

BLACKBOARD TROUBLESHOOTING – When Your Students Ask?

Q: I CAN'T LOG IN--WHY?

Q: I DON'T REMEMBER MY PASSWORD

Q: HOW DO I PRINT MY POWERPOINT SLIDES FROM BB?

Q: HOW DO I DOWNLOAD A DOCUMENT?

Q: HOW DO I SAVE A FILE IN .RTF?

Q: HOW DO I USE THE DIGITAL DROPBOX?

Q: WHAT SHOULD I DO — MY COMPUTER FROZE WHILE TAKING A QUIZ?

Q: WHEN PASTING FROM WORD INTO DISCUSSION BOARD TEXT EDITORS, MY QUOTATION MARKS ("") TURN INTO QUESTION MARKS (?).

Q: I CAN'T LOG IN--WHY?



Have an Account? Login Here.

Enter login information here and click the Login button below.

Username:
f05.a12345

Password:
mccpass

[Forgot password?](#)

A: There are a number of things to check out before calling the Help Desk:

- i. For Username, the student should be typing f06.student number (or w07.student number), etc., using a zero (not an "oh"), typing the period, and typing his/her student number.
- ii. Some students are using the instructor's example of a student number, such as: *A12345*, thinking they **must** type an "A" before the student number that doesn't use the "A."
- iii. Make sure there is not a space after the login of f05.a12345.
- iv. The initial password for all students is currently *mccpass* – to be typed in lowercase.
- v. Students should be using Internet Explorer as their browser.
- vi. Students should access Blackboard through MCC's homepage or by typing the URL: <http://bb6.muskegoncc.edu>, not through bookmarks or favorites.

- vii. Firewalls and Pop-Up Blockers are likely suspects too; students may need to disable them while using Blackboard.
- viii. Students should read the "Problems most often involve the local environment" link at the Blackboard login screen.
- ix. Students don't remember their password—see next Q.

Q: I DON'T REMEMBER MY PASSWORD

A: The instructor ONLY can reset it--other staff should not do this. It requires the use of the Control Panel, "owned" only by the instructor of the class. As the instructor, follow these instructions:

- i. Click on Control Panel and click on "List/Modify Users."



- ii. This screen will show up—click "Search" to see all students.

SEARCH | A-Z, 0-9 | ADVANCED | LIST ALL

Search By: Last Name Username Email

Search

- iii. This screen will show up—click the "Password" button at the right.

	USER NAME	E-MAIL	ROLE	
berg, Sue	meeuwens.musk	meeuwens@muskegoncc.edu	Instructor	<input type="button" value="Password"/> <input type="button" value="Properties"/>

- iv. This screen will show up—change and verify the student's password (use mccpass) and "Submit."

1 Change Password for meeuwens.musk

Complete this form to change the password for user meeuwens.musk.

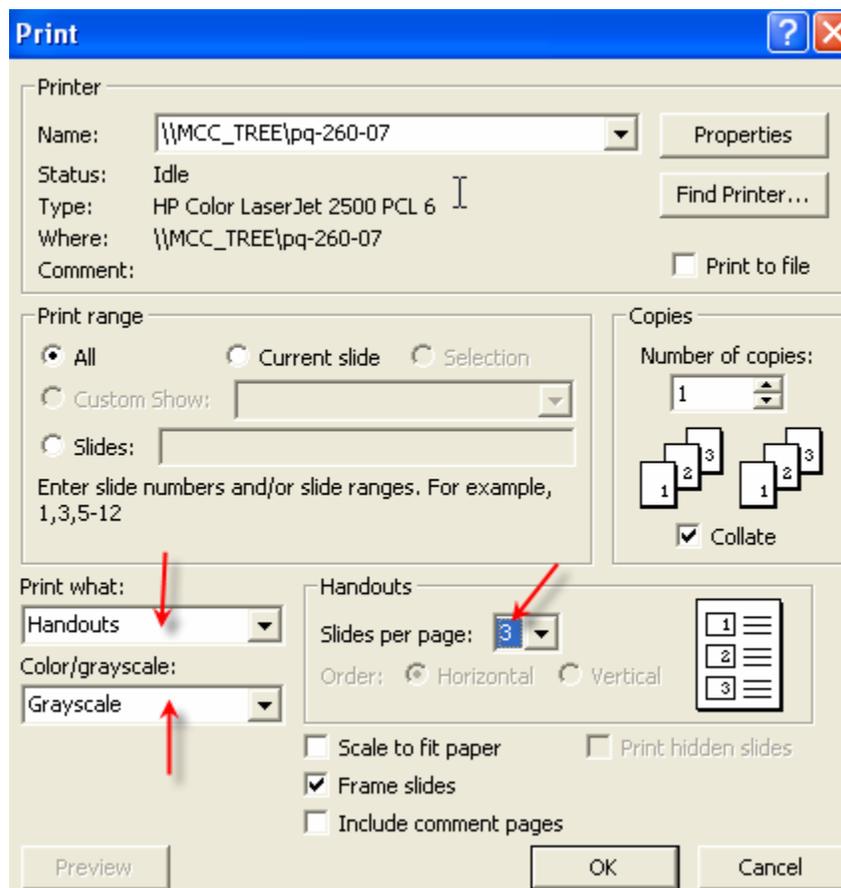
* Password

* Verify Password

Q: HOW DO I PRINT MY POWERPOINT SLIDES FROM BB?

A This is dependent upon whether the instructor has used Impatica, HTML compressed files, or the original PowerPoint Files.

- i. If the slides appear to be an original PowerPoint presentation,
 - a. Click on the link, choose Open or Save.
 - b. Click on File, Print to receive this dialog box (shown below).
 - c. To conserve paper, choose "Handouts" under "Print what:" and choose between 2 and 3 for clear reading under "Handouts."
 - d. Make sure "Grayscale" is chosen under "Color/grayscale."



- ii. If the slides were compressed as an HTML zipped file or with Impatica, it is pretty difficult to print single slides—several on a page. Here is a suggestion:
 - a. Either use Snag-It software to grab a picture of the slide and paste into Word or use the Print Screen key on the keyboard (this sends the screen to the Windows Clipboard). Then go to Word and paste it as an image. You can get at least 2 on a page and print in black and white.

Q: HOW DO I DOWNLOAD A DOCUMENT?

A: Most of the attached files are in Word (.doc), PowerPoint (.ppt), or .rtf files. Either left click or right click and choose "Save"—make sure the student is saving to his/her own media—not to "My Documents" network heaven.

Q: HOW DO I SAVE A FILE IN .RTF?

A: If a student is instructed to save all of his word processing files in .rtf format, follow these instructions:

- i. Click File, Save As.
- ii. At the Save As dialog box, click "Save as type:" drop down (see illustration below).



- iii. Choose "Rich Text Format (*.rtf)."
- iv. Click "Save."

Q: HOW DO I USE THE DIGITAL DROPBOX?

A: Not all instructors use the Digital Drop Box. This is only for students enrolled in courses where it is used. In summary,

- Click on ADD FILE to upload a file for later editing.
 - This file will NOT be seen by the instructor.
- Click on **SEND FILE** to submit an assignment to your instructor.
 - This is the only way that your instructor will receive the file.
- Once the file is SENT to the instructor, you will not be able to remove it—it will then belong to the instructor and he/she will be the only person authorized to remove it from the Drop Box.

STEPS TO SEND A FILE:

- i. Click "Send File."
- ii. You will see a dropdown list of any files you have added to your Drop Box. (If you have no files added, you will not have to choose from the dropdown list—you will Browse for it.)

- iii. Select the file.
- iv. Click “Submit.”

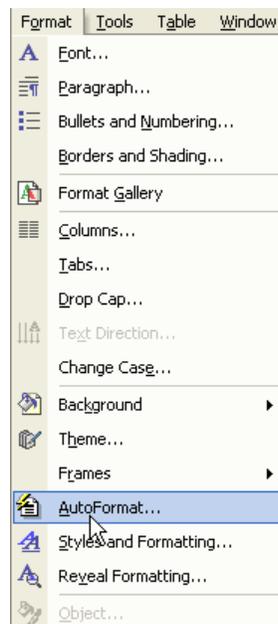
Once you click the SUBMIT button while SENDING a file, the file is no longer available for removal. It will appear in the Drop Box that belongs to the Instructor, and only he/she is authorized to remove it. If the instructor removes it, **then** the student can remove it from your Drop Box.

Q: WHAT SHOULD I DO — MY COMPUTER FROZE WHILE TAKING A QUIZ?

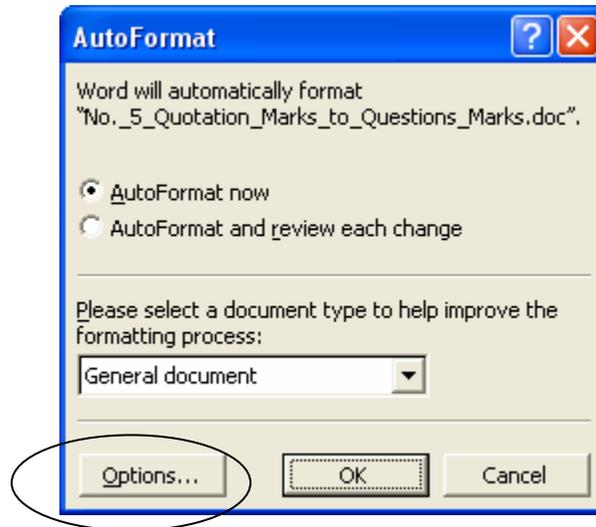
A: They will be instructed to contact their instructor--this is an instructor-related decision; and only the instructor can choose to "clear attempt" or give the student another chance. In the meantime, have students look at the answer to "Why Can't I log in?" Many times the using of Favorites to get to Blackboard causes this.

Q:WHEN PASTING FROM WORD INTO DISCUSSION BOARD TEXT EDITORS, MY QUOTATION MARKS (") TURN INTO QUESTION MARKS (?).

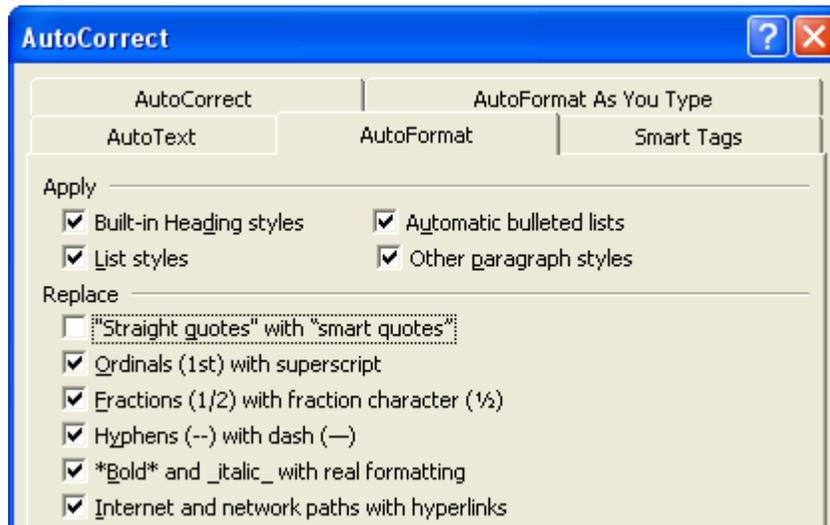
- A. For those of you (including students) who type in Word and copy and paste into Blackboard, you may have noticed that quotation marks (") turn into question marks (?). To prevent this from happening, do the following:**
- i. Launch the Word program.
 - ii. Click on Format Menu>Autoformat (see illustration on the below).



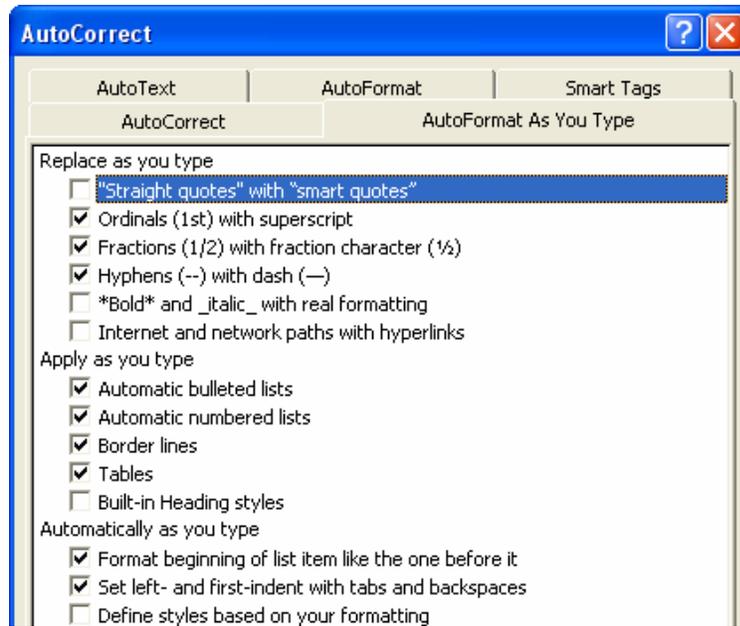
- iii. Click the “Options” button at the bottom of the dialog box (see illustration below).



- iv. Click the “Autoformat As You Type” tab and deactivate “straight quotes” with “smart quotes”—UNCHECK it.



- v. Click the “Autoformat” tab and deactivate “straight quotes” with “smart quotes”—that’s right—uncheck in both places.



- vi. Click OK and the problem will disappear.