



## Blackboard for Students

### What is Blackboard?

Blackboard is an eLearning software platform used to manage online and web-enhanced courses at North Carolina A&T State University. In Blackboard, students will find course information, assignments, announcements, and other helpful tools and features for both online and campus courses.

### Accessing Blackboard

1. **Validation** – Contact your advisor to obtain your Banner **PIN** (Personal Identification Number). After you obtain your **PIN**, register for your courses and settle your financial obligations. Once you settle your account, verify that your account has been officially validated. **If your account has not been validated, you will not be able to access Blackboard.**
2. **NC A&T Email Account** – You must acquire an **NC A&T SU email account** to access Blackboard. For more information, please visit: <http://www.ncat.edu/~accounts/request.php>.

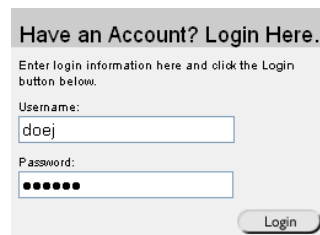
### Login Process

1. After you acquire an NC A&T SU email account, you are ready to access Blackboard.
2. To access Blackboard, visit: <http://blackboard.ncat.edu>.
3. To log into your Blackboard account, you must enter your **email username** and **email password**. To enter your email username, you will use the prefix part of your **NC A&T SU email address**.

#### Example:

**doej@ncat.edu** → username: **doej**

To enter your **password**, you must enter the same password you use to access your **email**.



The screenshot shows a login form titled "Have an Account? Login Here." with the instruction "Enter login information here and click the Login button below." It contains two input fields: "Username:" with the text "doej" and "Password:" with masked characters. A "Login" button is located at the bottom right of the form.

### Login Troubleshooting

If you experience difficulties with the login process, please check the following items:

1. Verify the validation of your bill.
2. Verify the Blackboard web address: <http://blackboard.ncat.edu>
3. Verify your email username and email password. Contact the Aggie Help Desk (334-7195) for assistance with your email username and password.
4. Make sure your Caps Lock key is in the off position.

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## System Requirements

End users must use a certified or compatible operating system and browser with the Blackboard Academic Suite. The following configuration guidelines are recommended by Blackboard.

<b>Web Browser</b>	<b>Suggested Operating System</b>
Internet Explorer 6	Windows XP * Compatible System: Windows 2000
Internet Explorer 7	Windows Vista Desktop * The Division of Information Technology at NC A&T does not support the use of Vista at this time.
Netscape 7.1	Windows Vista Desktop * The Division of Information Technology at NC A&T does not support the use of Vista at this time. * Compatible Systems: Windows 2000 and XP, Mac 10.2 and 10.3
Netscape 8.0	Windows XP * Compatible System: Windows 2000
Firefox 1.0	Not Certified by Blackboard * Compatible Systems: Windows 2000 and XP, Mac 10.2, 10.3, 10.4
Firefox 1.5	Mac 10.4 * Compatible System: Mac 10.3
Firefox 2.0	Windows Vista Desktop * The Division of Information Technology at NC A&T does not support the use of Vista at this time.
Safari 1.2	Mac 10.3
Safari 2	Mac 10.4

### **Recommended Software**

- ~ Windows Media Player or Real Player
- ~ Quicktime Player (Mac)
- ~ Adobe Acrobat Reader
- ~ MS Office Suite

### **Recommended Hardware**

- ~ 64 MB RAM or Higher
- ~ 56k Modem or Better
- ~ 800 X 600 Monitor (16-bit)

\* The Division of Information Technology at NC A&T does not support use of MS Office 2007 at this time.

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## Frequently Asked Questions

### **How should I access Blackboard if I use AOL?**

To access the Blackboard website, AOL users should connect to the Internet using AOL software, minimize that window, and then open an alternate browser such as Internet Explorer or Netscape.

### **If I add or drop a course, when will that change be made in Blackboard?**

If you add or drop a course, the change will not immediately be made in Blackboard. You must wait for the systems to update before the changes are visible in Blackboard.

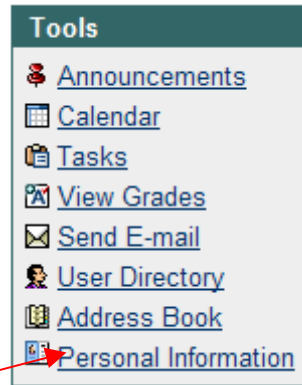
### **Should I follow any special directions when taking tests in Blackboard?**

1. Do not close the browser window before completing and submitting the test.
2. When taking an online test, do not use the **Back** or **Refresh** buttons. Do not use the **Backspace** key on the keyboard.

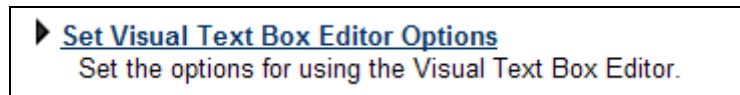
3. If the test is set to display one question at a time or backtracking is permitted, only use the **arrow keys** that appear below each question to navigate through the test.
4. Once you click the link to take the test, you will be locked out of the test if no activity is recorded for **30 consecutive minutes**.

**I am having difficulties using the Text Box Editor. How can I fix it?**

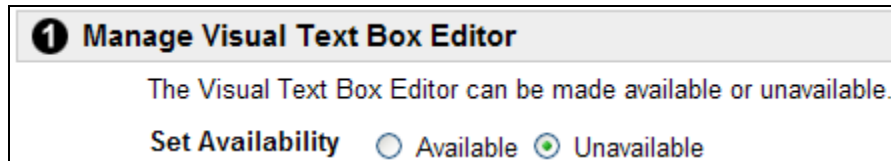
1. Log into Blackboard. On the left side of the screen, access the **Tools** area.



2. Click **Personal Information**.
3. Choose **Set Visual Text Box Editor Options**.



4. Under **Manage Visual Text Box Editor**, choose **Unavailable**. Click **Submit**.



5. A message that the **Text Box Editor options have been successfully updated** will appear.

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## **Contact Information**

### **Blackboard System Support**

Bessie Nkonge, Ph.D.  
Blackboard System Administrator  
bbsupprt@ncat.edu (email)  
336-256-2538 (office)

### **Blackboard Training and Support**

Tracie O. Lewis, Ph.D.  
Coordinator for Distance Learning  
tolewis@ncat.edu (email)  
336-256-0211 ext. 2004 (office)

### **Course Development and Support**

Doug Brtek  
Instructional Designer  
drbrtek@ncat.edu (email)  
336-256-0475 ext. 4007 (office)

### **Student Support Services**

Tara Spivey  
Student Services Coordinator  
tspivey@ncat.edu (email)  
336-256-0355 ext. 3018 (office)

### **Banner IDs and Banner PINs**

University Registrar  
336-334-7595

### **NC A&T SU Email Requests**

Aggie Help Desk  
336-334-7195 (office)  
<http://www.ncat.edu/accounts/request.php>

### **Validation Concerns**

Cashier's Office  
336-334-7721

### **University Bookstore**

Linda Bailey  
baileyl@ncat.edu (email)  
336-334-7593 (office)  
336-334-7481 (fax)