



BLACKBOARD
TECHNICAL SUPPORT



Frequently Asked
Questions

BLACKBOARD SUPPORT PROCEDURE FOR IPOD PILOT PROJECT



You can request Blackboard technical support through the following methods.

- Email bbtechsupport@nsu.edu
- Call (757) 823-2753

Please have the following required information ready when you send email or call:

- Last name and first name
- Blackboard login name
- Contact information (NSU email address & telephone number)
- Course ID (SWK416 or SPN112)
- Brief description of your request

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

How to login to NSU Blackboard?

Go to the NSU home page -> click on "Blackboard" on left top of the page -> click on the Login button on the Blackboard Technical Support web site.

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.

If you cannot see the contents in the iPod format on Blackboard, what to do?

Please check with your instructor if the contents are set available to students.

How do you reset Blackboard password if you forgot it?

Click on the link [Forgot password?](#) on the Blackboard login page to reset your password by yourself. The tutorial for changing password is available at <http://www.nsu.edu/blackboard/blackboardtutorial.html>