Blackboard (Bb) Top Questions & Answers (Instructors)

1. **How do I log into WSU Blackboard Learn (Bb)?** Go to: http://learn.wsu.edu.
2. **I cannot log into Blackboard?** Contact the Technical Support Center: (509) 358-7748 or spok.it.help@wsu.edu.
3. **What browsers are best for Bb?**   Mozilla FireFox or Google Chrome are preferred. Internet Explorer (PC) and Safari (Mac) are not recommended and *Microsoft EDGE is Not Supported.*
4. **Where do I find my courses?** After logging in, they are listed under *"My Courses"* in middle of page.
5. **I don't see my course listed?** Contact your Department Scheduler/Program Coordinator to make sure you have been added in Schedule Builder/MyWSU.
6. **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).
7. **How do I merge multiple sections?** First, "*Activate*" only one section—which will be the Parent/Master Course (choose one), 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.
8. **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.
9. **How do I enroll a TA or another instructor into my class?** You will need to contact your department program coordinator/scheduler 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.
10. **When will my Angel content be transferred over?** You will need to request to have it move. To do so, please contact: migrationhelp@wsu.edu.
11. **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 now (preferred) or later by contacting: migrationhelp@wsu.edu.   It is better to move your content prior to Dec 30th.
12. **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.
13. **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.

14. **How do I see my class roster?** Go to "Users and Groups" in Control Panel (lower left), click on "Users".

15. **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. ******If you get a security warning, just select "yes"

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 integrated with Blackboard. For Panopto questions or assistance, please contact Karla Ealy-Marroquin at ealy@wsu.edu or go to http://support.panopto.com/.

18. **Will Tegrity work in Blackboard?** Yes, but only till December 30, 2015. We are switching from Tegrity to Panopto after which time Tegrity will no longer be available. If you need Tegrity content migrated to Panopto put in your request--please contact: migrationhelp@wsu.edu.

19. **What will happen with Tegrity content?** You will need to request it to be transferred over to Panopto if you want to keep using it after this semester. You can also download your own content from Tegrity to your computer if you wish. To request to have it moved for you, please contact: migrationhelp@wsu.edu.

20. **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".