Blackboard course sites are created automatically for all academic courses approximately sixty days in advance of the first day of the term. Students are automatically enrolled into Blackboard courses when the course is created (if the student is officially enrolled via Banner). Add/drops are updated twice daily to Blackboard from the Banner system.

Courses are created as ‘unavailable’ to students (hidden from students but accessible to the instructor). Instructors must change the setting for every course, every semester when they are ready for students to access the course. Instructions for doing so are below.

**Making Your Blackboard Courses Available to Students**

From your course in Blackboard, do the following:
1. In the Control Panel, click **Customization**.
2. Click **Properties**.
3. Under **Set Availability**, click **Yes**.
4. Click **Submit**.

Your course is now available to students and will appear on their Blackboard Home Page.
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 wishing to use the lab may contact FCLD.

**Phone:** (860) 768-4661  **Email:** fcld@hartford.edu
**Website:** http://www.hartford.edu/fcld

**Office of Technology Services (OTS) Help Desk**
For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner, campus Facebook).

**Phone:** 768-4357 (on campus) or (844) 292-3213 (off campus)
**Email:** ots@hartford.edu  **Website:** http://hartford.edu/ots
**Student Blackboard Support:** (860) 515-3742 or http://www.hartford.edu/studentbbsupport