Guide for Student

Getting Started
1. What is CourseCentral / Sakai?
2. What do I need to do to enter CourseCentral / Sakai for the first time? (For student with and without Brooklyn College WebCentral portal account)

Changing Username/ Password
3. I can’t remember my CourseCentral / Sakai password and Central ID?

Accessing Courses
4. Which browser should I use with CourseCentral / Sakai?
5. I was able to open my CourseCentral / Sakai site, but I did not find the course tab. What do I do?
6. I am registered in several courses, but some of my classes are not showing up on my CourseCentral / Sakai site. Why aren’t they listed?

Getting/Sending Email
7. Why am I not receiving e-mails from CourseCentral / Sakai classes?
8. How do I access my Brooklyn College email account?
9. How can I change my CourseCentral / Sakai e-mail address?
10. How to send email to site participants in Sakai?

Sharing Documents
11. What is a Drop Box?
12. How can I work with the Drop Box in CourseCentral / Sakai?
13. How do I add / delete Resources in CourseCentral / Sakai?
14. How do I access Assignments in Sakai?
15. What do I need to do if by mistake I submitted the wrong Assignment?
16. I am having problems uploading documents to CourseCentral / Sakai. Can you give me some help?
17. How do I add podcast in CourseCentral / Sakai?

Answering Online Test
18. How do I answer online Tests & Quizzes in CourseCentral / Sakai?
19. What do I need to do if I have technical issues when taking the test?

Creating a Discussion Thread
20. What is a threaded discussion on a CourseCentral / Sakai?
21. How can I post a new thread in CourseCentral / Sakai?

Finding Help
22. Where can I find the CourseCentral / Sakai manual?
23. Where can I ask for help on CourseCentral / Sakai?

Others
24. Courses from a previous semester are still showed in the CourseCentral / Sakai site. I only want to see the courses that I am currently taking. How can I eliminate these tabs?
25. Where do I find grades for my CourseCentral / Sakai classes?
26. How do I add item to my personal Schedule in CourseCentral / Sakai?
27. What plug-ins should I use for CourseCentral / Sakai?
Getting Started

1. What is CourseCentral/Sakai?

Answer

CourseCentral is Brooklyn College’s implementation of Sakai, a free and open source Course Management System. It features a set of software tools designed to help instructors, researchers and students collaborate online in support of their work—whether it be course instruction, research or general project collaboration. It is an alternative to Blackboard Learning Management System.

2. What do I need to do to enter CourseCentral / Sakai for the first time?

Answer

For student with Brooklyn College WebCentral portal account

1. From any Internet computer visit the CourseCentral/ Sakai site at <https://learn.brooklyn.edu/xsl-portal>

2. Choose the LOGIN button.

3. Enter your Brooklyn College WebCentral username and password and click on the Log In button.
4. Select the course tap.

For student without Brooklyn College WebCentral portal account

1. From any Internet computer visit the Brooklyn College WebCentral portal at <http://portal.brooklyn.edu>

2. Choose the Create an Account link within the New User module and follow the steps to create your Central ID.

3. Follow instructions at the top of the page (For student with Brooklyn College WebCentral portal account).

Changing Username/ Password

3. I can’t remember my CourseCentral / Sakai password and Central ID?

Answer

1. From any Internet computer visit the Brooklyn College WebCentral portal at <http://portal.brooklyn.edu>
2. Choose the Forgot your Password or Central ID link.
3. Enter your 9-digit ID (ssn) without dashes and click the Proceed to Next Step button.

4. Enter your PIN number and Date of Birth, and then click the Proceed to Next Step button.

Note: Your BC PIN Number is a six digit number used to access WebSIMS. Unless you have previously changed your PIN number through WebSIMS, it is initially set to your date of birth in MMDDYY format. If you do not remember your PIN Number or are having problems, please contact the Registrar's Office at: 718-951-5441.

5. Choose your new password twice and press the Complete Registration Process button.

Note: Passwords must be at least 6 characters. They can contain any alphanumeric character (A-Z/0-9), no spaces or punctuation. DO NOT use PIN number.
If you are having trouble registering with the WebCentral Portal because of incorrect information or an inability to verify your information, please contact:

Brooklyn College WebCentral Portal Support [Monday – Friday, from 9:00 AM – 5:00 PM]:
E-mail: <portal@brooklyn.cuny.edu>
Telephone: 718-951-5383

Include in your email the following information:
  a- Your full name
  b- Your email address
  c- Four digit registration code for the course
  d- And an Explanation of the problem

Accessing Courses

4. Which browser should I use with CourseCentral / Sakai?

Answer

- **Windows**
  Internet Explorer 7.0 and newer
  Mozilla Firefox 2.0 and newer

- **Macintosh**
  Mozilla Firefox 2.0 and newer

- **Other platforms**
  Mozilla Firefox 2.0 and newer

Other considerations
You may get unexpected results if you use two browser windows to access the same Sakai 2.6 tool at the same time. For best results, use one browser window to work in Sakai 2.6.

**Note:** To determine which version of Internet Explorer or Firefox you are using on a Windows computer, in the browser, click Help, and then click About Internet Explorer or About Mozilla Firefox. On a Macintosh, from the Firefox menu, select About Mozilla Firefox.

The Sakai My Workspace page

![The sites you belong to are displayed in tabs at the top of the screen near to My Workspace tab.](image-url)
**My Workspace** provides users with a private area and tools to manage it. In **My Workspace** you can set email preferences, store materials for your own use, and work with your calendar.

The sites you belong to are displayed in tabs at the top of the screen near to **My Workspace** tab. To access these sites tab you should click each of them.

5. I was able to open my CourseCentral / Sakai site, but I did not find the course tab. What do I do?

**Answer**

1. Logon to Sakai.
2. Go to the **My Workspace** tab.
3. Click the **Membership** or **Worksite Setup** button in the menubar.

**Membership** and **Worksite Setup** links display the list of worksites to which you belong and/or on which you can take some action, such as **Join**, **Edit** or **Delete**, if you have access to the appropriate permissions.

If you are having trouble finding the WebCentral course under the **Membership** and **Worksite Setup** links in the menubar, **please contact**:

Brooklyn College WebCentral Portal Support [Monday – Friday, from 9:00 AM – 5:00 PM]:
E-mail: &lt;portal@brooklyn.cuny.edu&gt;
Telephone: 718-951-5383

Include in your email the following information:
- Your full name
- Your email address
- Four digit registration code for the course
- And an explanation of the problem

6. I am registered in several courses, but some of my classes are not showing up on my CourseCentral / Sakai site. Why aren't they listed?

**Answer**

CourseCentral / Sakai sites are created for each of the course that requests them. Ask your professors if your class is using Blackboard or CourseCentral / Sakai.

If you are sure your class is using CourseCentral / Sakai, but you cannot access the site:
Getting/Sending Email

7. Why am I not receiving e-mails from CourseCentral / Sakai classes?

Answer

Your Brooklyn College e-mail address (@bcmail.brooklyn.cuny.edu) should be your default email address on WebCentral, but can change it for Non-BC email address.

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

Note: Please note that your Non-BC email address may be used to contact you. However it is not a substitute for a BC email address, which provides access to various services and systems and is the primary communication address for official college messages.

Resolution: If you are having trouble registering with the WebCentral 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
8. 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.
4. A new window will open up prompting you for your User Name and Password. Your User Name is your Email ID.
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 email address
- Four digit registration code for the course
- And an Explanation of the problem

9. How can I change my CourseCentral / Sakai e-mail address?

**Answer**

1. Logon to Sakai.
2. Click the **My Info** tab.
3. Select **My Personal Info** link.
4. Press the **Edit** link in the Personal Email section.
5. Enter the New E-mail Address and click the **Submit** button.

10. **How to send email to site participants in Sakai?**

**Answer**

1. Logon to Sakai.
2. Go to the course tab to which you will send e-mail messages.
3. Click the **Mailtool** link in the menubar.
4. Select the checkboxes to enable the desired option.
5. If you want to send a copy to non-site-participant, enter the recipient's email address in the **Other recipient(s)** text field.
6. Enter a subject and a message. If the WYSIWYG editor is configured, you should be able to type messages using HTML formatting options. Finally check **Send me a copy** if desired.

7. Click the **Send Mail** button.
8. On the confirmation screen select **OK**.

**Note:** File attachments will not be archived in Email Archive. Only the attachment details (file name and size) will be recorded.

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**Sharing Documents**

11. **What is a Drop Box?**

**Answer**

The Drop Box is a tool that instructors and students can use to exchange files within a private folder for each student. Access to the Drop Box is available from the Drop Box area located in the menubar section on the **CourseCentral / Sakai** course. The Drop Box also allows nested folders (folders within folders).
12. How can I work with the Drop Box in CourseCentral / Sakai?

Answer
Adding Drop Box documents
Your site's Drop Box should contain a folder for you, but you can add folders within the Drop Box folder.

1. Logon to Sakai.
2. Go to the course tab to which you will post the document.
3. Click the Drop Box link in the menubar.
4. From the "Add Item Type" drop-down list, select Upload Folder.
5. Click the **Browse/ Choose File** to find and select a file.
6. Press the **Upload Files Now** button.

**Note:** Site participants cannot see Drop Box folders belonging to other participants. Participants are able to see and access only their own Drop Box folders and subfolders.

**IMPORTANT!** Use ONLY alphanumeric characters (A-Z/0-9, no spaces or punctuation) when naming a file to be uploaded
Editing / Removing Drop Box folders

1. Logon to Sakai.
2. Go to the course tab to which you will edit/ remove the document.
3. Next to the Drop Box or existing folder, click the Actions drop-down list, and select one of the listing choices.

4. Do the changes and click the Update/Remove button.

The Sakai Course Page

13. How do I add / delete Resources in CourseCentral / Sakai?

Answer

Resources allow you to post documents, URLs to other websites, etc. Information posted into My Workspace site is private and transferable to any of the course site. By default the Resources choice should be available for student in the Sakai Course page.

Adding resources

1. Logon to Sakai.
2. Go to the course tab to which you will add resources.
3. Click the Resources link in the menubar.

4. Select the Add drop down box close to the course name, and then the Upload Files choice.
5. Click Browse button, and then find and select the file you’d like to upload.
6. Enter the information for Display Name and Email Notification if needed.
7. Click the **Upload Files Now** button.

**Note:** You can only upload 100 MB worth of files at one time. You may need to upload large files one at a time.

**Deleting resources**
1. Logon to Sakai.
2. Go to the course tab to which you will delete the resource.
3. Click the **Actions** drop down box near to the resource name, and then the **Remove** choice.
4. Press the **Remove** button at the Remove confirmation... screen.

**14. How do I access Assignments in CourseCentral / Sakai?**

**Answer**
Assignments are private; student submissions are not visible to other users of the site.
1. Logon to Sakai.
2. Go to the course tab to which you will access the Assignment.
3. Click the **Assignment** link in the menubar.
4. Click the assignment’s link.
5. Read the instructions carefully.
6. Type your comments in the textbox or use the **Add Attachments** button to include documents.

7. Press the **Browse / Chose File** button, locate and select the file you want to attach and click the **Open** button.

8. Click the **Continue**.

9. Press the **Submit** button.
10. Click the **Back to list** button or the refresh icon 🔄 to return to the Assignment List page.

**Note:** By default student are allowed to submit assignments only once.

Use the refresh icon 🔄 to go back to a previous page instead of the web browser arrows

15. What do I need to do if by mistake I submitted the wrong Assignment?

**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. I am having problems uploading documents to CourseCentral / Sakai. 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.
- Sakai accepts files in Microsoft Word (doc and docx) / TXT / RTF / PDF formats only. Please DO NOT upload files in any other formats, including JPEG / ZIP
- Be patient, DO NOT click elsewhere while uploading a file.
- Avoid having space in the file name. Use underscores "_" between the words or short name with space; no special characters such as apostrophe, comma, bang (!), quotes, and parenthesis will work too.

17. How do I add a podcast in CourseCentral / Sakai?

**Answer**
The Podcasts tool allows site leaders to store and distribute multimedia content to site participants. Participants may download materials manually or via an RSS feed. Different file types are supported within a podcast, including .mp3, .mp4, and .ppt.

Instructor can add permissions based on participant roles. Permissions that are set in Resources cannot be changed in the Podcasts tool.

**Adding a podcast**
1. Logon to Sakai.
2. Go to the course tab to which you will add a podcast.
3. Click the Podcast link in the menubar.

4. Select the Add link in the top of the page.

5. Click Browse, and then find and select the file you'd like to upload.
6. Next to "Publish Date/Time", click the calendar icon, and then select the date and time you want your file to become available.

7. Enter Title and Description for your file in the text box.
8. Click the ADD button.
Note: Podcasts that you post on your site are stored in Resources. A Podcasts folder is automatically created in Resources when you add the Podcasts tool to your site.

Answering Online Test

18. How do I answer online Tests & Quizzes in CourseCentral / Sakai?

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 Sakai.
2. Go to the course tab to which you will answer the test.
3. Click the **Tests & Quizzes** link in the menubar.
4. Read the instructions carefully.
5. Choose the assessment’s link and then the **Begin Assessment** button to start the test.

6. For one-at-a-time question presentation, press the **Save and Continue** button once to move to the next question.
7. Click the **Submit for Grading** button to finish.
8. Choose the **Submit for Grading** button again at the Assessment Submission Warning page.

9. Click **Continue** to see the final score.

10. If the assessment is ready for review, you may click on its title to see the feedback.

**Note:** By default, students are allowed to submit assignments only once. Use the refresh icon or the **Previous** button to go back to a previous page instead of the web browser arrows.
19. 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

20. What is a threaded discussion on a CourseCentral / Sakai?

Answer
Forums is a communication tool that instructors or site leaders can use to create an unlimited number of discussion forums for their course or project sites. The Forums tool is designed to be an effective tool for both academic and collaborative work, and is integrated closely with other tools such as Resources and Gradebook.

Asynchronous discussion provides an opportunity for your site participants to engage site resources and each other, and allows for the free expression of convergent and divergent ideas. Interactions can be assigned a point value and sent to the Gradebook with comments.

21. How can I post a new thread in CourseCentral / Sakai?

Discussion and Private Messages is a communication tool that instructors or site leaders can use to create an unlimited number of discussion forums for their course or project sites.

Creating a forum
1. Logon to Sakai.
2. Go to the course tab to which you will post the new thread.
3. Click the Forum link in the menubar.

4. To see the main question, press the Read Full Description link.
5. Select the forum’s link to post the New Thread.
6. Enter the required information for title (limited to 75 characters), and type your comments in the textbox or use the Add Attachments button to include documents.

7. Click the Post Message button.

8. To see the main Forums page, press the refresh icon.

Note: The textbox option is limited to 100 characters only.

Finding Help

22. Where can I find the CourseCentral / Sakai Manual?

Answer
A detailed student manual for Course Central / Sakai is available from any Brooklyn College Sakai course; just select the question mark in the top of the topic page.
23. Where can I ask for help on CourseCentral / Sakai?

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 Café: <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 WebCentral:
  Brooklyn College WebCentral Portal Support [Monday – Friday, from 9:00 AM – 5:00 PM]:
  E-mail: <portal@brooklyn.cuny.edu>
  Telephone: 718-951-5383

Include in your email the following information:
- Your full name
- Your email address
- Four digit registration code for the course
- An Explanation of the problem

Others

24. Courses from a previous semester are still showed in the CourseCentral / Sakai site. I only want to see the courses that I am currently taking. How can I eliminate these tabs?
Answer

1- Logon to Sakai.
2- Go to the My Workspace tab.
3- Click the Preferences button in the menubar.

4- Select the Customize Tabs link in the toolbars.
5- Sites to which you belong that are not being displayed are listed in the Sites not visible in Tabs box on the left. On the right, the Sites visible in Tabs box list the sites that are currently visible.
6- To hide a site, highlight the site from Sites Visible in Tabs and use the left arrow to move the site to Sites Not Visible in Tabs and vice versa.

7- To change the order of your sites in your tabs, highlight a site from Sites Visible in Tabs and use the up or down arrows to change the order of the site in your tabs.
8- Click the Update Preferences button.
9- Press the Cancel Changes button to remove the box message in the top of the page.
10- Click the Home button to see the changes.

Note: Hidden sites are still accessible through the Worksite Setup button in My Workspace tab.

25. Where do I find grades for my CourseCentral / Sakai classes?

Answer

There are two different ways from the Menubar:
1. Click **Tests & Quizzes** link and then the assessment title to see the feedback. You may also click the Statistics link (if available) to see assessment statistics.

2. Click the **Gradebook** link.

26. How do I add item to my personal Schedule in CourseCentral / Sakai?

**Answer**
Schedule allows student to post items in a calendar format. The calendar has day, week, month, year, and flat list views.

1. Logon to Sakai.
2. Go to the My Workspace.
3. Click the **Schedule** button in the menubar.
4. Click the **Add** button.
5. Enter the required information for title, date, and start time. Additionally, you can specify duration and end time.

6. Under "Message", use the text editor to create and format the body of your calendar item.

7. To display the event to all members of the site, check **Display to site**. To display the event only to members of a certain group, check **Display to selected groups**, and then use the checkboxes to choose which groups or sections can view the calendar item.

   **Note:** If you don't see the **Display to selected groups** option, no groups or sections are associated with your site.

8. If your event will take place more than once, you can set the frequency by clicking **Frequency**. Then use the drop-down list to select **daily**, **weekly**, **monthly**, or **yearly**.

9. Click **Save Frequency**.
10. Select the Event Type from the drop-down list.

11. Type a location for your event into the text box Next to "Event Location".
12. Under "Attachments", you can attach a file from your local computer or from Resources, or specify the URL for a file on the web.
13. Click the **Save Event** button.

You can import calendar files in Microsoft Outlook, Meeting Maker, iCalendar, or generic comma-delimited (.csv) formats. As well as merging calendars on sites you have access.

27. What plug-ins should I use for CourseCentral / Sakai?

**Answer**

Microsoft Office is highly recommended. If you do not have Microsoft Office or need to review a document saved in a later version, click the following links to install these programs:

- PowerPoint Viewer
- Word 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.


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

Windows Media Player
<http://www.microsoft.com/windows/windowsmedia/player/10/default.aspx>

QuickTime <www.apple.com/quicktime/download/>

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

Macromedia Shockwave
<http://www.adobe.com/products/shockwaveplayer/>

All software listed above is free of charge.

NOTE: To activate a hyperlink in a Word document, hold CTRL and click the hyperlink

Created by Carlos A. Cruz, Instructional Design Specialist / Blackboard and Sakai Support, Office of Academic Information Technologies, Brooklyn College / Updated 10/15/10