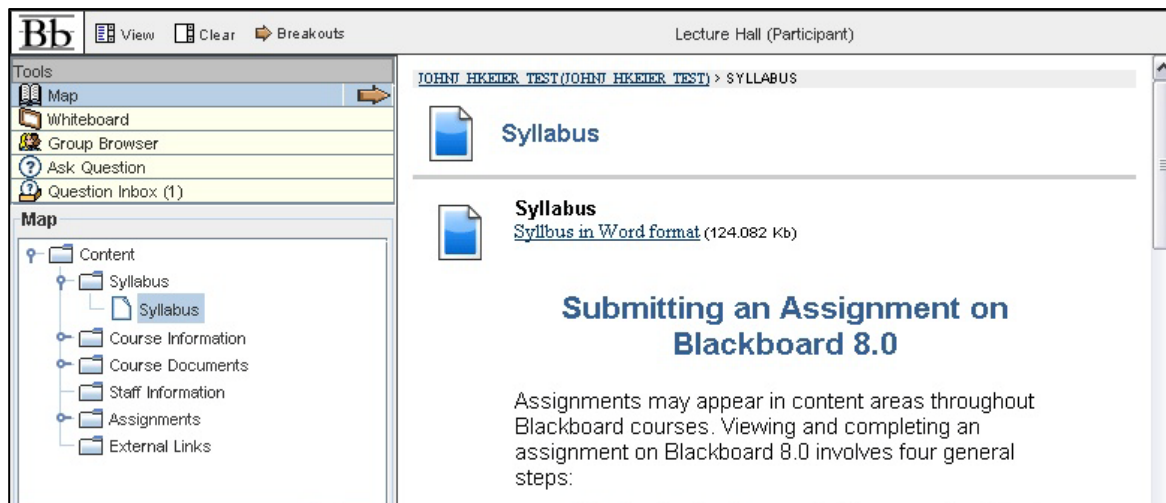
Whiteboard—A virtual drawing/text space for participants to share information not easily conveyed using the chat box.

Whiteboard has its own menu to the left with two tabs, **Controls** and **Tools**. Controls allow users to add additional pages to the whiteboard area. Tools include Select, Line, Marker (freehand pen tool), Equation, Rectangle shape, Oval shape, and Text.
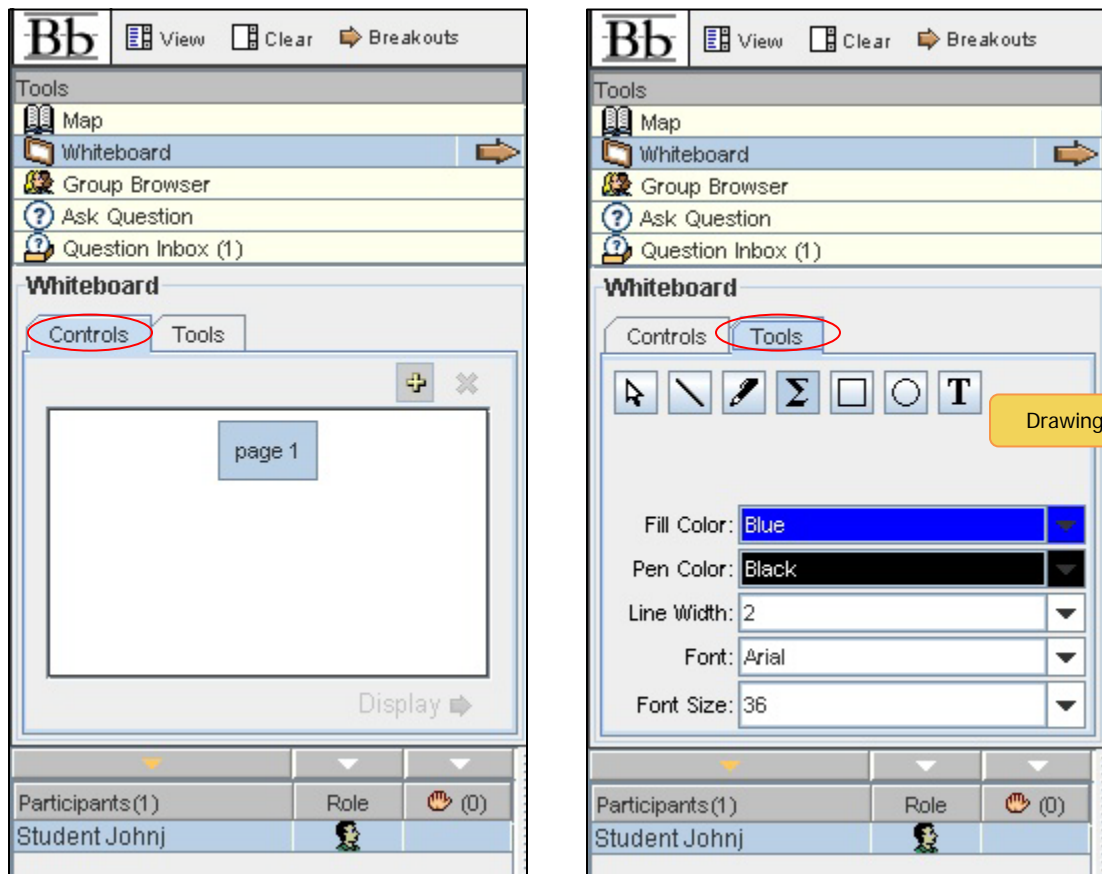
Group Browser—A tool to access the internet and visit websites as a group.
Ask Question—A way to post questions relating to the session for the instructor to address.
Question Inbox—A list of questions made by participants during the session.

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Sending Email to Course Participants

On the **Communication** page, click on **Messages**. This will take you to a page showing your Inbox and Sent folders. Click on **New Message**.

Announcements

Collaboration

Discussion Board

Group Pages

Messages
Messages

Roster

Send Email
Send email.

Wimba Pronto
Wimba Pronto access

JOHNJ_HKEIER_TEST (JOHNJ_HKEIER_TEST) > COMMUNICATIONS > MESSAGES

Messages

✉ New Message

	Folder	Unread	Total
📁	Inbox	0	0
📁	Sent	0	0

OK

On the next page, select your message recipients by clicking on the "To:" button and highlighting participant names. You may Cc or Bcc other participants enrolled in the course.

Compose your message using the Subject Line (required) and Body text box. Attachments may not be sent using Blackboard's message center.

When you are finished composing your message, press **Submit**.

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Taking Tests in Blackboard

Tests and quizzes may be located in the **Assignments** area or in another course content area, depending on the instructor's personal preference. Blackboard tests have a similar structure to traditional tests and may include various question formats such as multiple choice, short answer, essay, true/false, fill in the blank, matching, ordering/ranking, and so on. Each test should have a name, description, instructions, question type, and point value. The instructor may also indicate what percentage the test contributes towards your final grade. Tests may be timed or untimed, and can be configured to allow a certain number of attempts.

When taking a test, the following information may appear at the beginning of the exam:

Name—The name of the test provided by your instructor.

Instructions—Specific test instructions provided by your instructor.

Timed Assessment—If enabled; will indicate the allotted time allowed with a box showing the elapsed time in the top-right of the window.

Multiple Attempts—If enabled; will indicate how many attempts are allowed.

Force Completion—Your instructor can set a test to allow it to be saved and resumed later or require it to be completed in full once it has begun.

Next to each question, there will be a point value and a save button. We recommend clicking on the save button to save your answers to the server as you go along, to avoid losing all of your work if you experience a technical problem during the test. For essay and short answer questions, you may also wish to type your answers in another program such as Microsoft Word and paste your answers into each box.

If a test is timed, Blackboard allows students to go over the allotted time if Force Completion is not enabled. If Force Completion is enabled, the test will be submitted automatically once the elapsed time has reached its limit. A warning will be displayed when you are near the time limit.

Once completed and you are sure your answers are final, press Submit at the bottom. After submitting, you will be redirected to a page showing the user, the test submission time, the test name, grade status, score (if available), the amount of time elapsed, the test instructions, and your responses to each question (if enabled). Some instructors may enable an option to view the correct answers for each question. Once the test is graded, it will appear in your Grade Center.

Review Assessment: Quiz 1

User	Student Johnj
Submitted	12/8/09 10:44 AM
Name	Quiz 1
Status	Needs Grading
Score	Grade not available.
Time Elapsed	0 hours, 6 minutes, and 11 seconds out of 0 hours and 5 minutes allowed.
Instructions	Answer each open ended question as best as you can, providing reference material from your readings. When using a reference, always cite their work.

Question 1   **Needs Grading**

How do you access Blackboard through CUNY Portal?

Selected Answer: [None Given]

Question 2   **0 out of 10 points**

You submit an assignment through Digital Dropbox.

Selected Answer: ✗ [None Given]

Frequently Asked Questions

What is Blackboard?

Blackboard is an online course management system which provides remote access to course materials, assignments and class discussions. It can be used by instructors to supplement in-class activities, or exclusively for online courses. Blackboard is a CUNY-wide service and it is accessible through CUNY Portal Login page.

How do I get a Blackboard account?

By default, all students are enrolled into Blackboard. To access Blackboard, students must create a CUNY Portal account by visiting www.cuny.edu and clicking on the **CUNY Portal** link listed in the left navigation menu. Once a CUNY Portal account has been created, a link to access Blackboard will be displayed on **My Page** after logging in. Students with a Portal account can also access Blackboard directly by clicking on the **Blackboard Direct** link on the Portal sign-in page.

I created a CUNY Portal account but don't see a link access Blackboard on My Page after logging in.

If you are a new student and have enrolled in courses but do not have a link for Blackboard on your CUNY Portal page, please contact us to ensure you have been properly enrolled into the system. The lack of a Blackboard link most likely indicates a CUNY Portal account problem.

Why can't I see any of my course(s) on Blackboard?

First, confirm with Registrar that you have properly registered for the course and that there are no holds on your account. If you have no holds on your account, you should next contact the course instructor to ensure that the course has been made available on Blackboard. If this does not resolve the issue, contact us for other troubleshooting options.

I can access some courses on Blackboard, but where are the rest of them?

Being enrolled in a course does not necessarily mean that the course is available on Blackboard. If you do not see one of your courses on Blackboard, your instructor may not yet have made it available. Contact your instructor to find out if they plan to make the course available at a later date. Not all courses will require you to use Blackboard.

Note: Courses that are listed under My Courses may not fully reflect the courses for which you have registered. To view official course registration, visit eSIMS inside the CUNY Portal.

My email address is wrong, or my instructor is sending messages using Blackboard but I am not receiving them.

The email address originally brought into CUNY Portal is also imported into Blackboard. To change this address, click on **Update Email** in the **Tools** menu on the **Home** tab. Make sure the email address listed is correct. If not, enter a valid John Jay or other CUNY email address and press **Submit**. Finally, be sure to check your CUNY email account on a regular basis or contact the Helpdesk to have email forwarded to a non-CUNY email account.

Is there a way to look up students' email addresses on Blackboard if I'm taking a class with them?

No. As of Fall 2009, by default, student email addresses are no longer visible to other students sharing a class. If you want your email address to be displayed to others on Course Rosters, you can change this by clicking **Personal Information** in the **Tools** menu on the left side of the **Home** tab. Select **Set Privacy Options**, check the option to display your email address, and press **Submit**.

Blackboard is loading very slowly, or I keep getting broken pages and/or error messages.

Server response times can be slow during peak usage hours. Please be patient when logging in. If a page does not load, try refreshing your browser or use the back button to try again. If pages still load slowly, logout, close your browser completely and start a new session. Visit other non-CUNY sites on the web to ensure your internet connection is working correctly.

If you are getting incomplete page loads, formatting errors, or error messages, check that you are using a compatible internet browser. A **Browser Test** is available on the **Home** tab in Blackboard.

Blackboard 8 supports Internet Explorer (Versions 7 and 8), as well as Mozilla Firefox for Windows-based systems. For Mac users, Mozilla Firefox and Safari are supported.

Where can I get network updates?

For system status updates, click on **Computer/Network Status** located in the top-right menu of John Jay's homepage. Important updates are also available on the **Student tab** in Blackboard.

Where can I learn more about specific Blackboard features?

ITSS provides online tutorials on our website and a schedule of special trainings throughout the year, as well as one-on-one consultation for students and faculty. Contact us for a tour of Blackboard 8.

For More Information:

Blackboard
Student Support Group
Instructional Technology Support Services

Helpdesk Phone: (212) 237-8200
Email: blackboardstudent@jjay.cuny.edu
Web: http://www.jjay.cuny.edu/blackboard