

Participant Instructions for Using Blackboard

Logging In

Web Address <http://learn.eku.edu>

If the address won't open from this link please type it or copy/paste in your browser. If it doesn't open immediately – select refresh. If it still doesn't open please contact the **CHFS Network Helpdesk, (1-866-231-0003, OPTION 5)**, so they can create a ticket and route to the correct region/tech.

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.

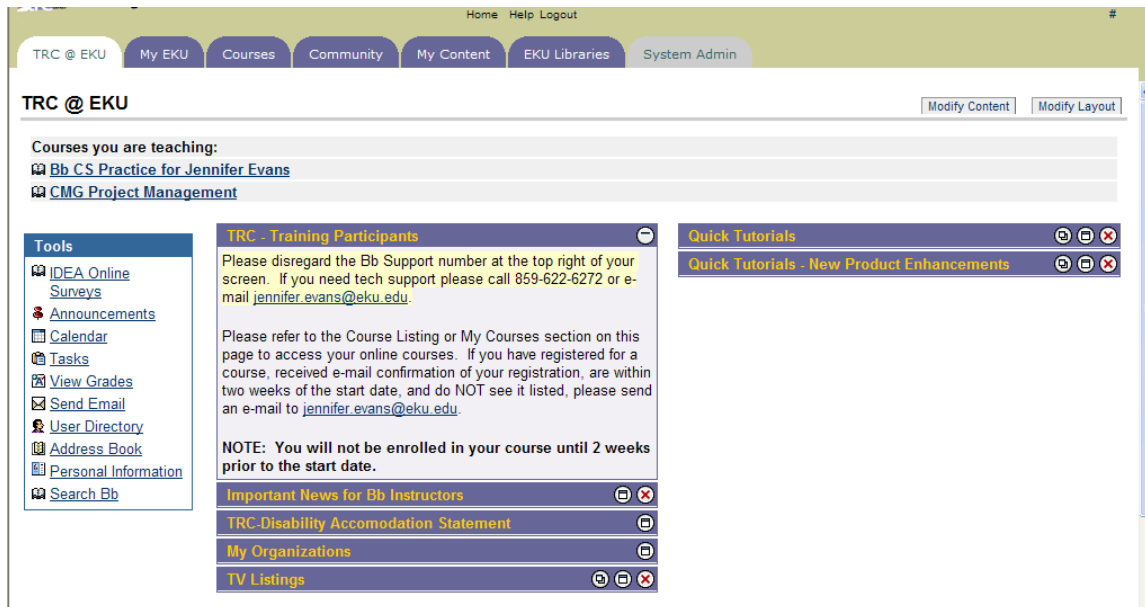
A: If you have not previously taken courses in the Blackboard, you may not be entered into the system until two weeks prior to the start date of your course. Verify that you are within two weeks of the start date of the course and you have registered for the course through the TRIS Online Registration System. 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.

Tab Navigation

Once you have logged in successfully, you will first see the TRC@EKU tab which will display information specific to your DCBS training courses.



You will also see the courses that you are enrolled in listed as links at the top of the TRC@EKU tab. Click those links to access your course. (These same courses are also listed on the My EKU and Courses tabs.)

Always check the TRC – Training Participants section to see information specific to DCBS training participants. System downtime and other support related information is posted in this box.

EKU will also post support related information at the bottom of this tab and the same information will be posted on the top of the My EKU tab.

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 the TRIS Online Registration System. 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

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/electroniccourses.htm> . Courses are then categorized by program area (Protection & Permanency, Child Support, Family Support, and NEO). You will need an ORS username and password to access those courses.

Q: I don't have the TRC@EKU tab listed at the top of my screen.

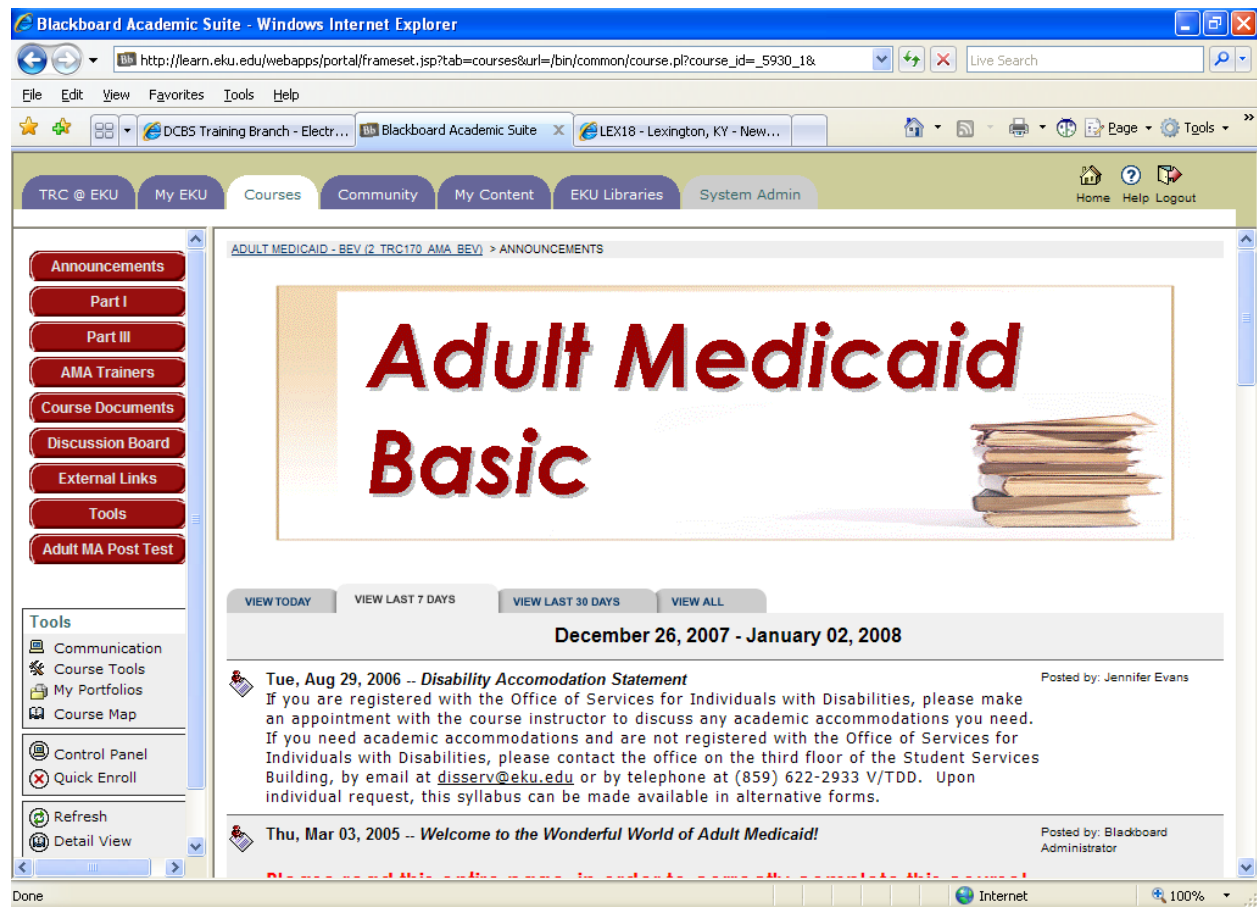
A: We left a component off of your enrollment information. Please send an e-mail to jennifer.evans@eku.edu to request access to the tab. Important course information is provided to DCBS training participants through this tab. We would not want you to miss out on anything! You can still access your courses through the My ECU tab and through the Courses tab.

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 through the Personal Information link. You will need to contact Jennifer Evans via e-mail at 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.



The screenshot shows a web browser window displaying the Blackboard Academic Suite interface. The browser title is "Blackboard Academic Suite - Windows Internet Explorer". The address bar shows the URL: http://learn.eku.edu/webapps/portal/frameset.jsp?tab=courses&url=/bin/common/course.pl?course_id=_5930_1&. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar shows various icons for navigation and actions. The main content area is titled "ADULT MEDICAID - BEV (2 TRC170 AMA BEV) > ANNOUNCEMENTS". A large banner image features the text "Adult Medicaid Basic" in a bold, red, serif font, with a stack of papers to the right. Below the banner, there are navigation tabs: "VIEW TODAY", "VIEW LAST 7 DAYS", "VIEW LAST 30 DAYS", and "VIEW ALL". The current date range is "December 26, 2007 - January 02, 2008". Two announcements are visible: one dated "Tue, Aug 29, 2006" titled "Disability Accomodation Statement" posted by Jennifer Evans, and another dated "Thu, Mar 03, 2005" titled "Welcome to the Wonderful World of Adult Medicaid!" posted by the Blackboard Administrator. A left-hand navigation menu contains buttons for "Announcements", "Part I", "Part III", "AMA Trainers", "Course Documents", "Discussion Board", "External Links", "Tools", and "Adult MA Post Test". A "Tools" section below the menu lists "Communication", "Course Tools", "My Portfolios", "Course Map", "Control Panel", "Quick Enroll", "Refresh", and "Detail View". The browser's status bar at the bottom shows "Done" and "Internet" with a 100% zoom level.

Your course will be navigated through the buttons/links 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 Evans

Phone: 859-622-6272

E-Mail: jennifer.evans@eku.edu

Hours of Availability: Monday – Friday 8:30 a.m. – 4:00 p.m.

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

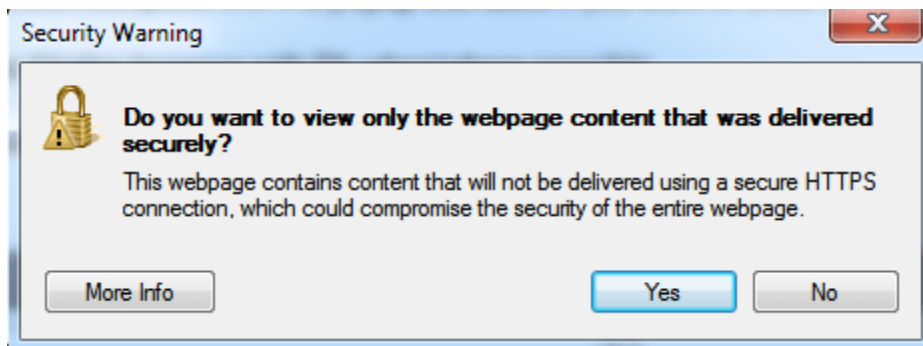
Content questions should be addressed to your course instructor.

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:

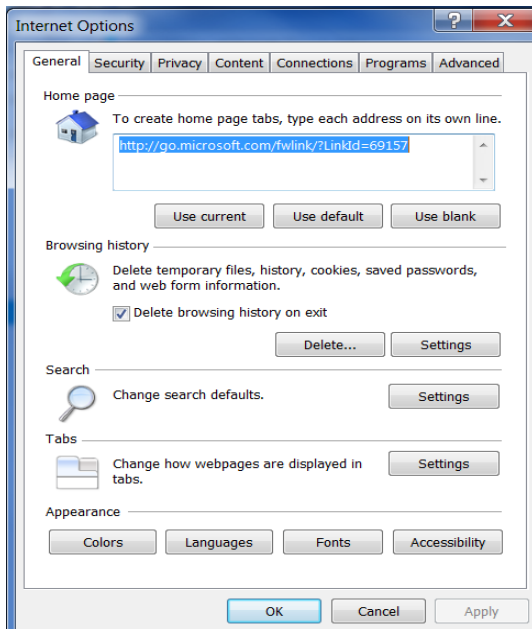
Is your computer running slow? Get into the habit of clearing your Internet Cache once a week.

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.

