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**

- 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 your from Blackboard. University Email: [https://outlook.com/hartford.edu](https://outlook.com/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 Create
   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.
Getting Help with Technology at the University of Hartford

**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  
**Website/File a Ticket:** [http://www.hartford.edu/studentbbsupport](http://www.hartford.edu/studentbbsupport)

**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/Self-Service, campus Facebook).

**Phone:** 768-4357 (on campus) or (844) 292-3213 (off campus)  
**Email:** ots@hartford.edu  
**Website:** [http://hartford.edu/ots](http://hartford.edu/ots)