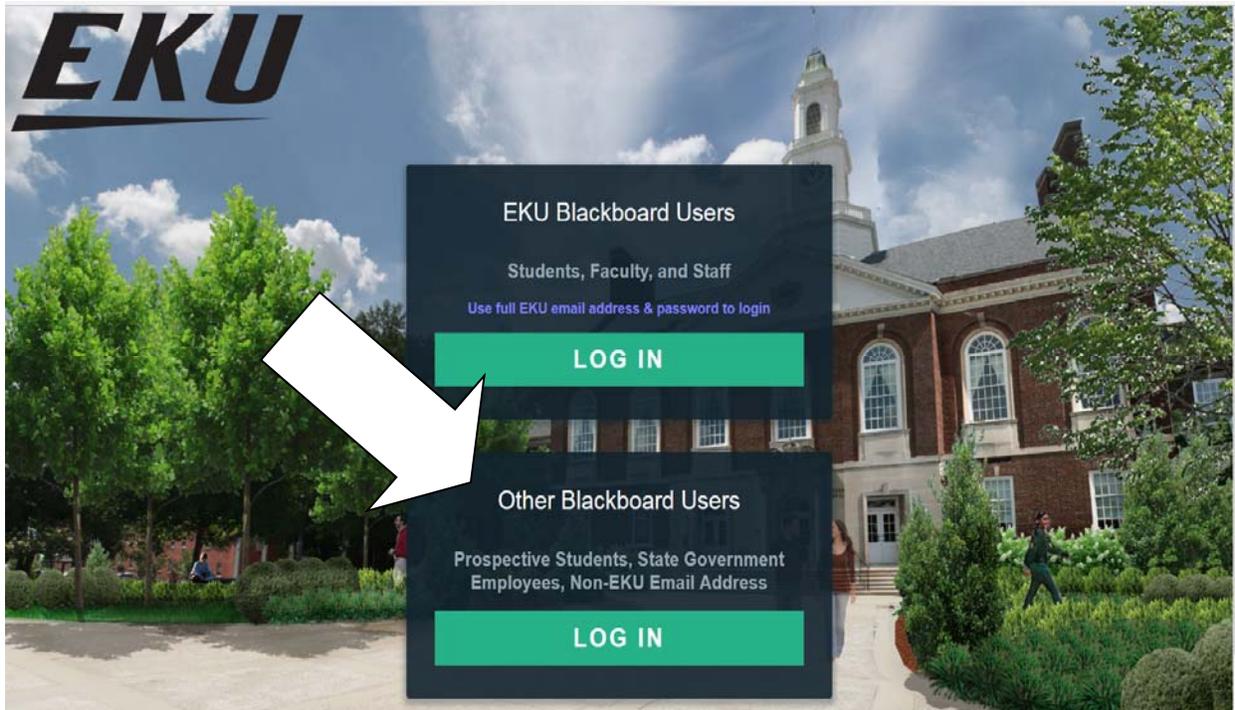


# Participant Instructions for Using Blackboard

## Logging In

Web Address <http://learn.eku.edu>. You must click the bottom login button labeled “Other Blackboard Users”.



Username: 2utcfirstname\_lastname (insert your first and last name) ie, 2utcjane\_smith,  
Password: train#### (#### is the last four digits of your SSN, with no spaces in between any of the characters)

**Q: I'm entering my information in the correct format, and still cannot login.**

A: Verify that you are entering an underscore ( \_ ) between your first and last name and not a dot ( . ). Since e-mail addresses are formatted with a dot some users inadvertently enter the dot instead of the underscore in the Blackboard username.

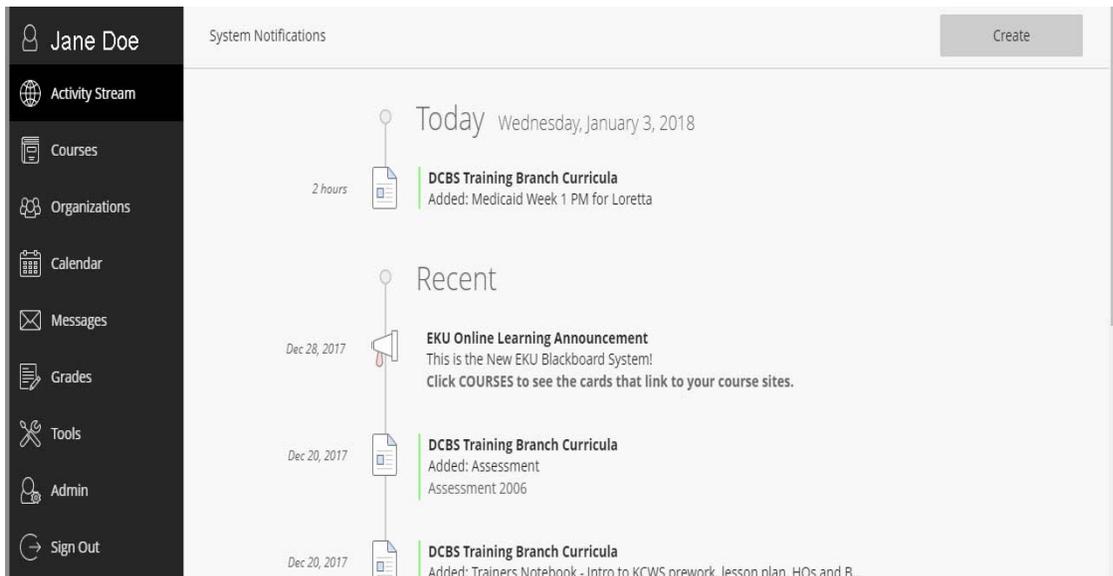
A: If you have not previously taken courses in the Blackboard, you may not be entered into the system until two weeks prior to the start date of your course. Verify that you are within two weeks of the start date of the course and you have registered for the course through TRIS and/or your Regional Training Coordinator. You will have received an e-mail if your registration was approved.

A: We may have a misspelling in your enrollment information. Contact us so that we can verify your username and password information. For security purposes, we ask that you use e-mail for username/password requests.

If you have met all of the conditions listed above, you should contact Bb Tech Support at 859-622-6272 or via e-mail at [jennifer.evans@eku.edu](mailto:jennifer.evans@eku.edu).

## Accessing Your Courses

Once you have logged in successfully, you will first see the Activity Stream. This page contains updated info pertaining to each of your course enrollments.



The screenshot shows the Blackboard Activity Stream interface for a user named Jane Doe. The top navigation bar includes the user's name, "System Notifications", and a "Create" button. The left sidebar contains navigation links: Activity Stream (selected), Courses, Organizations, Calendar, Messages, Grades, Tools, Admin, and Sign Out. The main content area displays a vertical timeline of activity:

- Today** Wednesday, January 3, 2018
  - 2 hours ago: **DCBS Training Branch Curricula** Added: Medicald Week 1 PM for Loretta
- Recent**
  - Dec 28, 2017: **EKU Online Learning Announcement** This is the New EKU Blackboard System! Click **COURSES** to see the cards that link to your course sites.
  - Dec 20, 2017: **DCBS Training Branch Curricula** Added: Assessment Assessment 2006
  - Dec 20, 2017: **DCBS Training Branch Curricula** Added: Trainers Notebook - Intro to KCWS prework, lesson plan, HOs and B...

Either click the Courses link in the navigation panel or from the listing in the Activity Stream to access your course enrollments.

**Q: I was able to login, but do not see my course listed.**

A: Verify that you are within two weeks of the start date of the course and you have registered for the course through TRIS or your Regional Training Coordinator. You will have received an e-mail if your registration was approved.

If you have met all of the conditions listed above, you should contact Bb Tech Support at 859-622-6272 or via e-mail at [jennifer.evans@eku.edu](mailto:jennifer.evans@eku.edu)

**Q: My supervisor told me to take a mandatory online course and I don't see it listed.**

A: Not all DCBS required online courses are in Blackboard. Some online courses are "stand alone" and can be accessed through the DCBS Training Branch website at <http://www.training.eku.edu/webbasedtrg.htm>. Courses are then categorized by program area (Protection & Permanency, Child Support, Family Support, and NEO). You will need an TRIS username and password to access those courses.

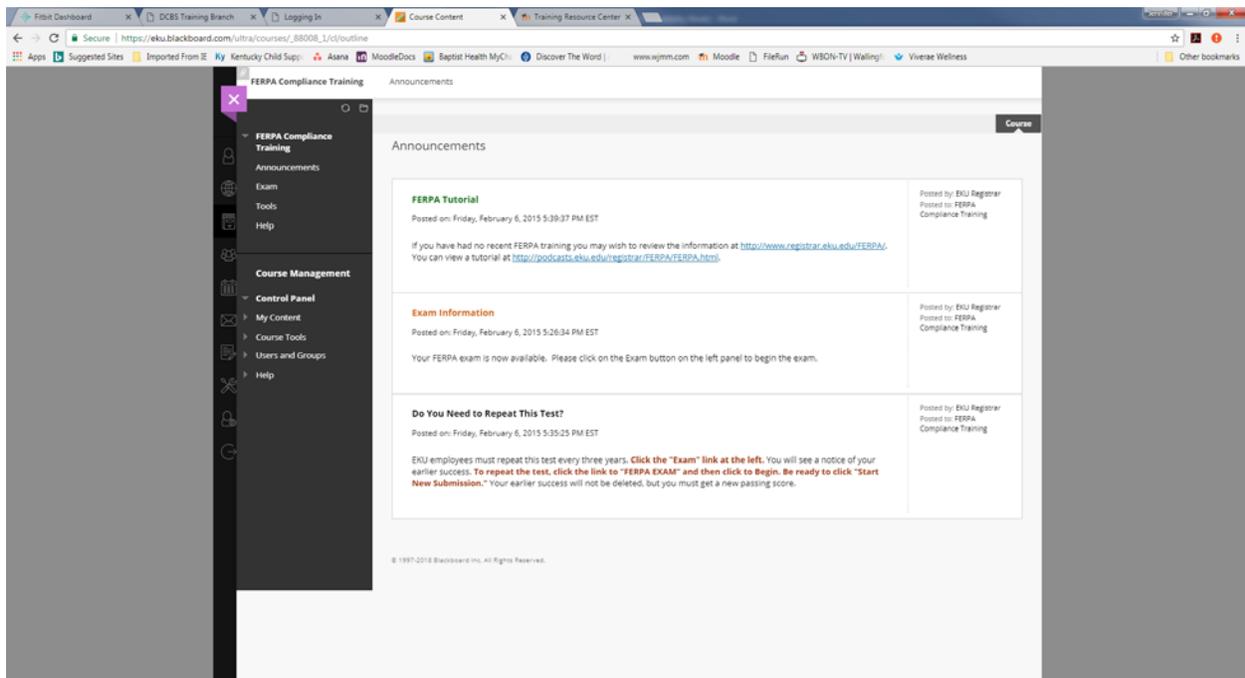
Some Protection and Permanency courses will be delivered through our Moodle LMS. Those courses are based on TRIS registration and can be accessed at <https://learn.trc.eku.edu/moodle/>

**Q: My e-mail address is incorrect in the Blackboard system. How do I get it changed?**

A: Users no longer have the option of correcting their e-mail address. You will need to e-mail [jennifer.evans@eku.edu](mailto:jennifer.evans@eku.edu) and request that your e-mail address to be changed. Your address will be verified with TRIS and appropriate changes will be made in that system as well.

## Course Navigation

Once you access your course, you will first see the Announcements page. Your course Instructors will post important course information on this page. You should check this page frequently for updated information.



Your course will be navigated through the links in the navigation panel on the left side of your screen. You should explore the course so that you are familiar with the location of your course content. One item of special importance is the assessments/test/quizzes in your course. **You should not open an assessment, test, or quiz, until you have the full amount of time to complete it.** Opening an assessment, test, and/or quiz, will “lock it” and disable you from returning to it, unless your Instructor chose to give you multiple attempts. Some Instructors require their approval before resetting an attempt.

Once you open an assessment, test, or quiz, you should not minimize the window or toggle between other open browser windows. Leaving the active quiz window will result in the quiz being locked which will require your Instructor or Tech Support to clear your quiz attempt.

## Blackboard Technical Support

**EKU-TRC University Training Consortium:**

Jennifer Miller  
Phone: 859-622-6272

E-Mail: [jennifer.evans@eku.edu](mailto:jennifer.evans@eku.edu)

Hours of Availability: Monday – Friday 8:30 a.m. – 4:30 p.m.

Please do not call the ECU Help Desk (859-622-3000) for login assistance. This number is for ECU Staff and Student assistance only.

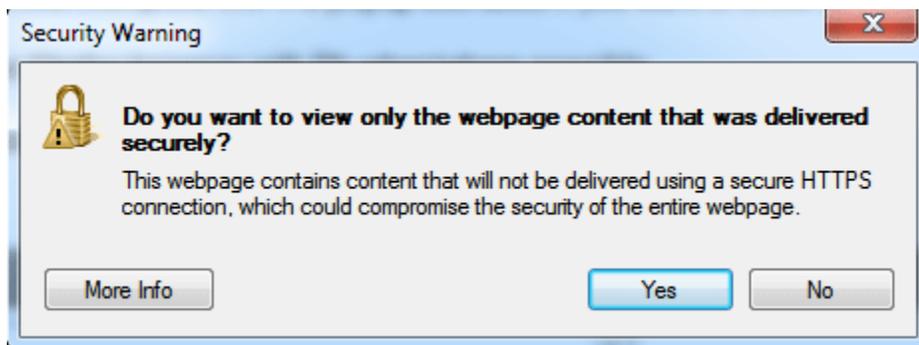
Content questions should be addressed to your course instructor.

### Course Printing Issues:

Contact **CHFS Network Helpdesk, (1-866-231-0003, OPTION 5)** Printing is a network/access issue and not related to Blackboard.

### Internet Explorer Troubleshooting on Blackboard:

This is a picture of the warning box that might appear at some point while in Blackboard. Respond **No** when you see it to continue.



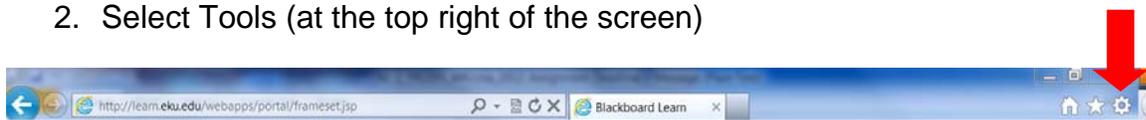
2. Scroll bars not visible? Correct this and other issues by clicking the “Compatibility View” icon, at the end of the address bar. The icon appears as a piece of paper with a jagged tear in the middle.



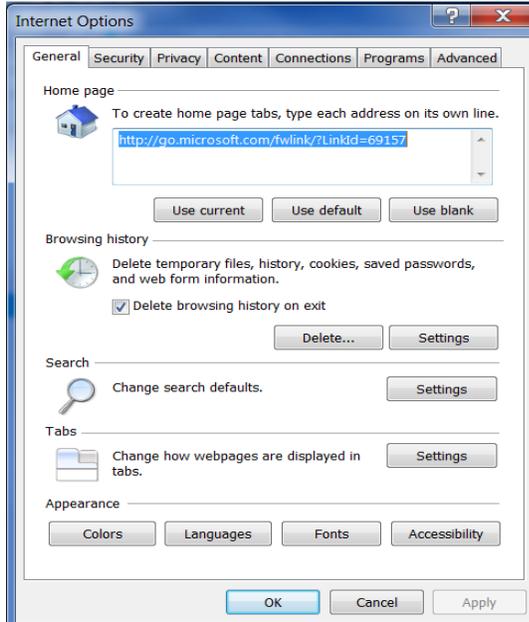
### Clearing Internet Explorer Internet Cache:

Is your computer running slow? Get into the habit of clearing your Internet Cache once a week.

1. Open your browser
2. Select Tools (at the top right of the screen)



3. Select Internet Options and the screen below will appear.



Select Delete in the middle section under Browsing History. Another menu will appear. Check boxes for Temporary Internet Files, Cookies, History, Downloaded History. Check other boxes if you choose to but read and understand what will be deleted.

