

I can't see my Blackboard course!

If you have registered for a course but do not see it in Blackboard, here are some points to check:

Is the instructor using Blackboard this semester?

Not all instructors use Blackboard. If you do not see a Blackboard page for one of your courses, ask the instructor if he or she is using Blackboard this semester.

Has the instructor made the course available?

By default, all courses are made “unavailable” or invisible to students. The instructor needs to make the course “available” to students at the start of the semester. If your instructor has asked you to use Blackboard and you do not see a Blackboard course, ask the instructor if the course has been made available yet.

Are you officially registered for the course?

All students who are officially registered for a course are enrolled in Blackboard courses automatically. To check your official enrollments, go to <http://banweb.hartford.edu> and click on **Student Sign-on**. **IMPORTANT:** There is a delay of a day or two from when you register for a course and when you appear in the Blackboard course. If you have just registered for the course, check back in a day or two to see if your course is on Blackboard.

Getting Help with Technology at the University of Hartford

Faculty Center for Learning Development (FCLD)

FCLD provides consulting and instructional support to faculty and staff who are using technology in teaching and learning. The FCLD Faculty Lab in Mortensen 203a is available for faculty support and use and is equipped with instructional technology- related equipment including: PCs, Macs, scanners, and projectors as well as support staff. Faculty and Staff needing support with Blackboard or other instructional technologies, should contact FCLD.

Phone: (860) 768-4661 **Email:** fld@hartford.edu

Website: <http://www.hartford.edu/fld>

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

FAQ/Submit a Ticket: <http://www.hartford.edu/studentbbsupport>

Information Technology Services (ITS) Help Desk

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner/Self-Service, campus Facebook).

Phone: (860) 768-4357 **Email:** helpdesk@hartford.edu

Website: <http://hartford.edu/ots>

Media Technology Services (MTS)

Faculty should contact MTS for assistance scheduling or implementing classroom technology (2-Way interactive video classrooms, Smart Podiums, laptops, etc.), for setting up WebEx accounts, or for scheduling and instruction for a wide variety of media equipment and resources like LCD data projectors, CD/cassette players, TVs and VCRs, digital video, and more.

Phone: (860) 768-4357 **Website:** <http://www.hartford.edu/mts>