Blackboard @ USD – Olé!

Getting Started

- *Logging in*
  - Access Blackboard by opening a browser and navigating to: http://ole.sandiego.edu - bookmark that link! Log in using your **MySanDiego credentials**.
  - It is highly recommend that you **DO NOT** access Olé by first logging in to MySanDiego.
- *Browsers*
  - On the login screen, click on the *Test Your Browser* link to ensure that your system is optimized for Blackboard. A red **'X'** will indicate that something needs to be updated or installed.
  - It is recommended that PC users browse Blackboard with **Firefox** or **Chrome**; on the Mac, **Firefox** or **Safari** work best.
- *The **Student Help Tab*** contains video tutorials, links and Helpdesk info and is available once logged in.
- ***Customize*** the Dashboard by adding/moving modules (hover over top bar, drop and drag to reposition).
- *Subscribe to email alerts*
  - You can receive email notifications of course activity by clicking on your name (at top right of Blackboard) and choosing **Settings** > **Edit Notification Preferences**.
- *Upload your photo*
  - **Add your Avatar** (photo) by clicking on your name > **Settings** > **Personal Information** > **Personalize My Settings**. Photo should be 150 x 150 pixels or a square for best results.
- *System maintenance window*
  - Blackboard's weekly maintenance period is between **12 a.m. and 3 a.m.** each Thursday morning. If you access Blackboard between those times, it may be unavailable. Please check http://ole.sandiego.edu for any changes to the weekly maintenance window.
- *Where is my course?*
  - If you do not see a class you enrolled in via MySanDiego, *it may take up to 24 hours* for your enrollment to populate through to Blackboard.
  - If you do not see one of your course sections in Blackboard, *please contact your instructor* to inquire as to their plans to use Bb as instructor use is optional.

Inside a Blackboard Course/Organization: Tips for Success

- ***Beware*** the collapsible sidebar!
  - Hover your mouse in the area between the navigation menu and content pane. When the color changes to grey, click to collapse. Expand menu by clicking on the thin grey bar on the far left.
- *File attachments and Naming Convention*
  - Bb will allow you to attach ANY type of file format so check with your instructor for his/her preferred document type.
  - It is highly advisable to consistently name your attached files with **your name** in the title, and following a standard convention such as: **Anderson_AssignmentOne.docx**
  - Avoid using the following characters in filenames as they cause errors:
    - **% & # < > = \ + / ' , " : ! ? $ @ | [ ] { }**
- *Assignments*
  - Upon assignment submission, you will receive a confirmation screen with the date and timestamp.
  - **To view grades and feedback** from your professor, **from your browser** go to the **My Grades** area in your course and click on the assignment title. If you do not see comments, you may need to expand the comments window by clicking on the **<<** icon near the Crocodoc logo on the right side.
  - **Note:** you **will not be able to view** all instructor comments and feedback via the mobile app; using a web browser on a computer is strongly recommended.

Download additional copies of this handout for printing at: http://bit.ly/BbStuHandout

- *Grades*
  - o View grades for all courses by clicking on your name at the top of the screen, and choosing the **icon with the checkmark and plus sign**. Some instructors have a **My Grades** area in their courses.
- *Quizzes*
  - o Answers should autosave; verify that each question saves as you go along to ensure that any network issues or glitches will not affect the work you have already done.
  - o It is **highly recommended** that you take all tests using a **hard-wired connection** versus. wireless. Sometimes wireless connections drop, which may cause you to get locked out of your test.
- *Discussion Board*
  - o When responding to an existing conversation/thread always hit Reply. To begin a NEW conversation hit **Create Thread.**
- *Authoring*
  - o By default, the content editor (text editor where you compose submissions and posts in Blackboard) contains **one row of formatting icons**. Click the **double chevron** (two down arrows) on the far right in the content editor to **view advanced content editor features**. Once you click submit, this preference will carry over to all your Blackboard courses.
  - o We strongly recommend that you do all of your authoring in a plain-text editor such as Notepad for Windows or TextWrangler (free) for Mac, then **copy/paste into the content editor in Blackboard**. If the application times out while you are writing, **you will lose all of your content**.
  - o You can use Microsoft Word to compose your submissions. However, Word often includes extraneous formatting when pasting into Blackboard, so using plain-text editors is preferred.
  - o A complete guide to using the content editor is here: http://bit.ly/Bb_content_editor
- *Video Everywhere*
  - o When composing a discussion, blog, journal or wiki post or assignment using the content editor, Blackboard allows you to create and embed a video that will appear on YouTube as Unlisted.
  - o For instructions on using Video Everywhere, view this tutorial: http://bit.ly/Bb_video_everywhere
- *Blackboard Collaborate*
  - o If your course uses Blackboard Collaborate, be sure to log in to your course a day early and download the **Collaborate Launcher** on to your computer.
  - o When logging on to your Collaborate session, arrive at and log in to your virtual session 10 minutes early to ensure all technology is working seamlessly.
  - o You can download the free **Blackboard Collaborate Mobile App** from the App Store or Google Play to participate in a Collaborate session. The app is very robust and works well!

Blackboard Mobile Learn: Tips for Success

- Download *Blackboard Mobile Learn* FREE at the **App Store** for iOS or **Google Play** for Android devices**.**
- Search for **University of San Diego** and log in with your MySanDiego credentials.
- To set mobile notifications preferences (announcements, grades, etc.), click **Settings > Notifications**.
- To remain logged in so that you receive notifications, click **Settings > Privacy** and choose **Remember Login**.

Help with Blackboard

For help with Blackboard, please contact the Help Desk at **619.260.7900** or email help@sandiego.edu to automatically create a ticket, and view Blackboard's Student Help at: http://bit.ly/usdbbstudent

The Help Desk is located in UC 117. Walk-in hours are **8 a.m. – 5 p.m. Mon.-Fri.**; phone/email support hours are: **Mon.-Thurs.: 7 a.m. – 7 p.m.** and **Fri: 7 a.m. – 5 p.m**.

After-hours phone support is available between **11 a.m. and 4 p.m. Saturdays and 12 p.m. – 9 p.m. Sundays**. If you call the Helpdesk on a weekend, please **leave a voicemail with your name and phone number** and your **call will be returned within 30 minutes** during the operating hours.