**Brooklyn College Student Blackboard Support**  
Student Frequently Asked Questions (FAQ)

### Getting Started
1. What do I need to do to enter Blackboard for the first time?  
2. How do I login to Blackboard?

### Changing Username/ Password
3. I can't remember my CUNY portal (Blackboard) password. What do I do?  
4. How can I ask for a new CUNY portal (Blackboard) password if I am a visitor?  
5. How do I change my CUNY portal (Blackboard) password?

### Accessing Courses
6. I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?  
7. Can I use an AOL browser to access blackboard?  
8. I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

### Getting Email
9. Why am I not receiving e-mails from my Blackboard classes?  
10. Where can I find the e-mail address linked to Blackboard?  
11. How can I change my e-mail address in Blackboard?  
12. How do I access my Brooklyn College email account?

### Sharing Documents
13. How can I find the digital drop box in Blackboard?  
14. How do I access the Assignment or SafeAssignment functions?  
15. What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?  
16. Which are the differences between Assignment and SafeAssignment?  
17. I am having problems uploading documents to Blackboard. Can you give me some help?  
18. How do I upload iTunes Content on Blackboard?

### Answering Online Test
19. How do I answer online Tests & Quizzes on Blackboard?  
20. What do I need to do if I have technical issues when taking the test?

### Working with Discussion Thread
21. What is a threaded discussion on a Blackboard Discussion Board list?  
22. Where do I access a Group Discussion on Blackboard?

### Finding Help
23. Where can I find the Blackboard Manual?  
24. Where can I ask for help on Blackboard?

### Others
25. Courses from a previous semester are still listed in My Blackboard site under “My Courses”. I only want to see the courses that I am currently taking. How can I eliminate these links?  
26. How do I enroll myself in a Blackboard organization?  
27. Where do I find grades for my Blackboard classes?  
28. What plug-ins should I use for Blackboard?
Getting Started

1- What do I need to do to enter Blackboard for the first time?

Answer
If you are a Brooklyn College student, faculty or staff member, a Blackboard account has been reserved for you. Before using it, you must first set the account up, specifying your account preferences. Blackboard is accessed through the CUNY Portal.

CUNY Portal and BC WebCentral are different sites

To set up or verify your CUNY Portal account:
1- From any Internet-accessible computer visit the CUNY portal at https://cunyportal.cuny.edu
2- For your one-time account set up, click on Register for a New Account>> link
3- You will be given several options. If you are a student, click on Student.
4- On the user validation screen, enter your last name (case not important), your 9-digit Student ID number [Social Security number] and your birth date. Click the Next button.

5- On the following screen confirm that the information you have entered is correct. Click Confirm if correct data is entered. If you made a mistake, click Cancel and re-enter your information.

Possible Problem: If the screen says "One or more fields below did not exactly match the data we have in our records. Please try again" then enter your information again. 

Note: If the screen shows the same message, it may be due to a problem during the registration process.

Resolution: If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, please contact:

Brooklyn College Help Desk [Monday – Friday, from 9:00 AM – 5:00 PM]:
E-mail: <HelpDesk@brooklyn.cuny.edu>
Telephone: 718.677.6180

Include in your email the following information:
a- Your full name  
b- Your date of birth  
c- Your email address  
d- Courses in which you are enrolled  
e- An Explanation of the problem

6- Now you must select a username. The log-in process will choose one for you (usually your first initial and last name) but you may change this if you wish. After the username, select a password and enter it twice. Enter your preferred e-mail address as well. This will be made available to your professor and fellow students. Click on the Save button, after checking your information for correctness.
Password Rules: Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

7- You have completed the account set-up. Be sure to WRITE DOWN your username and password in a secure place.
8- You should wait for a minute, and then you will be able to login.

2- How do I login to Blackboard?

Answer
1- From any Internet computer visit the CUNY portal at https://cunyportal.cuny.edu
2- Enter your username and password into the Authentication window and then click on the Log-In button.

3- Choose Blackboard button

4- You will be brought to your own Blackboard Welcome page!
Changing Username/Password

3- I can't remember my CUNY portal (Blackboard) password. What do I do?

Answer
The following steps will walk you through requesting a new password and username.

1- Go to the CUNY Portal Login page at https://cunyportal.cuny.edu
2- Click on the Account and Password Reset>> link.

3- You will be brought to a Validate CUNY Affiliation page where you will have to type in your information:
   a. Last Name
   b. Social Security Number
   c. Date of Birth

4- After completing the form click the Next button.
5- On the following screen confirm that the information you have entered is correct. If you made a mistake, click Cancel and re-enter your information.
The Password Reset page will show you your username and the option to create a new password.

7- Type your new password twice.
8- Click the Save button.

Resolution: If you are having trouble registering with the CUNY Portal because of incorrect information or an inability to verify your information, please contact:

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E-mail: <HelpDesk@brooklyn.cuny.edu>
Telephone: 718.677.6180

Include in your email the following information:

a- Your full name
b- Your date of birth
c- Your email address
d- Courses in which you are enrolled
e- And an Explanation of the problem
4- How can I ask for a new CUNY portal (Blackboard) password if I am a visitor?

Answer
The following steps will walk you through requesting a new password and username. You must have a valid CUNY Portal username to request a password.

1-Go to the CUNY Portal Login page at https://cunyportal.cuny.edu
2-Click on the E-mail a New Password>> link.

3-Enter your username and press the E-mail Password button.

4-Click on E-mail Password button.

IMPORTANT: You will receive your password within a minute at the e-mail address associated with your CUNY Portal account. If you do not remember your e-mail listed at CUNY Portal, please contact:

Brooklyn College Help Desk [Monday – Friday, from 9:00 AM – 5:00 PM]:
E-mail: <HelpDesk@brooklyn.cuny.edu>
Telephone: 718.677.6180
Include in your email the following information:
a- Your full name  
b- Your date of birth  
c- Your email address  
d- Courses in which you are enrolled  
e- And an Explanation of the problem

5- How do I change my CUNY portal (Blackboard) password?

Answer
1- From any Internet-accessible computer visit the CUNY portal page at https://cunyportal.cuny.edu
2- Enter your username and password into the Authentication window and then click on the Log-In button.
3- Look to the upper right of the page and click on the My Profile link.
4- On the User Profile screen, click the Modify button.
5- Scroll down to the **Change your Password** option. Type your old password, new password and new password again.  
**NOTE:** The CUNY Portal remembers your last 5 passwords. Do not use any of them.

6- Click the **Save** button.  
**Password Rules:** Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation.

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**Accessing Courses**

6- I was able to open My Page at CUNY Portal, but I did not find a Blackboard link on the site. What do I do?

**Answer**

If you do not find a Blackboard link on My Page at the CUNY Portal, it is because you have a duplicate account and you entered wrong username. To verify your valid username, access **contact Brooklyn College Help Desk** [Monday – Friday, from 9:00 AM – 5:00 PM]:  
E-mail: <HelpDesk@brooklyn.cuny.edu> Telephone: 718.677.6180

Include in your email the following information:  
- Your full name  
- Your date of birth  
- Your email address  
- Courses in which you are enrolled  
- And an explanation of the problem
7- Can I use an AOL / Google Chrome/ Opera browsers to access Blackboard?

Answer
AOL / Google Chrome/ Opera browsers are not fully integrate with Blackboard. You should use another browser. A good option is to download Mozilla Firefox from <http://www.mozilla.com/en-US/firefox/>, which performs fine with Blackboard and is free.

8- I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren't they listed?

Answer
Blackboard sites are created automatically for each course, but the professor has the option of using Blackboard or not. Ask your professors if your class is using Blackboard.

If you are sure your class is using Blackboard, but you cannot access the site:
1- Your professor may have forgotten to make the site available. You should contact your professor via email or in class and ask them to check on course availability.

2- You may have a status problem. If this is the case, you have to check at the Registrar office / Enrollment Services Center, West Quad Center, 1st Floor/ Phone: (718) 951-5441/ Website: <http://www.brooklyn.cuny.edu/pub/1013.htm> or Bursar office Phone (718) 951-5200. Once you fix that problem, you should be in the system within 24 hours.

EXCEPTION: It is not often, but the course you are taking could have set-up problems. In those cases the professor should contact the Blackboard administrator.

Getting Email

9- Why am I not receiving e-mails from my Blackboard classes?

Answer
Your Brooklyn College e-mail address (@bcmail.brooklyn.cuny.edu) should be your default email address on Blackboard, but Blackboard system will keep the primary e-mail you entered the first time you enrolled in a class at Brooklyn College.

Some popular e-mail providers, such as Yahoo, Hotmail, and even AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder.

If you are using the Brooklyn College email and are not receiving your messages through Blackboard, please check your settings to make sure that you do not have all e-mail from Blackboard defaulted to your junk folder.

10- Where can I find the e-mail address linked to Blackboard?

Answer
1. Logon to Blackboard.
2. Click on the Personal Information link in the Tools box on the left side of the HOME tab.
3. Press the Edit Personal Information link.
4. This will display the currently personal info (First, Middle, Last Name, and Email).

5. Click the Cancel or Submit buttons.

6. Press the Ok button to go back to the Blackboard Welcome page.

   **Note:** Students can not modify their personal info.

11- How can I change my e-mail address in Blackboard?

**Answer**

Only one email address can come into Blackboard. Therefore, the email address that is active in the CUNY portal is brought into the Blackboard system. If this address is not the one you use, you can now change it **ONLY** to a **CUNY RELATED EMAIL ADDRESS** in Blackboard.

1. Logon to Blackboard.
2. Click on the **Update Email** link in the Tools box on the left side of the HOME tab.
3. This will display the currently email address and allow you to change it to a CUNY email address. Enter the new Email twice.

4. Click the Submit button.
5. Press the OK button at the receipt page.

Note: This will not change the email address used in the CUNY Portal or any other CUNY system. It will ONLY change the email used by Blackboard.

12- How do I access my Brooklyn College email account?

Answer
To access your Brooklyn College email account you need to know your Email ID and Email Password. This is not the same as your WebCentral ID and Password.

What is my email ID?
Your Email ID is automatically assigned to you during your first week of classes at Brooklyn College and will remain the same until you graduate. To find your E-Mail ID, do the following:

1- Logon to WebCentral.
2- Click the My Info tab.
3- Select **My Personal Info** link.

At the top of the left column, there will be a channel called "My Personal Info". Your Email ID is listed below your phone number. Note: Your full BC email address is listed below your Email ID, but only the part before the '@' sign is required when logging on.

**What is my email password?**

Your Email password is automatically assigned to you and depends on when you first enrolled at Brooklyn College.

*If you enrolled in Summer/Fall 2008 or later:*
- Your initial email password is a combination of the month and day of your birthday plus the last 5 digits of your Student ID number (SSN). The format is MMDDSSSSS.
- For example: If you were born on May 10th and your SSN is 123456789, your email password would be 051056789.

*If you enrolled in Spring 2008 or earlier:*
- Your email password is your full 9-digit Student ID (SSN).

**Connecting to Your BC Email Account**

Once you know your Email ID and password, you can connect to your email account as follows:

1- If you have not already done so, [Login to WebCentral](#) and go to the My Info tab.
2- Find the My BC Email channel in the right column.
3- Click the **Login to My BC Email** button.

![Click the Login to My BC Email button](image)

4- A new window will open up prompting you for your User Name and Password. **Your User Name is your Email ID.**

![Authentication Required](image)

5- You should now be connected to your BC email account.

If you are having trouble accessing your Brooklyn College email please contact:

**Brooklyn College Network Support Group** [Monday – Friday, from 9:00 AM – 5:00 PM]
E-mail: <portal@brooklyn.cuny.edu>
Telephone: 718-677-6180

Include in your email the following information:
- Your full name
- Your date of birth
- Your email address
- Courses in which you are enrolled
- And an explanation of the problem

**Sharing Documents**

13- How can I find the digital drop box in Blackboard?

**Answer**

**THE DIGITAL DROPBOX IS NOT LONGER AN OPTION ON BLACKBOARD.** Assignment and SafeAssigment are the new tools that instructors and students can use to exchange files.
14- How do I access the Assignment or SafeAssignment functions?

Answer
Assignments or SafeAssignments are part of the Content Area, and you need to ask your professor where the link is.

To add Papers
1. Select the content area where the Assignment or SafeAssignment is
2. Click the View/Complete link
3. Type comments in a text box
4. Press the Browse button, to select the file from your computer
5. Click the Submit button.

Students can submit papers in Word (.doc), Plain Text (.txt), Rich Text Format (.rtf), PDF, and HTML formats. Files exchange using the Assignment or SafeAssignment feature can be submitted only once.
15- What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?

Answer
Contact your Professor and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and allow you to submit the paper again.

16- Which are the differences between Assignment and SafeAssignment?

Answer
SafeAssignment checks your work against both an institutional and a global database. "Institutional database" refers to submissions to a CUNY-wide database only. "Global database" refers to submissions by a global community of SafeAssign users. Submitted papers (not drafts)
will automatically become part of the institutional database. Submission to the global database is
global and irrevocable, but it may provide greater protection for your work from infringement by
others.

After students submit SafeAssignments, there is a slight delay between the upload and the
availability of the SafeAssign report (if professors allowed students to view it). Results are
normally available within 10-15 minutes

17- I am having problems uploading documents to Blackboard. Can you give me some help?

Answer
- Use ONLY alphanumeric characters (A-Z/0-9, no spaces or punctuation) when
  naming a file to be uploaded.

  You will get an error message instead of the document attached or posted in the course if
  the name of the document is too long and do not have the underscore "_" between
  words.

  Avoid space in the file name or use underscore "_" between the words.

  Example of proper format:
  o Adolescents_should_not_be_allowed_to_make_their_own_life_and_death_decisions.doc

- Be patient, wait for the "content successfully added" receipt. DO NOT click elsewhere
  while uploading a file.

18- How do I upload iTunes Content on Blackboard?

Answer
iTunes U is a free application for Mac and PC. It plays all your digital music and video. It syncs
content to your iPod, iPhone, and Apple TV. To get access you must download iTunes at <http://www.apple.com/itunes/download/>

1. Logon to Blackboard.
2. Go to the course to which you will add the iTunes U content.
3. Click the Content Area where the iTunes U content is.
4. Click the iTunes U link to open your iTunes site.

5. Choose the **Upload and Manage Files** link.

6. To upload a file, click Add New File and select the file.

7. Upload files on iTunes U will take time.
8. Click the **Done** button.

**Note:** iTunes U only accepts files for upload that are less than 1 gigabyte (GB). Audio files must be either AAC or MP3 with appropriate file extensions (.m4a, .mp3). To use specific cover artwork with an audio track, use the AAC file type format (.m4a). Video files must be MPEG-4 with H.264 compression with appropriate file extensions (.mp4, .m4v, .mov). If you...
are using QuickTime to create and edit video content, export your videos by choosing Movie to iPod from the Export pop-up menu in QuickTime Pro.

Answering Online Test

19- How do I answer online Tests & Quizzes on Blackboard?

Answer

Tips before the exam
- Quit all other applications (e.g., Word, iTunes, games, IM tools) unless otherwise directed by your Instructor.
- Rebooting your computer may free resources and avoid interference from applications running in the background.
- Open only one browser window.
- Click the link **once** to enter the test. Wait for the page to load completely.

1. Logon to Blackboard.
2. Go to the course to which you will answer the test.
3. Click the **Assignment** link in the menubar or the content area where the assignment is.
4. Read the instructions carefully.

5. Choose the assessment’s link and then the **OK** to begin test.
6. For one-at-a-time question presentation, press the **Save and Submit** button once to move to the next question.

7. Click **OK** to review results.

**20- What do I need to do if I have technical issues when taking the test?**

**Answer**

If you lose power, your browser quits, you lose Internet connectivity, or have any other technical issue, contact your **Instructor immediately** and explain in detail what happened. Do not wait to the last minute to take the test.
Creating a Discussion Thread

21- What is a threaded discussion on a Blackboard Discussion Board list?

Answer
The threaded discussion list is located within the Discussion Board under the Communication button of Blackboard. There, faculty and students can post their response on course-related discussions at a time that is convenient to them. In some cases you can find the threaded discussion list within the content sections (e.g. Week 1, Section 1, or Lesson 1).

22- Where do I access a group Discussion Board on Blackboard?

Answer
1. Logon to Blackboard.
2. Go to the course to which you will access the group Discussion Board.
3. Click the Communication button in the menu bar.
4. Press **Group Pages** link in the Communication page.

5. Select the hyperlink group name listed in the Group Pages site.

6. Press the function link (**Group Discussion Board**), the link for the forum, and then the **Thread** button in the tool bar.
7. To add a Discussion Board Thread follow instructions for question 20 (above)

Finding Help

23- Where can I find the Blackboard Manual?

Answer
A detailed student manual for Blackboard is available from any Brooklyn College Blackboard course; just select the Tools menu in your course and click on User Manual. More documentation is also available by clicking on the HELP icon while logged into the Brooklyn College Blackboard website.
24- Where can I ask for help on Blackboard?

Answer

- On-campus, please visit the Library Cafe (lower level, Whitehead Hall; or Library New Media Center (2nd floor, Library; click the following links for hours:

  Library Cafe: <http://ait.brooklyn.cuny.edu/librarycafe/page.php?view=hours>
  Media Center: <http://dewey.brooklyn.cuny.edu/library/about/hours/>

- Off-campus, you may contact: Information Technology Services (ITS) Help Desk
  Phone: (718) 677-6180
  E-mail: helpdesk@brooklyn.cuny.edu
  Hours: Monday - Friday, from 9:00 AM to 5:00 PM

Online support for the CUNY Portal is available HERE

Others

25- Courses from a previous semester are still listed in My Blackboard site under My Courses. I only want to see the courses that I am currently taking. How can I eliminate these links?

Answer

By selecting the pencil tool in the upper right corner of the My Courses module, you can uncheck any courses that you don't want displayed.

26- How do I enroll myself in a Blackboard organization?

Answer

1. Logon to Blackboard.
2. Enter the organization's name in the Organization Search box, and then press the Go button.
3. It will bring you to the Organization Catalog page.
4. Click the **Enroll** button close to the organization's name.

5. If the organization require an enrollment access code from the Leader. Enter the enrollment access code.
6. Click the **Submit** button.
7. Click **OK** in the confirmation page.
Note: You will find the organization link into My Organizations box in the Welcome or Brooklyn College page.

27- Where do I find grades for my Blackboard classes?

Answer
There are two different ways:

1. From your Blackboard course site
   a- Go to the individual course site to see your grade for that course
   b- Click on the Tools button
   c- Click on the My Grades option

2. From your Brooklyn College tab
   a- Within Tools menu, click on View Grades link
   b- Click the link for the course site that you are checking for your grade

28- What plug-ins should I use for Blackboard?
Answer
Microsoft Office is highly recommended. If you do not have Microsoft Office, click the following links to install these programs.

- **PowerPoint Viewer**


Some course documents are in Adobe Acrobat Reader (PDF) format and you will need it to be able to open the course documents. Click the link below and follow the steps.

Adobe Acrobat <http://www.pdf-9-d0wnload.com/>

To handle various formats of digital video, sound, animation, and music you should download the following programs:

Adobe Flash Player <http://get.adobe.com/flashplayer/>


QuickTime <http://www.apple.com/quicktime/>

Real Player <http://www.real.com/>


iTunes <http://www.apple.com/itunes/>

**NOTE:** All software listed above is free of charge.
To activate a hyperlink in a Word document, hold CRTL and click the hyperlink.

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