11. I am having problems uploading documents to Blackboard. Can you give me some help?

Use the appropriate browser (review question No. 5 above) Use ONLY alphanumeric characters (A-Z, 0-9, no spaces or punctuation) when naming a file to be uploaded. You will get an error message course if the name of the document is too long or if the name does not have the underscore "_" between words.

Example of proper format: Homework_Assignment_1.doc

Be patient, wait for the "This assignment is complete" receipt. DO NOT click elsewhere while uploading a file.

12. What do I need to do if by mistake I submitted the wrong Assignment or document?

If your professors are not allowing multiple attempts for the assignment, you should contact them and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and permit you to submit again.

13. Where do I find grades for my Blackboard classes?

Accessing My Grades From Within Your Course
1. On the Course Menu, click Tools.
2. Click My Grades link.

Accessing My Grades From Outside Your Course
1. On the Home tab, click My Grades on the Tools panel.
2. On the My Courses/Organizations page, click the name of your course.
1. What is Blackboard?
Blackboard is a course management software, a tool that allows instructors to put some (or all) of the components of their courses online. Instructors can use Blackboard to:
* post files for their students’ use
* allow students to electronically submit assignments
* hold virtual office hours
* continue class discussions outside of class
* administer tests and quizzes
* support student workgroups
... as well as to perform many other functions analogous to those that would take place in a physical classroom. Some professors that use Blackboard are teaching their courses entirely online, but many others use it to support or supplement their “in person” class instruction.

2. How do I access Blackboard?
To access Blackboard course(s) from the Internet:
* Type learn.untdallas.edu in your web address
Log in using:
* Username: your euid #
* Password: your password is your email address
* Once you have closed the initial welcome page, click on the links to the course/organization you are enrolled in to access your Blackboard course shell!

To access Blackboard course(s) from UNT Dallas webpage:
* Type www.untdallas.edu in your web address
* Click on “eCampus” link at the top of the screen

3. How do I reset my password?
To access Blackboard, you must log in to the eCampus Portal. If you have forgotten your password, go to the UNT Account Management System.

1. Click the Account and Password Reset link.
2. Enter the required information and click the Next button.
3. Click Confirm if correct data is entered. If you made a mistake, click Cancel and re-enter your information.

4. The Password Reset page will show you your username and the option to create a new password. Confirm the new password in the second field and click Save.

5. You should be redirected to the Portal page. Enter your username and your new password to access Blackboard.

4. I was able to log in to Blackboard, but I did not find my courses. What do I do?
Course still Not Showing?
* Make sure that you are officially enrolled in the course.
* Contact the instructor to make sure the course has been made available to students.

5. Which browsers can I use to access Blackboard?

- For PCs: Internet Explorer version 9 or higher, Chrome or Firefox are recommended
- For Macs: Safari 5.0 or higher, or Firefox are recommended

6. I am registered in several courses, but some of my classes are not showing up on my Blackboard site. Why aren’t they listed?
Your professor may have chosen not to (or may have forgotten to) make the Blackboard site available. You should contact your professor via email or in class and ask them if the course uses Blackboard and, if so, to check on course availability

Alternatively, you may have a status problem. If this is the case, you should check your status with the Registrar or Bursar offices in your college.

7. Why am I not receiving e-mails from my Blackboard classes?
Your UNT Dallas related e-mail address should be your default email address on Blackboard, but the Blackboard system will keep the primary e-mail you entered.
To verify this email address:

- In the Blackboard Home tab, find and click on the Update Email link in the Tools module to the left

Some e-mail providers, such as Yahoo, Hotmail, and AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder. If you are using the college email, please check your settings to make sure that you do not have e-mail from Blackboard defaulted to go to your junk folder.

8. How do I change my email address on Blackboard?
You can have only one email address in Blackboard. The email address that is active in the UNTD portal is brought into the Blackboard system. If you do not use this email address, you can change it ONLY to a UNTD RELATED EMAIL ADDRESS in Blackboard.

1. In the Blackboard Home tab, find and click on the Update Email link in the Tools module to the left.
2. Enter the new email twice.
3. Click Submit.

NOTE: This will not change the email address used in the UNTD Portal or any other UNTD system. It will ONLY change the email used by the Blackboard system.

9. How do I access a Discussion Board forum on Blackboard?
The Discussion Board is a tool for sharing ideas about class materials. A Discussion Board can contain one or more forums. The main Discussion Board page displays a list of available discussion forums. These forums may be located anywhere in the course.

ACCESSING THE DISCUSSION BOARD
- On the Course Menu, click the Discussions link.

REPLYING TO DISCUSSION POSTS
1. On the Discussion Board page, click the name of the forum.
2. On the Forum page, click the name of the Thread.
4. Enter the Subject and type your reply in the Message text box.
5. Click Submit.