Blackboard’s Alerts and Notifications let students and instructors know whenever there is activity in a course. This happens in two ways: a posting on an alerts ‘dashboard’ within a course or by email. Alerts work for both instructors and students. Instructors receive alerts whenever students update or submit an assignment and students get alerts when instructors have posted something new in their course, or when something is due or past-due. Email alerts contain a link directly to the assignment, announcement, etc.

Course participants have the ability to turn Alerts on or off for specific courses and they also have options for how often emails are sent. To change these settings, the student or instructor uses the Edit Notification Settings in the dashboard modules.

**Overview**

Here are the basic steps for setting up and using the Alerts and Notifications system.

- Activate notifications and alerts in all or select courses.
- Select which notifications you wish to receive.
- Select how you wish to receive them.

**Activating and Editing Alerts and Notifications in Courses**

To add the courses you wish include in Alerts and Notifications:

1. Click **My Places** which appears at the top any Blackboard page next to your name:

2. Under My Preferences, click **Edit Notification Settings**.

3. Your main Notifications menu opens. Under Bulk Edit Notification settings, click **Courses I am teaching**.
Select All or choose individual courses from the list of courses.

Selecting how you wish to Receive Alerts and Notifications

- On this same Bulk Notifications page, scroll down the page and make sure email is selected for those items you which to receive alerts or deselected if you do not wish to receive alerts for items.
- Click Submit.
- If you wish, you can edit individual notifications for a single course using the Edit Individual Course Settings.

Setting up a Schedule for Alerts and Notifications

Return to the main menu. Under Edit General Settings, edit email settings, removal schedule and Due Date schedule.
Accessing the Alerts and Notifications Dashboard

There are two Dashboards – one on My Blackboard and one in each course - but only the course dashboard works with the alerts and notifications. To access the course level, click on the Alerts and Notifications button in the course menu. The other dashboard, which is on the My Blackboard Home Page, is be accessed through the tab My Places ➔ Notifications Dashboard.

By default, the course dashboard includes four alerts modules, but more can be added using the Add Course Module button. These include Tasks, Calendar, Announcements, and Report Card.

- **Alerts**: Shows past due and Early Warning notifications for all courses. The instructor view shows users in each course that have past due items and/or who have generated Early Warning messages (different than the Banner early warnings). Links are provided to email students with overdue work or an Early Warning message. The student view shows any assignments, tests, or other items that are past due, as well as any early warning messages sent by the instructor.

**NOTE**: Blackboard’s Early Warning System is course tool that allows instructors to use data triggers such as grade average, due dates, or last course access and send out warnings to students. Instructions for using Early Warning are in the Blackboard Guide and on the FCLD website.
• **Needs Attention:** Shows items in a course that require some type of activity. Clicking on a listed button reveals detailed information, as well as links to assignments, tests, and surveys that have been submitted by students.

• **To Do:** Displays the status (Past Due/Due) of relevant course work and tasks. The student view shows any course items that are past due, as well as future due dates. Links to relevant course items are provided – although a log-in screen keeps these links secure. The instructor view shows details on overdue due work. The due dates are provided when the instructor first adds the assignment, item, etc.

• **What’s New:** Displays a list of new items in all relevant courses and organizations. By clicking on a listed item, instructors can see anything posted thus far in the course, for example assignments that have been submitted, tests that have been submitted, and discussion board posts. The student view shows new discussion board posts, new grades posted, and new content that is available.

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**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:** fcld@hartford.edu  
**Website:** [http://www.hartford.edu/fcld](http://www.hartford.edu/fcld)

**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)

**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) 768-4643 (Main) or (860) 768-4662 (Tech Line)  
**Website:** [http://www.hartford.edu/mts](http://www.hartford.edu/mts)