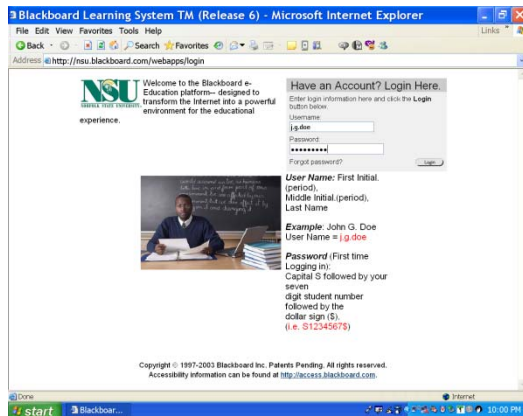


Login to NSU Blackboard at
<http://www.nsu.edu/blackboard>



The Blackboard Learning System™ is a world-class software application for institutions dedicated to teaching and learning. Intuitive and easy-to-use, this product has powerful capabilities in three key areas: Instruction, Assessment and Communication.

This brochure is published by the Office of eLearning with assistance from the Technology Advisory Group (TAG) and the Technology Systems Support Team (TSST).



BLACKBOARD TECHNICAL SUPPORT

**School of Extended Learning
The Office of eLearning
Norfolk State University
700 Park Ave.
Norfolk, VA 23504**

How to Request Blackboard Technical Support

You can request Blackboard technical support through the methods listed below.

- Email: bbtechsupport@nsu.edu
- Call Blackboard Support: 823-2328
- Call OIT Client Services: 823-8678
- Web: <http://www.nsu.edu/blackboard>

Please have the following **required** information ready when you contact the Blackboard Support Team:

- Last name and first name
- Blackboard user name (i.e., Blackboard login account)
- Contact information (**NSU email address** & telephone number)
- Course ID with section number (e.g., ENG101-01) if course-related
- Brief description of your request

The Blackboard Support Team will review your request and reply to you as quickly as possible.

Frequently Asked Questions

For Faculty

How does a new faculty member apply for a Blackboard user account?

Under OIT REQUESTS section at <http://www.nsu.edu/forms/>, please find the form called “Resource Authorization Request / OIT Request Form & Information Security Access Agreement”. Print the form, fill out and sign it. Please mention “Blackboard” on the “Other” area of Section III for Blackboard account request. Submit the form to OIT Help Desk.

How can instructors make their courses available to students?

Go to Control Panel-> Course Options-> Settings-> Course Availability -> click Yes.

Can instructors change course names and descriptions?

Yes. Make changes from Control Panel-> Course Options-> Settings-> Course Name and Description. Note that Course ID cannot be changed.

How to enroll or remove users in a Blackboard course-site?

Go to Control Panel -> User Management -> Enroll user or Remove Users from Course.



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Can instructors add TA, Course Builder and Grader into their courses?

Yes. First, use “Enroll User” to add the person into the course. Then, go to Control Panel -> User Management -> List/Modify Users -> type Last Name/Username/Email to Search, or List All to find the added person. Select Properties-> change Role to TA or Course Builder or Grader.

For Students

What is a student’s Blackboard user name and default password?

User Name: same as your NSU email account

Default Password for first time logging in: Capital “S” followed by seven digit NSU student ID and the dollar sign (\$). Please use the middle seven digits of the eleven-digit ID number on your student card, i.e., remove the first two digits and the last two digits. For example, if your student card has 12345678901 for your student ID, the default password is S3456789\$.

If you cannot see your course on Blackboard, what do you need to do?

Please contact your instructor or Blackboard Support Team. There could be two reasons: (1) The instructor has not set the course-site available to students, so no one in the class can access to the course. (2) You have not been enrolled in that course on Blackboard.

For Faculty and Students

How to login to Blackboard?

There are two ways to do it: (1) Go to the NSU home page -> click on “Blackboard” on left top of the page -> click on the Login button. (2) Type <http://www.nsu.edu/blackboard> as URL on web browser -> click on the Login button.

How to find courses after login to Blackboard?

There are two ways to do it: (1) Go to the Courses tab -> you will see your courses under Course List. (2) You can go to the My Institution tab -> find your courses in the My Courses module.

How to change password?

You can change the password by going to My Institution -> Personal Information under Tools -> Change Password.

