

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 Firefox.

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**.

Contact Information

Blackboard System Support

Bessie Nkonge, Ph.D.
Blackboard System Administrator
bbsupprt@ncat.edu (email)
336-256-1258 (office)

Blackboard Training and Support

Tracie O. Lewis, Ph.D.
Coordinator for Distance Learning
tolewis@ncat.edu (email)
336-256-0355 ext. 3010 (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)

North Carolina Agricultural and
Technical State
University



Blackboard for Students



Blackboard at NC A&T SU
<http://blackboard.ncat.edu>

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

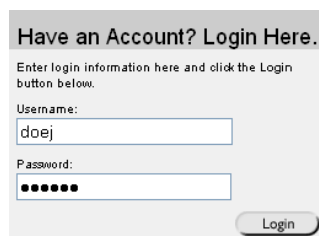
1. After you acquire an NC A&T SU email account, you are ready to log into Blackboard.

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 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 **email password**.



The screenshot shows a login form with the following elements:

- Header: "Have an Account? Login Here."
- Instruction: "Enter login information here and click the Login button below."
- Username field: Labeled "Username:" with the text "doej" entered.
- Password field: Labeled "Password:" with masked characters "•••••".
- Login button: A button labeled "Login" at the bottom right.

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 (336-334-7195) for assistance.

System Requirements

Recommended Browsers and Systems

Windows Operating System

- Windows 98 or Higher
- Internet Explorer 6.0 (or Higher)
OR Mozilla Firefox 1.0.x
- 64 MB RAM or Higher
- 56k Modem or Better
- 800 X 600 Monitor (16-bit)

Macintosh Operating System

- Mac OS 9.2 or Higher
- Mozilla Firefox 1.0.x
OR Safari 1.2 (or Higher)
- 64 MB RAM or Higher
- 56k Modem or Better
- 800 X 600 Monitor (16-bit)

Recommended Software

- Microsoft Office Suite
- Adobe Acrobat Reader
- Windows Media Player
- Quicktime Player
- Real Player