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1. Log in to Blackboard

To log into Blackboard, open your Internet Browser. (e.g. Internet Explorer, Mozilla Firefox).

- a) In the address bar, type:

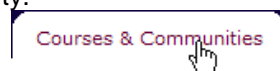
<http://www.blackboard.duq.edu/>

- b) Enter your **Multi Pass ID and password**.
- c) In the future, there will be a single sign-on through Dori located at <http://www.dori.duq.edu>

2. Finding a Community

To access materials, announcements and other activities in Blackboard, you must first locate and enter the desired community.

- a) Click on **Courses & Communities**.
- b) Click the desired community from the list of communities that is available to you.
 - If you cannot locate the desired community, click the **Browse Organization Catalog** link at the bottom right of the page and search for the desired community.



You will then be taken to the starting screen for this community.



Please Note: Not all Blackboard Communities will look the same!

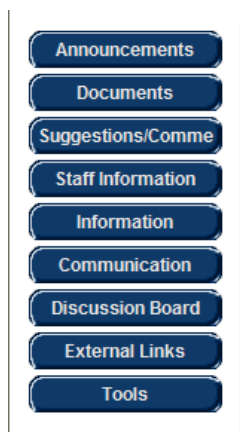
3. Announcements

Normally, the first thing displayed are any announcements which have been posted. Older announcements can be seen by clicking the **Last 7 Days**, **Last 30 Days** and **View All** tabs



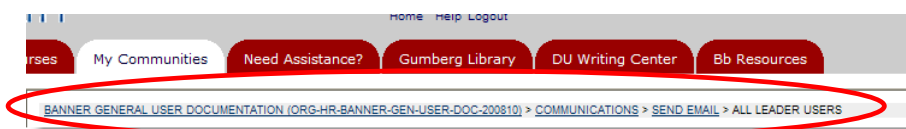
4. Navigation Buttons

You will find a set of buttons, or links, on the left-hand side of the screen. These will be tailor-made for your community. You access any materials, information or learning activities by clicking on the links to the area you want to access.



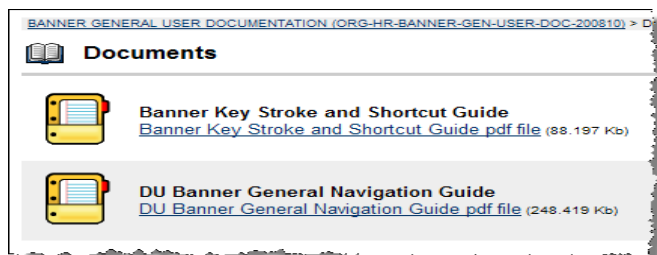
“Button” view

When you are moving around inside a course, you can also use the grey “**breadcrumb trail**” at the top of each page which shows you the areas you have visited. See below



5. Locating Files

Click the **Documents** button, A list of the community's documents is displayed.



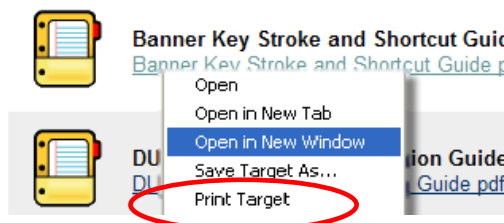
6. Printing Files

Files available in Blackboard are identified by a hyperlink. Clicking on the link will load the file directly into the Blackboard window, or display a dialog box to either open the file or save it. You can choose to print or save the file.

- Click the desired document link with the left mouse button.
- A menu displays which lets you choose to:
 1. Save it to a location on your PC, network drive, or other location for later use or reference, or
 2. Open it in a new window.
- To print the file without viewing it, right click the document link. Choose Print Target from the pop-up window to display the Print dialog box.

[BANNER GENERAL USER DOCUMENTATION \(ORG-HR-BANNER-GEN-USER-DOC-200810\)](#)

Documents

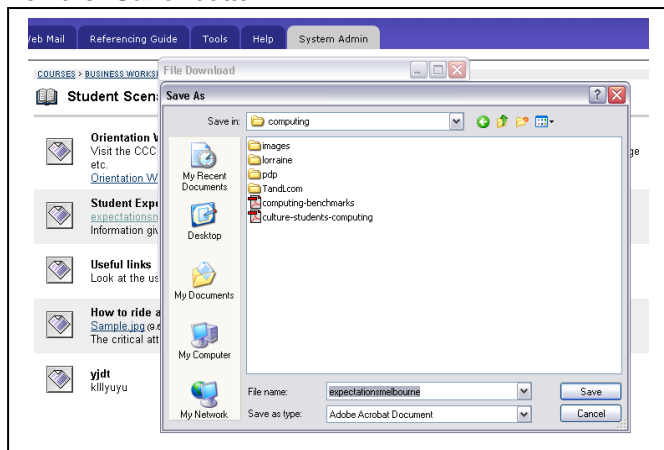


- When you have finished looking at the file, you will need to use the **Click the desired menu button on the left...**
- If you have opened the link in a new window, close the window and you will be able to see the original Blackboard page.



7. Saving Files

- Position the mouse pointer over the link of the file you want to save and click on the right mouse button.
- A menu will pop up (see above)
- Click on “**Save Target As...**”
 - The Save As dialog box enables you to choose the location to save the file. .
 - You can rename the file if you prefer to something that is meaningful to you.
- Click on the “**Save**” button.



8. Why won't this file open?

If you click a link in Blackboard to open a file and it does not open it may be because:

- You need to wait a bit for larger files to open, so be patient!

There may be other reasons why you can't access a file because of the way it has been loaded into Blackboard.

- If the file name is too long, or has too many gaps in it, it may not load.

- If there is no file extension, e.g. “.doc”, “.pdf”, you may be asked to save the file to your local drive. You can then open it and print it in the usual way.

9. Sending e-mail

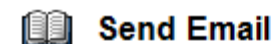
Within Blackboard, it is possible to send e-mail to colleagues within a Blackboard Community.

- Click on the “**Suggestions/Comments**” button to send a message to the community organizers only.
- **OR**
- Click on the “**Communication**” button
- You will be taken to a page with a number of links. Click on the “**Send Email**” link.
- You are now in the “*Send Email*” page. Various options exist to send e-mail.



NOTE: On some Blackboard Communities, there may be a “**Send Email**” button or link instead of a “**Communication**” one, in which case you will go straight to the “*Send Email*” page.

From within your Blackboard community, you can send e-mail to:

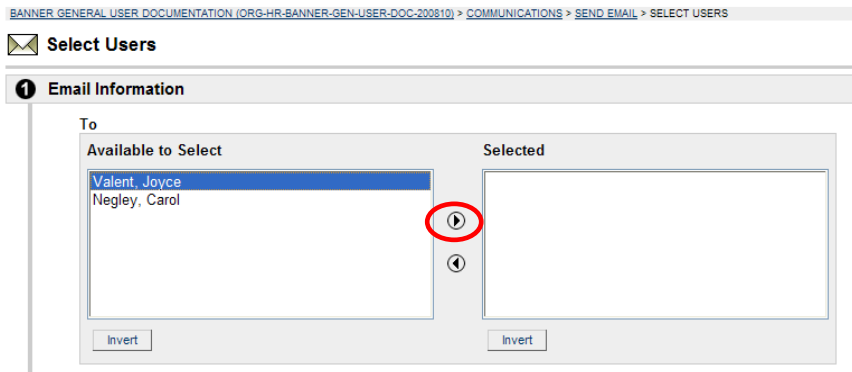


Send Email

- All users on your course.
 - All groups on your course.
 - All instructors on your course.
 - Particular users that you have selected.
 - Particular groups that you have selected.
- ▶ [All Users](#)
 - ▶ [All Groups](#)
 - ▶ [All Teaching Assistant Users](#)
 - ▶ [All Instructor Users](#)
 - ▶ [Select Users](#)
 - ▶ [Select Groups](#)



If you clicked on either the “**Select Users**” or “**Select Groups**” link, you will need to select the names of the people or groups first before you can send an e-mail.



- Click on the name in the left-hand side panel and click on the top **right-pointing arrow** button to add them to the selected “*Send To*” list.

NOTE: The people in the **right**-hand side panel have been **selected** to receive an e-mail from you. They are the recipients on your “*Send To*” list.

- If you want to e-mail a small group of people, press and hold the **CTRL** key as you click the names.
- To highlight everyone in the list, click on the “**Invert**” button.
- Finally, click on the top right-pointing arrow button to add them to your “*Send To*” list.
- Give your e-mail a meaningful **subject line** and then type in your **message**.

NOTE: It is vitally important that you provide a sensible and meaningful subject line in your e-mail as this gets sent via Blackboard. E-mail messages from Blackboard start with the unique Blackboard ID in the subject line.

- If you wish to add a file attachment click on the “**Attach a file**” link (see below).
- Click on the “**Submit**” button.
- **NOTE:** All email messages will be sent to the recipient’s “duq.edu” Multi Pass email address.

10. Need Help?

Contact the **CTS HELP DESK** or click the **Need Assistance? Tab**.

Hours of Operation

To better serve the campus, the CTS Help Desk hours are as follows:

Monday - Thursday	7am - 8pm *
Friday	7am - 6pm *
Saturday	9am - 5pm *
Sunday	2pm - 10pm*

* The Help Desk is always available 24x7 via emergency voice mail on our phone system.

Contact Information

Phone:	412-396-4357
Toll-Free Number:	1-888-355-8226
Email:	help@duq.edu
Location:	Rockwell Hall (Concourse Level)