Blackboard®

TIPS FOR SUCCEEDING ONLINE

- ✓ Be responsible for maintaining your own equipment and Internet connection.
- ✓ Use professional communication at all times.
- ✓ Meet all deadlines – plan ahead. Procrastination is the enemy!
- ✓ Have a high-speed stable Internet connection.
- ✓ Be proficient in the use of computers and productivity software such as email and Microsoft Office applications.
- ✓ Participate in the class with the instructor and classmates.
- ✓ Ask questions when you do not understand the material. Your questions could benefit other students in the class.
- ✓ Take notes.
- ✓ Read, listen to, and/or watch the course materials as often as required by the course.
- ✓ Develop self-discipline.
- ✓ Be able to problem-solve.
- ✓ Get your books or any product needed for the course as soon as the course begins to ensure you do not get behind or miss important assignments.
- ✓ Plan for the "What Ifs" such as:
  - What if you have a family emergency?
  - What if the electricity goes off?
  - What if your computer crashes?
  - What if you lose your flash drive?
- ✓ Plan for the problem before the problem occurs if you can!
- ✓ Know the course requirements and expectations.
- ✓ Know the time requirements of the course.

Many online students feel a bit "lost" at first. Don't be afraid to explore!

Create a plan.

Make sure you "attend" your online class regularly.

KNOWING WHAT'S DUE

Review your course syllabus.
Check the activity stream.
Review your course calendar.
Review your gradebook.
Check your messages.
Review any course notices.

APPROPRIATE ONLINE BEHAVIOR

Respect your peers.
Be polite and be aware of your tone. Do not use offensive language or be confrontational. If you feel emotional about a response you are writing, save it, and send it tomorrow.

Make a good impression. Use spell check and check your facts.

Be forgiving of your peers' slip-ups.

Cite your sources and obey copyright laws.

SUBMITTING WORK

You can type content directly into the system (or paste it from other sources such as Microsoft Word), link to content from OneDrive, or upload files from your computer.

The supported file types include DOC, DOCX, HTM, HTML, MP3, MPG, PDF, PPT, PPTX, XLS, XLSX, RTF, TXT, ZIP, and most image types.

REVIEWING YOUR GRADES

Look for Activity Stream notifications.
Review the grade book.

View the Details and Information pane for an item.

Blackboard® Help

https://help.blackboard.com/Learn/

INFORMATION TECHNOLOGY DEPARTMENT

Blackboard

📞 (870) 460-1036

📍 Student Success Center 207

Office Hours

Monday –Friday
8:00AM-4:30PM

Summer Office Hours

Monday –Thursday
7:00AM-5:30PM
Friday
CLOSED

www.UAMont.edu

INFORMATION TECHNOLOGY
>>HOMEPAGE<<
www.uamont.edu/it/

- Go to the UAM website at https://www.uamont.edu
- Click on INFORMATION FOR: STUDENTS
- Under IT RESOURCES click on the ACCOUNT LOOKUP link.
- Students will enter the following information. All fields must be entered and match your record:
  - Their LAST NAME in UPPERCASE (if you have multiple last names or a hyphened name you will use both names)
  - The last FOUR digits of your Social Security Number SSN (if you do not have a Social Security Number then you will use XXXX)
  - Their Birthday. Use the calendar icon to look for your birthday (do NOT type it in manually and make sure the format is MM/DD/YYYY).
- Once all the required information is entered, click SEARCH.
- The student's UAM ID Number will appear and should be a 9-digit number such as 300000000 or 100000000
- Click on the UAM ID Number.
- Student should now see the following information:
  - Their Student ID Number
  - Their UAM E-Mail Address
  - Their Blackboard Username,
  - Their WeevilNet Student Self-Service Username
  - Their Initial Password for all your UAM User Accounts

Students should now be able to login to all UAM systems on campus.

TIPS FOR SUCCESS
IN ONLINE COURSES

- Mozilla Firefox and Google Chrome are the best browser to use when working in Blackboard.
- Read and understand the syllabus. This is a very critical resource for any course. It is a map of the entire course. Most times this is where you find what you are looking for, or questioning. Make a copy of it and get to know it.
- The best way to communicate with your instructor is through email. The contact information can be found in the syllabus.
- Work on your assignments before the due date.
- If you are having technical problems, contact your Instructor and IT immediately. For all other problems, contact your instructor immediately.
- A good weekly habit is to login to Blackboard and stay updated on what's going on in the class.
- Check your grades as well.
- Participate in your discussion boards if you have them – yes they do matter!
- Pay attention to course announcements.
- Pay attention to due dates!

THINGS TO KNOW
ABOUT USING BLACKBOARD

- ✓ Know if your course is fully online or a hybrid course. An online course is a course that is taught fully online. A hybrid course is a blended course that meets face-to-face and online.
- ✓ If you notice a course missing from your account or a course that is not supposed to be there, please contact IT so they can assess the situation.
- ✓ Your classes will not open up on your account until the first day of classes.
- ✓ Please make sure you are entering your login credentials correctly.
- ✓ If you enter your account information incorrectly three times, your account will be locked out. You may call 870-460-1036 to have your account unlocked. You may wait 30 minutes and your account will automatically unlock or you may also unlock/change your own password on the UAM website on the IT Information for Students page.
- ✓ **Out-of-country travel and Blocked List:**
  - If you live or are traveling out of the USA, you will need to request your account be allowed to log in from outside the country BEFORE YOU LEAVE THE USA.
- ✓ **Risky User Policy:**
  - If you have risky activity determined by Microsoft on your account, it will be blocked from logging in. If you receive a message when trying to log in, contact the IT department IMMEDIATELY at 870-460-1036 to remove the block. Do not miss important classwork because of this!
- ✓ Blackboard requires **Multi-Factor Authentication (MFA)** which is an additional layer of security that helps to protect your account. With MFA, you will be using something you know (your password) with something you have (your device/smartphone) to confirm your identity. MFA helps to better secure your email and other UAM resources by asking for a second form of authentication, which usually comes in the form of a notification from a mobile app, a text, or a call to your phone. Students can NOT reset their own MFA – only Information Technology can reset it for you. If you are experiencing issues with your MFA or need to have it reset, please contact Information Technology immediately at 870-460-1036 so they can assist you.
- ✓ Do not submit your assignments/tests on the Blackboard Mobile App.
- ✓ Make sure you have reliable technology as well as reliable Internet/Wi-Fi connections to complete your course work.
- ✓ Make sure your machine is running the latest Windows/Mac operating system and is up to date on its system updates.
- ✓ Video submissions take longer to submit in Blackboard rather than other types especially depending on the video size (Hint: click submit one time and let it sit there and submit the video. Do not continue to click submit multiple times.)
- ✓ We do **NOT** allow Google Docs or MAC Pages because most faculty cant open those types of files
- ✓ IT does not support/troubleshoot issues 3rd party tools (Cengage, McGraw-Hill, Chalk and Wire, etc.). If you need Chalk and Wire help, please make sure to reach out to your Instructor so you fully understand how to use the product and what actually needs to be submitted in Chalk and Wire vs. what needs to be done in Blackboard.
- ✓ Make sure you attach/upload the correct document on your assignment. IT will NOT clear out your attempt.
- ✓ Make sure you know how to update your Internet Browsers and how to clear your cache/cookies/browser history. You can Google how to do this.

HOW TO
LOGIN TO BLACKBOARD
Chrome or Firefox is recommended.

1. On the UAM home page click on the myUAM portal link in the top right-hand side of the screen.

2. Enter your UAM Email (include @uamont.edu) and UAM Password (begins with Um).

3. Verify your identity via the Multifactor Authentication Verification process.

4. Click on the Blackboard App.

You are now inside Blackboard!

For any questions or problems about Blackboard, please enter a support ticket on our website.

Support Ticket:

1) Go to www.uamont.edu
2) Click on Information For: Students
3) Under IT Resources click on IT Support

www.UAMont.edu

Information Technology:
Call (870) 460-1036
Student Success Center Suite 207