



Blackboard Resources Indiana State University

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The Office of Information Technology (OIT)

The Office of Information Technology ([OIT](#)) offers many resources to assist with your technology needs. First, you can use a self-help tool available through the [MyISU Portal](#) as well as on the OIT website. Here you have direct access to the OIT **Knowledge Base** with up-to-date information about common errors, problems, and issues within Blackboard and other supported technologies. Think of this as an FAQ resource. Simply log into the MyISU Portal and click on the **Help Desk Self-Service** badge available in the Workspace tab to browse the categories.

Submit a Help Ticket

You can submit a help desk ticket through the [OIT website](#) or via the Submit a Ticket link within the Help Desk Self-Service in the Workspace tab in the [MyISU Portal](#). By defining in detail your problem with the drop-down selections available, your ticket will be routed directly to the group or individual who can best assist you. As you are typing your ticket, Knowledge Base articles may be presented to you that may help you resolve your issue without having to create a ticket in the first place.

View a Help Ticket Status

If you are wondering the status of a ticket that you currently have open with OIT, you can click on the **My Tickets** link within the **Help Desk Self-Service** in the Workspace tab in the [MyISU Portal](#) to view your history. You can use this mechanism to track progress or to add information to the ticket yourself.

Blackboard Support or OIT Help Desk

If you have a specific Blackboard concern, please contact Instructional Tools or contact the OIT Help Desk directly for general technology help:

<i>Blackboard Instructional Tools</i>	<i>OIT Help Desk</i>
Phone: 812-237-7000 Email: isu-blackboard-support@mail.indstate.edu	Phone: 812-237-2910 or 888-818-5465 Email: IT-Help@indstate.edu

Blackboard Student Help

ISU Blackboard Tutorials for Students

Follow this link to search keywords or search the Indiana State Blackboard tutorial database.
<http://challenger.indstate.edu/blackboard/student/index.php>

HOW TO...

[*Access Discussion Boards*](#)

[*Create a Discussion Board Thread*](#)

[*Reply to a Discussion Board Thread*](#)

[*Create a Blog Entry*](#)

[*Submit an Assignment*](#)

[*Take a Test in Blackboard*](#)

[*Check Your Grades*](#)

[*Work in Groups*](#)

Tests in Blackboard

Checklist for taking a test in Blackboard (without Respondus Lockdown Browser)

[http://challenger.indstate.edu/blackboard/tutorials/faculty/Checklist Blackboard test regular/index.php](http://challenger.indstate.edu/blackboard/tutorials/faculty/Checklist%20Blackboard%20test%20regular/index.php)

Checklist for taking a test in Blackboard (using Respondus Lockdown Browser)

[http://challenger.indstate.edu/blackboard/tutorials/student/Checklist Blackboard test with Respondus Lockdown browser/index.php](http://challenger.indstate.edu/blackboard/tutorials/student/Checklist%20Blackboard%20test%20with%20Respondus%20Lockdown%20browser/index.php)

Troubleshooting Blackboard Tests

It is recommended that you do not wait until the last day to take a test, especially the first one of the course. If you do experience trouble, be sure to refer to the above checklists. These are imperative for successful completion of a Blackboard exam! Also, make sure that you are using [Firefox](#) as your browser, as Blackboard prefers it. You might also need to change your screen resolution setting to 1024x768 or less (on most PCs this setting can be found by right-clicking in the desktop screen, selecting 'Settings' and changing the screen resolution, if necessary).

Please try the above steps BEFORE contacting your instructor. If your instructor cannot assist you, you might also need to contact the ISU Help Desk for technical assistance:

Blackboard Tutorials for Faculty

Need to know how to add multimedia to your Blackboard class or how to create a mashup with a YouTube video? These tutorials are for you. Each of the videos provides a short explanation on how to use Blackboard. The site is organized by main topics such as Assignments, Communication, and Grading Center, making it easy to find the just in time video you need.

Faculty and students can also access ISU-specific Blackboard tutorials via the Faculty Help and Student Help tabs on the main Blackboard screen BEFORE logging in. It might be helpful to place a direct link to the Student Help page, for example, on your own Blackboard course.

<http://challenger.indstate.edu/blackboard/faculty/index.php>

Turnitin

Turnitin is a plagiarism detection software program used by Indiana State University instructors to ensure high-quality, ORIGINAL written work. This tutorial will walk you through the basics of this program. <http://library.indstate.edu/tools/tutorials/turnitin/>

Turnitin Originality Report

This video will walk you through how to view and understand an originality report through Turnitin. http://turnitin.com/en_us/training/student-training/viewing-originality-reports

Turnitin GradeMark

This tutorial will explain how to view various features within the GradeMark. Your feedback will often include contextual comments within your submitted paper, auditory comments, written feedback, and a graded rubric in addition to the overall score.

http://turnitin.com/en_us/training/student-training/grademark-overview

Supported Browsers, Plugins & Operating Systems

This is a matrix about supported browsers and operating system for Blackboard. It provides a very brief chart to check if a particular browser and operating system is compatible with Blackboard.

https://help.blackboard.com/en-us/Learn/9.1 SP_14/Student/015_Browser_Support/010_Browser_Support_SP_14

If you experience difficulties using Blackboard, one of your first steps should be to try a different browser. If Blackboard works in one browser and not another, it may be a browser issue. If Blackboard is not working in multiple browsers, there may be an issue with Blackboard, in which case you should contact Instructional Tools Support. Depending on the Blackboard tool being used, one browser may work better than another. Another potential problem is running Blackboard on outdated browsers and software.

Check Your Browser and Operating System

This link will actually check your browser and operating system compatibility with Blackboard. If you are having difficulty uploading files, viewing Bb pages, taking quizzes, etc., this might be the first place to check. http://www.bw.edu/blackboard/browser_check/

What is a Web Browser?

Cross Platform (both PC and Mac)

Software Updates

[Firefox \(preferred by Blackboard\)](#)



Firefox is the most-recommended web browser for Windows, Mac OSX, and Linux users.

[Flash Player \(for optimal Blackboard use\)](#)



This allows flash-based video content to play on your machine.

[Safari](#)



Safari is a speedy web browser developed by Apple that runs on Mac OSX and Windows machines.

[Java \(for optimal Blackboard use\)](#)



Java is a programming language that allows applications on many computers to function properly.

[Chrome](#)



Chrome is a superb web browser developed by Google known for its speed, security, and customization.

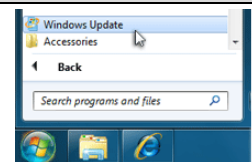
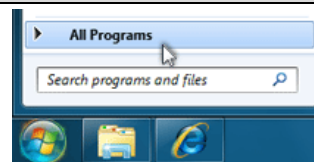
[Windows Updates \(for optimal Blackboard use\)](#)

[Opera](#)



Opera is an excellent web browser for older computers or users with slower connection speeds.

→ **Start > All Programs > Windows Update.**



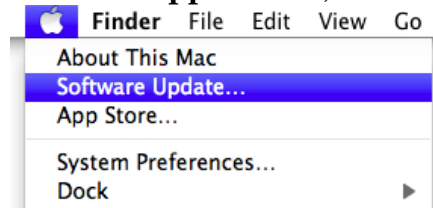
[Internet Explorer](#) (PC Only)



Internet Explorer is the most commonly used web browser for Windows users. Vastly popular but not the most reliable option.

[Mac OS X Updates \(for optimal Blackboard use\)](#)

From the **Apple** menu, choose **Software Update**.



Apple menu in Mac OS X v10.6.6 and later

Tegrity

Tegrity fix for Firefox

<http://support.mozilla.org/en-US/kb/windows-media-or-other-plugins-stopped-working>

FREE Computer Downloads

ISU offers Microsoft Office, Antivirus software, Blackboard Plugins (Respondus LockDownBrowser, Study Mate, and Nook Study), Novell, Operating Systems, Visual Studio, Survey Tools, and Web Browsers **FOR FREE**.

http://prodinteract.indstate.edu/pls/prod/hwzkswdl.P_DisplaySW

FREE Computer Based Training

This link will provide you with free, online, self-paced training in various computer programs supported by ISU, including but not limited to: Adobe Photoshop, Microsoft Office (Word, PowerPoint, Excel), Novell, Outlook, Windows, and more!

<http://www.indstate.edu/cirt/ittrain/cbt.html>

Additional Student Resources

Cunningham Memorial Library

This resource is designed specifically for online students. Learn how to find support for research and writing through this Library Guide.

<http://libguides.indstate.edu/distancelearning>

ISU Math & Writing Center

This is a powerful, free resource provided via the Cunningham Memorial Library with information on APA, MLA and Chicago style formatting and citation resources for both local and distance students. For more information about the one-on-one consultations, workshops, and resources provided, click on the link below, or check out [the ISU Writing Center's brochure](#).

<http://libguides.indstate.edu/mathandwriting>

Student Services Concierge for Distance Students

The Distance Learning Student Services Concierge can help you with your distance education needs, including being an advocate as you work with numerous ISU departments and putting you in touch with various distance services available to you. Before you contact the Distance Learning Student Services Concierge, be sure to check out the [Blackboard tutorials](#) and [Sycamore Express](#) to seek a solution first.

DE Student Newsletter

"*Sycamores at a Distance*" is a monthly newsletter for ISU distance learners published by the Office of Distance Education. Newsletters are PDF documents that require the free [Adobe Acrobat reader](#). You might also consider the [Distance Learning Students blog](#) from ISU, which offers periodic articles featuring tools and tips of interest to online students.

<http://www.indstate.edu/distance/newsletter.shtml>

ISU Bookstore

Although students are not required to buy books from the [ISU online bookstore](#), it is a good place to check what books are recommended and required for the semester. Faculty submits their book orders several months before classes start, and the list is posted by the term, course, and section. Distance sections are 301, 302, etc.

Academic Integrity and Student Code of Conduct

The campus [Academic Integrity site](#), which includes cheating and plagiarism are taken very seriously in this course and will result in course failure along with other possible University disciplinary action should the student be found in violation of the academic integrity. It is essential that you be aware of the Student Code of Conduct and to familiarize yourself with some common aspects of and expectations of Student Conduct. [The Student Code of Conduct](#) explains some of the aspects of academic dishonesty including cheating, plagiarism, falsification, forgery, and obstruction, multiple submissions of work, facilitating academic dishonesty, and additional types of academic dishonesty at Indiana State University.

Center for Student Success

ISU offers free tutorial services to all students in all subjects. The Center for Student Success also is the point of contact for students with disabilities. Contact the [Student Academic Services](#) center for more information on how they support distance students (812-237-3615).
<http://www.indstate.edu/cfss/>