

# UNIVERSITY OF HARTFORD

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## 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.

### ***What browser are you using?***

If you are using Internet Explorer, you may encounter difficulties with Blackboard. The recommended browser for Blackboard is **Mozilla Firefox**. To download Firefox, go to <http://www.mozilla.com>.

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## Getting Help with Technology at the University of Hartford

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### **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](mailto:ots@hartford.edu) **Website:** <http://hartford.edu/ots>

**Student Blackboard Support:** (860) 515-3742 or <http://www.hartford.edu/studentbbsupport>