All of Blackboard’s communication tools can be accessed by clicking on the Tools link in the menu of your Blackboard course.

**Email**
To send an email through Blackboard, click on the Email link and select one of the following:
- **All Users** – Sends an email to all members of a Blackboard course, including instructors.
- **All Groups** – Sends an email to all members of a Blackboard course enrolled in groups.
- **All Student Users, All Teaching Assistant Users or All Instructor Users** – Sends emails only to members of the course with the selected roles.
- **Select Users or Select Groups** – Allows you to select which course members or groups you would like to email. If you choose this, highlight a name and then click on the right arrow to create your recipient list (see below).

![Selecting Individual Users in Email](image)

**Selecting Individual Users in Email**
- Enter a Subject and Message.
- Add an Attachment (optional).
- Click Submit.

Although you can send email from Blackboard, you will have to leave Blackboard and log into your University email to read any messages sent to you from Blackboard. University Email: [http://webmail.hartford.edu](http://webmail.hartford.edu).

**Messages**
If your instructor has it enabled, Messages is a feature that provides each course with a private and secure system for communication that functions similar to email. Not all instructors use the Messages function, so you may want to check with your instructor before using this feature to send messages. NOTE: Messages cannot be sent to or received from users outside the course.

**Roster**
Use the search function to list the students in your course.
Groups
If your instructor is using groups, you can access your group through the Tools page. Your group name will appear as a link. Only students assigned to a particular group may access that group’s page. Each group will have one or more of the following communication tools: blogs, wikis, discussion boards, file exchange or chat.

Discussion Board
1. On the Tools page, click on the Discussion Board link.
2. Access the forum by clicking on the forum name.
3. Read posts (messages) by clicking on the subject line of the post.
4. You can reply using the Reply button in the right corner.
5. If it’s an option, new threads (discussion topics) are started by clicking the Thread button on the upper left. **NOTE: Be sure you are reading your instructor’s post when you hit reply (if you are answering his or her question), otherwise you will be replying to a fellow student.**
6. Click on the Subscribe button in a thread to have thread messages sent to you via email.
Collaboration Tools: Virtual Classroom

From your Blackboard course, go to Tools → Collaboration.

- **Lightweight Chat** – a text based chat tool, similar to instant messaging.
- **Virtual Classroom** – this tool includes the text chat, but also allows you to share websites, pictures, and class materials.

**NOTE:** You may be prompted to download the JAVA plugin. This is necessary in order to activate the chat tools. Turn popup blockers off as they will interfere with the chat tools.

**Lightweight Chat**

1. Select the Chat tool
2. The left part of the screen displays chat participants. The chat text is in the white box on the right.

3. Type your message in the compose text box and then hit Send or Enter.
4. Click on Private Message to send a private message to someone.
Virtual Classroom

Map – display a section of the Blackboard course.

Whiteboard – draws graphics, including equations.

Group Browser – displays websites.

Ask Question – send questions to instructor

Chat – text-based chat, similar to instant messaging

Virtual Classroom: Group Browser

This feature can be used to display websites to the class.

- Click onto **Group Browser**.
- Enter the website address and click Go.

The site will appear within the main window of the Whiteboard.

Virtual Classroom: Ask Question

To ask your instructor a question:

- Click onto **Ask Question**.
- Type a question in the box.
- Click **Send**. The question will now appear in the “Question Inbox,” where the instructor can respond.
Accessing Archived Chat Sessions
Your instructor may record (archive) chat sessions that you can read at a later date if you miss a chat session. To access an archived chat session, do the following:

1. From the tools menu select Collaboration.
2. Locate the session with the recording you want to view.
3. Click on the chevron and select Recordings to display the list of archives available for that particular collaboration session.

Accessing the Recording from a Collaboration Session

4. Click the name of the archive you need. The entire conversation will appear.

Choosing a Recording

Getting Help with Blackboard - Students
If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact the Computer Support Center for further assistance.

ITS Help Desk – Computer Support Center
For general computer and Internet/network support questions (passwords, Internet/email problems, printer not working, banner, grades, etc.). The Computer Support Center has evening and weekend hours.
Phone: (860) 768-5999
E-mail: its@hartford.edu
Website: http://uhaweb.hartford.edu/its/