

4. Enter the Subject and type your reply in the Message text box.

5. Click **Submit**.

### CREATING THREADS IN A DISCUSSION FORUM

A thread includes the initial post and any replies to it. Your instructor has the option of allowing or not allowing you to start threads.

1. On the Discussion Board page, click the forum name.
2. On the Forum page, click **Create Thread** button.
3. Type a Subject and reply in the Message textbox.
4. Click **Submit** to create the thread.

**Group Discussion Boards** are available only to users who are members of the group. If a group Discussion Board is available, access it from the group link in the **Course Menu** or in the Tool area.

### 10. How do I access and submit my class Assignments, SafeAssignments or Turnitin Assignments?

#### Tips to consider before submitting an assignment:

Click the link *once* to submit the document. Wait for the page to load completely.

**WARNING!** Do not use the browser's Back button. This may cause loss of data.

#### Accessing and submitting Assignments and SafeAssignments

1. Click the **Assignment** link on the course menu or the content area where the assignment is.
2. Click the name of the assignment.
3. In the Submission box, type your response.
4. Or click **Browse My Computer** and select a file to attach.
5. Press the **Submit** button.

A success message appears, confirming the submission.

**WARNING!** When you finish your assignment, you must click **Submit**. If you press **Save as Draft**, your instructor will not receive your completed assignment.

#### Accessing and submitting Turnitin Assignments

1. Click the **Assignment** link on the course menu
2. Click the >> [View/ Complete](#) link.
3. Read the instructions carefully.
4. In the Submission box, type your response.
5. Or click **Browse My Computer** and select a file to attach.
6. Press the **Submit** button

7. A success message appears, confirming the assignment submission.

Students can submit papers in Word (.doc, docx), Plain Text (.txt), Rich Text Format (.rtf), PDF, and HTML formats. Files exchanged using the SafeAssignment feature can be submitted only once. Assignment can be submitted more than once if your professor allows multiple attempts.

### 11. I am having problems uploading documents to Blackboard. Can you give me some help?

Use the appropriate browser (see question 5 above)

**Use ONLY alphanumeric characters (A-Z/0-9, no spaces or punctuation) when naming a file to be uploaded.** You will get an error message instead of the document attached or posted in the course if the name of the document is too long and does not have the underscore "\_" between words.

#### Example of proper format:

Adolescents\_and\_own\_life\_and\_death\_decisions.doc

Be patient, wait for the **"This assignment is complete"** receipt. DO NOT click elsewhere while uploading a file.

### 12. What do I need to do if by mistake I submitted the wrong Assignment or SafeAssignment document?

If your Professors are not allowing multiple attempts for the assignment, you should contact them and ask for the opportunity of resubmit your paper. They will be able to clear your previous attempt and permit you to submit the paper again.

### 13. Where do I find grades for my Blackboard classes?

#### Accessing "My Grades" within your course

1. On the Course Menu, click Tools.
2. On the Tools page, click **My Grades** link.

#### Accessing "My Grades" from outside your course

1. On the Home tab, click **My Grades** on the Tools panel.
2. On the My Courses/Organizations page, click the name of your course.

## Student Blackboard FAQ



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Student support: Brooklyn College Help Desk / Phone: (718) 677-6180 / E-mail: [helpdesk@brooklyn.cuny.edu](mailto:helpdesk@brooklyn.cuny.edu) / On-campus: Library Cafe (lower level, Whitehead Hall); or Library New Media Center (2nd floor, Library)

### 1. How do I enter Blackboard for the first time?

If you are a CUNY student, faculty or staff member, a CUNYFirst account has been reserved for you. Before using it, you must first set the account up, specifying your account preferences.

1. In your web browser, navigate to <https://bbhosted.cuny.edu>
2. Click **New User** link on the bottom of the page.
3. Enter your first and last name, your Date of Birth and the last 4-digit of the Social Security number. Enter the words you see in the box, separated by a space. Click the **OK** button.
4. On the following screen select a question from each of the drop down menus, provide the answers and click **OK**.
5. Enter your password twice. It will provide your CUNYFirst login information.

### 2. How do I access Blackboard?

Blackboard is accessible using your CUNYFirst username and password. These credentials may be different from your campus username and password.

1. In your web browser, navigate to <https://bbhosted.cuny.edu>
2. Enter your CUNYFirst username in front of [@login.cuny.edu](mailto:@login.cuny.edu) and then your password. Click on the **Log-in** button.
3. Blackboard page will open with the **Home** tab active. Courses in which you are enrolled are displayed in the **My Courses** module.

### 3. How do I reset my CUNY password?

If you have forgotten your password, go to the CUNY website to reset it.

1. In your web browser, navigate to <https://bbhosted.cuny.edu>
2. Click **Forgot Password** link on the bottom of the page.
3. Enter your CUNYFirst user ID or your Employee number.
4. On the following screen answer the **Challenge Questions** and click **OK**.
5. Choose a new password and enter it twice. It will provide you the CUNYFirst username and Employee number.

6. Navigate to <https://bbhosted.cuny.edu>
7. Enter your CUNYFirst username in front of [@login.cuny.edu](mailto:@login.cuny.edu) and then your password. Click on the **Log-in** button.

### 4. Why I cannot access Blackboard at <https://bbhosted.cuny.edu>.

If you cannot access Blackboard at <https://bbhosted.cuny.edu>, you may have a duplicate account. To verify your valid username, please access this website, [https://websql.brooklyn.cuny.edu/portal\\_assistant/cuny\\_bb.jsp](https://websql.brooklyn.cuny.edu/portal_assistant/cuny_bb.jsp) and complete the Student Blackboard Support Request form.

Keep in mind that it can take up to 48 hours after CUNYfirst registration for courses to show up in your Blackboard account.

#### Brooklyn College Help Desk

[Monday – Friday, from 9:00 AM to 5:00 PM]

E-mail: <[HelpDesk@brooklyn.cuny.edu](mailto:HelpDesk@brooklyn.cuny.edu)>

Telephone: 718.677.6180

### 5. Which browsers can I use with Blackboard?

- For PCs: **Firefox** 31 or higher (recommended) or **Internet Explorer** version 11 or higher (Windows only).
- For Macs: **Firefox** 31 or higher (recommended) or **Safari** 6 or higher.

### 6. I am registered in several courses, but some of my classes are not showing up on Blackboard. Why aren't they listed?

Your professor may have chosen not to (or may have forgotten to) make the Blackboard site available. You should contact your professor via email or in class and ask them if the course uses Blackboard and, if so, to check on course availability.

To verify your valid username, please access this website, [https://websql.brooklyn.cuny.edu/portal\\_assistant/cuny\\_bb.jsp](https://websql.brooklyn.cuny.edu/portal_assistant/cuny_bb.jsp) and complete the Student Blackboard Support Request form.

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### 7. Why am I not receiving e-mails from my Blackboard classes?


Your CUNY related e-mail address should be your default email address on Blackboard, but the Blackboard system will keep the primary e-mail you entered the first time you enrolled in a class at the College. To verify this email address:

- In the **Home** tab, find and click on the  [Update mail](#) link in the **Tools** module.

Some e-mail providers, such as Yahoo, Hotmail, and AOL, may identify email from Blackboard as junk mail and then either automatically delete the email or move it to a junk mail folder. If you are using the college email, please check your settings to make sure that you do not have e-mail from Blackboard defaulted to go to your junk folder.

### 8. How do I change my email address on Blackboard?

You can have only one email address in Blackboard. The email address that is active in the CUNY portal is brought into the Blackboard system. If this address is not the one you use, you can now change it **ONLY** to a **CUNY RELATED EMAIL ADDRESS** in Blackboard.

1. In the **Home** tab, find and click on the  [Update Email](#) link in the **Tools** module.
2. Enter the new Email twice.
3. Click **Submit**.

**NOTE:** This **will not** change the email address used in the CUNY Portal or any other CUNY system. It will only change the email used by Blackboard system.

### 9. How do I access a Discussion Board forum on Blackboard?

The Discussion Board is a tool for sharing thoughts and ideas about class materials. A Discussion Board can contain one or more forums. The main Discussion Board page displays a list of available discussion forums that may appear anywhere in the course.

#### Accessing the Discussion Board

- On the **Course Menu**, click the **Discussion Board** link.

#### Replying to Discussion Posts

1. On the Discussion Board page, click the forum name.
2. On the Forum page, click the name of the thread.
3. On the Thread Detail page, press **Reply**.