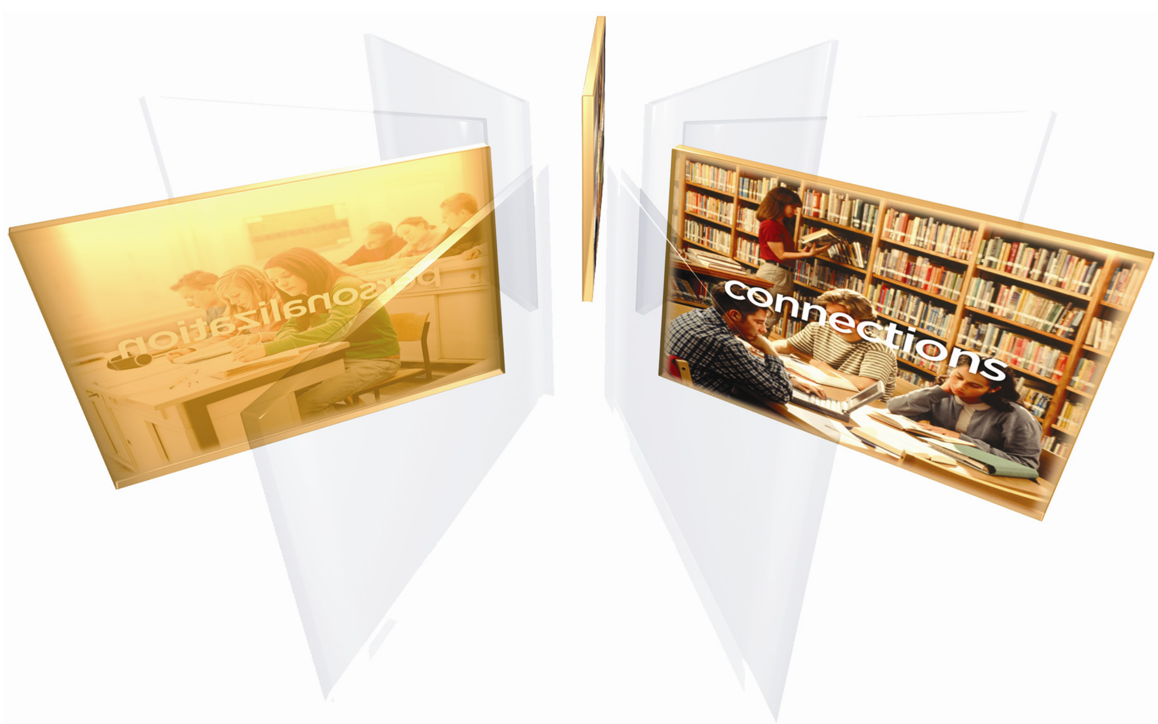
Blackboard

community System™

User Manual

Release 8

December 2007



Publication Date: December 2007

Worldwide Headquarters	International Headquarters
Blackboard Inc.	Blackboard International B.V.
1899 L Street, NW, 5th Floor Washington, DC 20036-3861 USA	Dam 27 2nd Floor 1012 JS Amsterdam The Netherlands
800-424-9299 toll free US & Canada	
+1-202-463-4860 telephone	+31 20 5206884 (NL) telephone
+1-202-463-4863 facsimile	+31 20 5206885 (NL) facsimile
www.blackboard.com	global.blackboard.com

Table of Contents

About the Blackboard Community System User Manual

This user manual details the tools and functions included with the platform from the User or general user perspective. Other manuals detail the construction, customization, and management features for Leaders and System Administrators.

The flexibility of the Blackboard Community System means that not all the tools and functions that are available are documented in this manual. Building Blocks allow System Administrators to add a variety of materials, tools, and functions to the Blackboard Community System. Individual Building Blocks are not documented in this manual. Contact your System Administrator for assistance with a Building Block.

The tools and functions documented in this manual may not be available to users or only available in certain areas of the Blackboard Community System. System Administrators, Leaders, and Leaders can customize the availability of most aspects of the platform.

Manual Organization

This manual begins by introducing the Blackboard Community System. The second section reviews the Organization environment of the Blackboard Learning System. The final section reviews the advanced features of the Blackboard Community System.

Manual Conventions

To make this manual easier to use a number of conventions appear throughout.

Symbol	Description
[r]	Required field.
Bold type	A button or field name.
`Courier font`	Text that users should type.
Steps	Tasks users should perform.

Using this manual

This manual is best used as a reference. It should be read from beginning to end. If the manual is viewed online, the links enable the reader to navigate quickly through topics.

Manual Updates

Please note that this manual is updated periodically. Check the Date of Last Revision at the beginning of the manual to ensure that it is the most recent copy.

The HTML version is available through the User Manual feature in each Organization and on Blackboard's Support site. This site also includes the most current versions of the user manuals in PDF format.

Please contact Blackboard Support to report any comments or suggestions regarding this manual.

Part One: Introduction

Part One Contents

This part reviews the basic information needed to get started using the Blackboard Community System. Part One includes the following sections:

Gateway

Overview

The Gateway page welcomes users and provides a login button to access the Blackboard Community System. Users must have a valid Username and password to login.

Note: Cookies must be enabled within the Web browser.

Note: Users may also login through a button on the header frame or a special portal module if the Gateway page does not appear.

Functions

The following buttons **may** appear on the Gateway page.

Button	Description
Login	Users can login to the Blackboard Community System.
Organization Catalog	Browse the Organization Catalog.
Create Account	Create an account on the Blackboard Community System.

Secure your Password

Passwords enable access to personal information. To maintain security do not share passwords with others.

In this section

This section includes the following topics.

Topic	Description
Entry Page	Describes the page used to logon to the Blackboard Community System.
Lost Password Page	Details how to obtain a new password.
Course Catalog	Describes the Catalog.

Entry Page

Users login to the Blackboard Community System from the Entry page. Click **Login** on the Gateway page to access the Entry page.

Note: Users may be immediately directed to the My Institution tab. If so, Users may also login through a button on the header frame or a special portal module.

Fields

The table below details the entry fields on the Entry page.

Field	Description
Account Login	
Username	Enter the Username.
Password	Enter password. The password and Username must be entered exactly to login. The maximum number of characters in a password is 32. Passwords are case sensitive.

Functions

The table below presents the functions available to users on the Entry page.

To . . .	click . . .
view the Blackboard Community System without logging in as a user	**Preview**.
create an account	**Create**.
obtain a new password	Forget your password? to open the Lost Password page.
login	**Login** after entering Username and password.

Lost Password

Overview

Users must complete the Lost Password page to obtain a new password. Users will create a new password based on instructions received in an email. Users must enter information in all the fields in the **Find User With Username** section or all of the fields in the **Find User With Email** section.

Find this page

Follow the steps below to open the Lost Password page.

1. Enter the URL for the Blackboard Community System into a Web browser.
2. Click **Login**.
3. Click **Forgot Your Password?**

Fields

The table below details the fields on the Lost Password page.

Field	Description
Username Option	
First Name	Enter first name.
Last Name	Enter last name.
Username	Enter Username. This field is case sensitive.
Email Address Option	
First Name	Enter first name.
Last Name	Enter last name.
Email	Enter email address.

Catalog

Overview

The Organization Catalog lists all Organizations offered at the Institution in defined categories such as semester and subject matter.

The Catalog allows users to search for Organizations via keyword or a specific category. The links in the catalog display Instructor information and an Organization description. Users may also be able to enroll, preview, or log into an Organization depending on how the Institution customizes the Blackboard Community System.

Note	**Note:** The System Administrator may choose to use a different Catalog or no catalog at all.

Find this page

Click **Browse Organization Catalog** from the Gateway page. Or, login and open the Organizations tab or the Communities tab.

Functions

The table below details the available functions on the Catalog page.

To . . .	click . . .
search for an Organization	**Go** after entering a keyword in the search box.
perform advanced search	**Advanced Search** hyperlink.
browse the Catalog	the hyperlink of the category or Organizations to view.

View an Organization as a Guest

Users are able to browse the catalog and preview Organizations as a guest. Click on the link to an Organization to view it as a Guest. Guests do not have access to the entire Organization.

Note	**Note:** The Leaders determine whether Users are allowed to preview an Organization prior to enrollment. Thus, this option may not be available for all Organizations

Working in the Blackboard Community System

Overview

This section discusses how to navigate and enter text in the Blackboard Community System.

In this section

This section includes the following topics.

Topic	Description
Navigation	Move throughout the Blackboard Community System.
Organization Menu	Navigate within an Organization.
Course Map	Navigate within the tree directory of an Organization.
Searching for Users	Locate information about other users.
Entering Text	Input information.
Text Box Editors	Input information using the Text Box Editor.
Link to File	Include a link to a file in the Text Box Editor.
Insert Multimedia File	Add a multimedia file to the Text Box Editor.
About Spell Check	Overview of the Spell Check Feature.
Using Spell Check	Check the spelling of items in a text block.

Navigation

Only the material in the content frame changes when moving to a new area or page. The tabs and header frame are always available for quick access to those navigation features.

Navigation Tool	Description
Tab	Click a tab to open it.
Button	Click a button to navigate to a page within the Blackboard Community System. Some buttons also lead to areas outside of the Blackboard Community System. Buttons also execute functions.
Link	Click a hypertext link to access another Web page within the Blackboard Community System. Links can also open Web sites outside of the Blackboard Community System.
Path	Click one of the hypertext links that appear in the navigation path to access that page. The navigation path appears at the top of pages to return to the previous page that led to the current page.

Linking to a Organization

To link to an Organization, copy the URL from the address bar in the Web. Links can be posted inside or outside the Blackboard Community System. Users are prompted for authorization before accessing the Organization.

Organization Menu

About the Organization Menu

The Organization Menu appears on the left side of an Organization and contains links to materials and tools within the Organization. The Instructor can customize the appearance of the Organization Menu and the content and tools available to users.

Two views may be made available to users; if both views are available users may toggle between them:

- Quick View – Displays top-level of Organization materials. Links may be displayed as buttons or text.
- Detail View – Displays Organization materials as seen in the Organization Map. This view expands to show the hierarchy of Organization navigation.

A Tools Panel appears as part of the Organization Menu. This box may contain links to the Organization Map, Communication tools and/or Organization Tools. Links to tools may also be added to the main part of the Organization Menu so they appear in the Detail View or the Organization Map.

The size of the Organization Menu frame may be adjusted. Hold the mouse over the border that marks the right side of the Organization Menu, an arrow pointer appears. Use the mouse to drag this border and expand or contract the frame.

Information about when the Organization Menu was last refreshed is also available in the Organization Menu. Hold the mouse over the Refresh icon to view the date and time the menu was last refreshed. In the Detail View the date and time information appears at the bottom.

View new Content

When content is added to the Organization Menu or the Organization Map it takes 20 minutes for it to cache; this means that new content in the Organization Menu and Organization Map does not appear for 20 minutes. To view content within the first 20 minutes it has been added click **Refresh**.

Organization Map

About the Organization Map

The Organization Map is a collapsible tree directory that is used for navigation within an Organization. The Organization Map may be opened from the Organization Menu. The Content Map, similar to the Organization Map, is available within Virtual Classroom sessions.

View the Organization Map

The Organization Map allows users to navigate within an Organization. It may be opened from the Detail View and the Quick View of the Organization Menu. Select **Organization Map** in the Tools Panel on the Organization Menu to open the Organization Map. All available content appears within the Organization Map.

> **Note:** The Instructor selects whether or not the Organization Map is available in the Display View and the Quick View of the Organization Menu.

> **Note:** The Organization Map may appear with a different color scheme when accessed from Quick View.

View the Content Map

The Content Map is similar to the Organization Map, except the tree directory only displays available Content Areas; it does not allow users to navigate to other Organization areas, such as tools. To open the Organization Map, select **Content Map** in the Classroom Tool box of a Virtual Classroom.

> **Note:** Users must have Active privileges to use the Content Map in a Virtual Classroom.

Searching for Users

Overview

There are several areas in the Blackboard Community System where users can search for other users.

User search options

The table below details the available user search options wherever users can search for other users. All options are not available in all search boxes.

To . . .	then . . .
search for a user using last name or Username	Select the Search tab. Enter either a last name or a Username. Select either the **Last Name** or **Username** option. All matching entries are displayed.
search for a group of last names or Usernames that start with a particular letter or number	Select the A-Z, 0-9 tab. Click on the first letter of the last name or on the first number of the Username. All matching entries are displayed.
search using a value found in the user's name	Select the Advanced tab. Enter a value in the **Containing** field. The search returns all users with that value in their Username. Click the check boxes and select values from the drop-down list to narrow the search.
list all users	Select the tab. Click **List All** to list all the names enrolled. All entries are displayed.

Entering Text

Overview

By default, Blackboard Community System formats text to 12-point, left-justified Arial. Any other formatting must be done with HTML tags or using the Text Box Editor.

Text box options

The following options are available in most text entry boxes in the Blackboard Community System:

Format Option	Behavior
Smart Text	Automatically recognizes a link entered in the text box. Smart text recognizes the ENTER key as a paragraph tag and accepts HTML tags as well. Smart Text also prompts to load images if an image source tag appears. Web addresses entered as URLs are converted to links. The URL must begin with "http://" and there must be a space before the "http://" to distinguish it from the previous word. If an image tag, <IMG>, is entered in Smart Text, the Blackboard Community System automatically prompts you to upload the image.
Plain Text	Displays text as it is written in the text area. Plain text does not render HTML code. HTML code appears as text. Equations do not work in Plain Text.
HTML	Displays text as coded by the user using Hypertext Mark-up Language (HTML) tags.

Note: The Smart Text and Plain Text options are only available if the Administrator has turned off the Text Box Editor or if the user does not have a Windows Operating System and Internet Explorer Version 5.x or a later.

File names

Blackboard allows the use of all characters in file names. However, the user's operating system and browser may limit the types characters accepted. For example, some browsers do not accept multi byte characters.

Text Box Editors

About the Text Box Editor

Smart text, Plain text, or HTML may be used in the Text Box Editor. Options at the bottom of the box allow the user to switch format at anytime.

Smart text should be used if the intent is to display the text in the exact way that it is typed in. Line breaks, tabbing, and other keyboard formatting will be retained with Smart text. Text written with HTML tags display as rendered text; for example, if a word is typed with bold tags the word appears in bold. Do not use Smart Text to display the actual HTML tags.

Plain text strips any formatting from the text, except for line breaks. The result is completely unformatted text. This may be useful if the user needs to do a lot of copy and pasting of the content, or if the intent is to display code information. For example, if the user wants to show how to write something in HTML, Plain text should be used to retain the HTML tags in the content. Plain text does not work with MathML or the equation editor. Changing a text box that includes a mathematical formula to Plain text will make the formula unreadable.

The HTML option should be used if the user knows HTML and opts to type HTML tags into the Text Box Editor. The result will be content formatted by the HTML tags used.

Preview shows the user how the formatted text appears when rendered in the browser. Features that appear in the Text Box Editor may include SpellCheck.

About the Visual Text Box Editor

The Visual Text Box Editor has three rows of buttons. Each of these rows may be collapsed by using the arrows to the left of the row.

First row basic actions	
Font Style	Select a style for the text. The options correspond to standard HTML Style types.
Font size	Select the size of the text.
Font	Select the font.
Bold	Make selected text bold.
Italics	Make selected text italics.
Underline	Underline the selected text.
Strike through	Strikes through the selected text.
Subscript	Make selected text subscript.
Superscript	Make selected text superscript.
Align left	Align text to the left.
Align Center	Align text in the center.
Align Right	Align text to the right.
Ordered list	Create a numbered list or add a numbered list item.
Unordered list	Create a bulleted list or add a bullet list item.

First row basic actions	
Decrease Indent	Move text left.
Increase Indent	Move text right.

Second Row Additional Basic Actions	
Spell Check	Select the ABC checkmark to open Spell Check.
Cut	Cut the selected items.
Copy	Copy the selected items.
Paste	Paste copied or cut content.
Clear Formatting	Clears all formatting of the selected text.
Undo	Select the circular arrow pointing to the left to undo the previous action.
Redo	Select the circular arrow pointing to the right to redo the previous action.
Hyperlink	Add a hyperlink. Types include: file, ftp, gopher, http, https, mailto, news, telnet, and wais.
Create Table	Add a table.
Horizontal Line	Add a line.
Font Color	Specify the color of the text.
Highlight Text	Add a highlight color to the selected text.
HTML View	View the HTML code that is generated by the Visual Text Box Editor. Users may also edit the HTML in this view. If HTML is added or changed in this view, click Submit to view the change in the Visual Text Box Editor.
Preview	Preview the content as it will be seen by end users.

The following table includes a description of some options specific to each type of file attachment.

Third row file attachment actions and special options	
Attach file	Add a file to the text area. The Insert Link to File page appears. Browse: select a file from the local machine Link to Content Collection: select an item or folder from the Content Collection Specify Source URL: provide a URL where the item is located. Name of link to file: providing a descriptive name of the content is helpful for the user. This allows the user to read the link in context, rather than simply read the name of the file being linked to.
Attach image	Add an image to the text area. The Insert Image page appears. Set Width and Height: leaving these fields blank renders the image in its original size. Image Target URL: the URL entered here makes the image a link. When the user clicks the image, they go to this URL. Alt text: Alternate text is important for visually impaired users. Alternate text tells users what should appear if the image does not display
Attach MPEG/AVI	Add MPEG/AVI media content to the text area. The Insert MPEG file page appears. Set Width and Height: the default width and height provided are standard sizes for MPEG/AVI content, but may be altered.
Add Quick Time	Add Apple QuickTime media to the text area. The Insert QuickTime File page appears. Loop: QuickTime media allows the option to loop the movie. If this is set to Yes, the media replays as long as the page is loaded.
Add Audio	Add an audio file, such as .mp3 or .wav to the text area. The Insert Audio File page appears.
Add Flash/Shockwave	Add Macromedia Flash or Shockwave media to the text area. The Insert SWF File page appears. Set Quality: quality options are provided to allow the user to choose between highest quality vs. highest performance. The highest quality media takes the longest time to load in a browser.
Other Options	
Path	Displays the HTML tagging based upon the cursor position within the text area. Can be collapsed by using the arrow to the left of the row.
Save as Reusable Object	Click the checkbox to save this text as a Reusable Object.

Differences between Text Box Editor and Visual Text Box Editor

The Text Box Editor and Visual Text Box Editor allow the entry of formatted text in the Blackboard Community System.

The Text Box Editor allows Plain Text, Smart Text and HTML formatting. The Visual Text Box Editor allows users to modify content in an interface resembling a word processor, and perform basic HTML functions without knowledge of any HTML. These features include creating tables, bulleted lists, hyperlinks, horizontal lines, and more. Users may also format text and paragraphs, and upload multimedia files in the Visual Text Box Editor. Both editors may include Spell Check features.

Note: The Visual Text Box editor is only available to Windows Operating System users with Internet Explorer Version 5.x or a later.

System Administrators may turn off the Visual Text Box editor for all users. Users may turn off the Visual Text Box Editor in Personal Information settings.

If the Visual Text Box Editor is off, or if users are not using Windows Internet Explorer, the Text Box Editor will be on.

Attaching files in the Visual Text Box Editor

Users have the option of attaching different types of files to the Visual Text Box Editor. Do not copy and paste a file from one text box to another; this causes errors.

The table below explains which button in the Third Row of the Visual Text Box Editor is used to add different file types.

File attachment types	
Attach file	.doc, .exe, .html, .htm, .pdf, .ppt, .pps, .rtf, .tiff .txt, .wmf, .wpd, .xls, .zip
Attach image	.gif, .jif, .jpg, .jpeg, .tiff, .wmf
Attach MPEG/AVI	.asf, .avi, .mpg, .mpeg, .wmv
Add Quick Time	.qt, moov, .mov
Add audio	.aiff, .asf, .au, .mpe, .mp3, .ra, .ram, .rm, .wav, .wma, .wmv
Add Flash/Shockwave	.swf

Missing image detection in the Text Box Editors

Missing Image Detection functionality is available on the Add Item page under the following scenarios when a user:

- pastes HTML with a broken image into the HTML view of the Visual Text Box Editor
- pastes HTML with a broken image into the Text Box Editor and selects the HTML option
- pastes HTML with a broken image into the Text Box Editor selects the Smart Text option

Missing image detection functionality does not apply when a user:

- pastes HTML with a broken image into the Text Box Editor and selects the Plain text option
- pastes HTML with a broken image into the Visual Text Box Editor

- uploads an HTML file with a broken image from the third row of the Visual Text Box Editor
- links to an HTML file in the Content Collection with a broken image (either via the third row of the Visual Text Box Editor or as a URL in the Text Box Editor).

Keyboard shortcuts for the Visual Text Box Editor

The Visual Text Box Editor supports the following keyboard shortcuts:

Tip: If the shortcut keys that move selected items one character left, right, up, or down are used, the object being moved will be absolutely positioned. An absolutely positioned element is determined by pixels, so moving it up once will move it up one pixel.

Keyboard Shortcuts	
Movement	
RIGHT ARROW	Move one character to the right.
LEFT ARROW	Move one character to the left.
DOWN ARROW	Move down one line.
UP ARROW	Move up one line.
CTRL+RIGHT ARROW	Move right one word.
CTRL+LEFT ARROW	Move left one word.
END	Move to the end of the line.
HOME	Move to the start of the line.
CTRL+DOWN ARROW	Move down one paragraph.
CTRL+UP ARROW	Move up one paragraph.
PAGE DOWN	Move down one page.
PAGE UP	Move up one page.
CTRL+HOME	Move to the beginning of the text.
CTRL+END	Move to the end of the text.
Selection	
SHIFT+RIGHT ARROW	Extend the selection one character to the right.
SHIFT+LEFT ARROW	Extend the selection one character to the left.
CTRL+SHIFT+RIGHT ARROW	Extend the selection right one word.
CTRL+SHIFT+LEFT ARROW	Extend the selection left one word.
SHIFT+UP ARROW	Extend the selection up one line.

Keyboard Shortcuts	
SHIFT+DOWN ARROW	Extend the selection down one line.
SHIFT+END	Extend the selection to the end of the current line.
SHIFT+HOME	Extend the selection to the start of the current line.
SHIFT+PAGE DOWN	Extend the selection down one page.
SHIFT+PAGE UP	Extend the selection up one page.
CTRL+SHIFT+END	Extend the selection to the end of the document.
CTRL+SHIFT+HOME	Extend the selection to the beginning of the document.
CTRL+A	Select all elements in the document.
Editing	
BACKSPACE	Delete the selection. Or, if there is no selection, delete the character to the left of the cursor.
CTRL+BACKSPACE	Delete all of a word to the left of the cursor.
CTRL+C	Copy the selection.
CTRL+V	Paste cut contents or copied contents.
CTRL+X	Cut the selection.
DELETE	Delete the selection.
INSERT	Toggle between inserting and overwriting text.
CTRL+Z	Undo the most recent formatting command.
CTRL+Y	Re-do the most recent undone command.
CTRL+F	Find text.
SHIFT+F10	Display the context menu. This is the same as a right-click.
Formatting	
CTRL+B	Toggle bold formatting.
CTRL+I	Toggle italic formatting.
CTRL+U	Toggle underlining.

Link to File

Overview

Users may include a link to a file from the Text Box editor.

Fields

The table below details the fields on the Insert Link to File page:

Field	Description
Insert Link to File	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
Link to File Options	
Name of Link to File	Enter the name of the link that users click to access the attached file.
Launch in new window	Select **Yes** to have the file open in a new separate window. Select **No** to have the file open in the content frame.

Insert Multimedia File

Overview

Users may add the following multimedia files when authoring content in the Text Box Editor.

- **Image**.
- **MPEG or AVI**. MPEG (Moving Picture Expert Groups) files are audio-visual files in a digital compressed format. AVI (Audio Video Interleave) is Microsoft's file format for storing audio and video data.
- **Quicktime**. QuickTime is a video and animation system that supports most formats, including JPG and MPEG. Users with a PC will require a QuickTime driver to view QuickTime files. Macintosh users do not require this driver.
- **Audio**.
- **Flash or Shockwave**. Macromedia Flash and Shockwave files support audio, animation and video; they are also browser independent. Browsers require specific plug-ins to run Flash and Shockwave files.

The options to control how a multimedia file displays, such as should it loop, should the controls display, will not be available after the file has been inserted. To edit these options, use the HTML view and edit the options directly.

Image Fields

The table below details the fields on the Insert Image page:

Field	Description
Insert Image	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
Image Options	
Set the Width	Enter the width of the image in pixels.
Set the Height	Enter the height of the image in pixels.
Border	Choose a border for the image. If '0' is chosen there will be no border around the image.
Alt Text	Enter text that will be used display if the image fails to load. Alternate text is important for visually impaired users who access the Web.

MPEG or AVI Fields

The table below details the fields on the Insert MPEG File page:

Field	Description
Insert MPEG File	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
MPEG File Options	
Set the Width	Enter the width of the video in pixels.
Set the Height	Enter the height of the video in pixels.
AutoStart	Select **Yes** to start playing when the page is opened. Select **No** to let users start playing manually after opening the page.
Controls	Select the size of controls to appear to users. Controls must be available if users are to start the video manually.

Quicktime Fields

The table below details the fields on the Insert QuickTime File page:

Field	Description
Insert QuickTime File	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
QuickTime File Options	
Set the Width	Enter the width of the video.
Set the Height	Enter the height of the video.
AutoStart	Select **Yes** to start playing when the page is opened. Select **No** to let users start playing manually after opening the page.
Loop	Choose whether the file should repeat continuously.
Controls	Select to display controls.

Audio Fields

The table below details the fields on the Insert Audio File page:

Field	Description
Insert Audio File	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
Audio File Options	
AutoStart	Select **Yes** to start playing when the page is opened. Select **No** to let users start playing manually after opening the page.
Loop	Choose whether the file should repeat continuously.
Controls	Select to display controls.

Flash or Shockwave Fields

The table below details the fields on the Insert SWF File page:

Field	Description
Insert SWF File	
Browse	Click **Browse** to locate a file.
OR Specify URL	Enter a URL to create a link to a file outside of the local system. For example, from a central image repository, the URL may be http://blackboard/images/picture1.jpeg.
SWF File Options	
Set the Width	Enter the width of the video.
Set the Height	Enter the height of the video.
AutoStart	Select **Yes** to start playing when the page is opened. Select **No** to let users start playing manually after opening the page.
Loop	Choose whether the file should repeat continuously.
Set Quality	Select the quality of the images that will appear to users. Please note that the better the quality of an image the larger the file. Larger files take longer to open.

About Spell Check

Overview

The Spell Check feature supports a full English dictionary, a supplemental word list configured by the System Administrator, and custom word lists that are stored as a cookie on a user's local machine. The spell check feature is available wherever users can enter blocks of text. It is also available as a module with the Blackboard Community System.

Word lists

Misspelled words are determined by the following three sources:

- **Spell Check Dictionary**: A full English dictionary that includes words that are not flagged for correction. The dictionary is also the only source for suggestions. This dictionary cannot be modified.
- **Supplemental Word List**: A list of additional terms added by the System Administrator that do not appear in the default dictionary.
- **Personal Word List**: This word list is stored as a cookie on each user's local machine. Words are added to this list using the **Learn** function. The words in the personal word list are not flagged for correction. These words are not included as suggestions for misspelled words.

Extensive personal word lists may slow performance of the Spell Check tool.

Personal word list and cookies

The personal word list is stored as a cookie on the user's local machine. The cookie is not user or installation specific. Therefore, a user's word list is available to them whenever they are using Spell Check as long as they are on the same local machine. Also, if another user logs onto the same machine, that user will have the personal word list stored on that machine applied to Spell Check. For example, if a user creates a personal word list on a computer in the computer lab, this word list will be available to all users who use this computer in the lab. The user may not take this word list with them to a different computer.

Using Spell Check

Overview

When Spell Check is launched it reviews the text block and sequentially bring up any words it does not recognize for review.

Functions

The table below details the functions available with Spell Check.

To . . .	then . . .
replace the occurrence of a word with a correction or suggestion	enter a correction in the **Replace With** field or select a suggestion from the list. Click **Replace** to change the word in the text to the word in the **Replace With** field. If the misspelled word appears later in the text block it is flagged again for correction.
replace every occurrence of a word in the text with a correction or suggestion	enter a correction in the **Replace With** field or select a suggestion from the list. Click **Replace All** to change every occurrence of the word in the text with the word in the **Replace With** field.
ignore the word and not make a correction	click **Ignore**. The word is not changed. If the word appears again in the text block it will be flagged for correction.
ignore every occurrence of the word in the text block	click **Ignore All**. The word is not changed and Spell Check will not flag it for correction again in the text.
teach Spell Check to recognize the word as correct	click **Learn**. The word is added to the personal word list. Whenever Spell Check is run on the local machine the word will be recognized and not flagged.
close the spell check without finishing	click **Finish**.

Recognized errors

Note how Spell Check handles the following circumstances:

- Double words are recognized as errors.
- Irregular capitalization is not recognized as an error.
- Initial capitalization at the beginning of sentences is not checked.
- Words in ALL CAPS are checked for spelling errors.
- Words that contain numbers are recognized as errors.
- A word that appears in the supplemental or personal word list must be entered as a correction during a spell check (these words do not appear as suggestions). The Spell Check tool must be run again to verify that the word is spelled correctly.

Part Two: Organizations

Organizations include content and tools for teaching, collaborating, and learning. This part includes the following sections:

- Content
- Communication
- Tools

Content

Overview

The names of the areas in an Organization are configured by the Instructor or the System Administrator and may differ from the names shown in this section. The function of each area will not change even if the name and purpose of the area is different. The Instructor or the System Administrator may not make all of these areas available. The Organization Areas that are accessible by Users make up the Organization Menu that appears in the frame on the left side of the Organization.

In this section

This section includes the following topics.

Topic	Description
Course Content Areas	Provides information on how materials and information is presented.
External Links	Explains how to access external links.

Organization Content Areas

About Content Areas

Organization Content Areas may contain a variety of learning materials. Leaders use these areas to present information from basic text to multimedia to links to tools.

Navigating within Content Areas

Leaders have unlimited options when designing Content Areas. However, navigating through Content Areas is a structured, easy-to-follow process. Content Areas are arranged as a series of nested folders. Each folder can contain items and other folders. Each folder includes the name of the folder, a navigation path, and items and subfolders the Instructor has included in that folder.

Click the appropriate folder in the navigation path to return to a previous folder or to the beginning of the Content Area. Click the link in a folder to open an item or to open a subfolder.

External Links

Overview

External links access outside Web sites. Usually these links provide content consistent with the objective or area of study. Users can access these links directly from a Content Area.

Communication

Overview

Users are encouraged to communicate with fellow classmates, Leaders, and Leaders as part of the learning process. The Communication area allows users to:

- send email
- access Discussion Boards
- use the Collaboration Tools
- review the Roster
- access User group pages

Note: Leaders and System Administrators have the option to disable these features. Also, if the Instructor chooses, some of these tools may also appear directly in the Organization Menu.

Find this page

Follow the steps below to open the Communication area:

1. Open an Organization.
2. Click **Communication** on the Organization Menu.

In this section

This section includes information on the following topics:

Topic	Description
Send Email	Send email to other participants.
Discussion Board	Engage in asynchronous on-line conversations with others.
Collaboration Tools	Participate in real time lessons and discussions.
Roster	Search a participant Roster and view lists of Users, Leaders and Teaching Assistants associated with a specific Organization.
Groups	Access communication functions available to groups created by the Instructor. Users may be grouped together in study groups, projects, or other activities.
Messages	Communicate with other users in an Organization.

Send Email

Overview

Users can access email functions for through the Send Email page. Users can send email to the following people in an Organization:

Group	Description
All Users	Sends email to all users in the Organization.
All Members	Sends an email to all Members in the Organization.
All Groups	Sends email to all of the groups in a specified Organization.
All Teaching Assistants	Sends email to all of the Teaching Assistants in a specified Organization.
All Leaders	Sends email to all of the Leaders for a specified Organization.
Select Users	Sends email to a single user or select users in a specified Organization.
Select Groups	Send email to a single group or select groups in an Organization.

Find this page

Follow the steps below to open the Send Email page:

1. Open an Organization.
2. Click **Communication** on the Organization Menu.
3. Click **Send Email**.

Users can also access the Send Email feature for all of their Organizations through the Tools Box on the My Institution tab.

Send Email to Users

Functions

Send Email enables users to send email to fellow classmates, Leaders other users, and Groups within an Organization.

Note: Recipients of each email will not see the email addresses of other recipients.

Fields

The table below details the fields on the Send Email page.

Field	Description
Enter Message Details	
To	Recipients display in this field. If the email is intended for a select audience, an interface for selecting users appears. The interface does not appear if an email is intended for all users. To select user to receive an email, highlight the users in the **Available** column and click the arrow to move them to the **Selected** column. A back arrow is available to move a user out of the recipient list. The interface also includes an **Invert** button. Click Invert and highlighted users are no longer highlighted and those users that are not selected will be highlighted.
From	The sender's email address is automatically displayed in this field.
Subject	Enter the subject of the email.
Message	Enter the body of the email. Remember that a copy of the message is also sent to the sender. Also, a receipt page appears after the message is sent listing all the users that were sent the message. The receipt page does not confirm that users received the message! It only confirms that the message was sent. The message may use HTML-encoding. The message displays according to the recipients mail settings. If HTML message types are supported, the HTML appears. If not, the message appears as plain text.
Add Attachments	
Add	Click here to add attachments. Select **Browse** and navigate to the file that should be attached to the email. After adding one file, the option to attach another file appears.

About the Discussion Board

Overview

The Discussion Board is a tool for sharing thoughts and ideas about class materials. The Discussion Board is made up of Forums that may appear anywhere in the Organization but are also all centrally located in the Discussion Board tool.

Members usually participate in Forums with no administrative privileges. However, a Member may be granted some Forum administration privileges within a group.

Discussion Board Terms

The table below outlines the terms used to describe Discussion Board features.

Term	Definition
Thread	The initial post and the entire series of replies to that post within a Discussion Board Forum.
Thread Detail	The page that displays the threaded view of all posts in a thread along with the selected post.
Post	A Discussion Board entry posted to a thread or used to start a thread. Also used as a verb to refer to the act of submitting a post.
Forum Role	A role type that is assigned to all members of the Discussion Board for each Forum and enables specific privileges within the Forum. A user may have one role per Forum; however, a user's role in each Forum may differ.
Blocked	A Forum Role that blocks the user from accessing the Forum.
Reader	A Forum Role that grants the user the rights to read the contents of a Forum. Users with this role may only view content and cannot add or respond to posts.
Participant	A Forum Role that grants the user read and write privileges in the Forum.
Moderator	A Forum Role that grants Participant privileges as well as the ability to modify, delete, and lock posts. If a Moderation Queue is used, the Moderator may also approve or reject posts in the queue.
Manager	A Forum Role that grants all privileges.
Rate Post	The process of evaluating a post based on a fixed, 5 point scale.
Collect Posts	The process of selecting one or more posts or threads for inclusion in on a page that can be sorted, filtered, printed, and saved as a document. The collection is gathered into a format that can be sorted, filtered, printed, and saved as a document that can be viewed in a browser.
Flag	A mark used to call attention to the post.
Copy Forum	The process of creating a clone of a Forum or the Forum settings in the same discussion board or in another discussion board in the same Organization.
Save Posts	The act of saving a post as a draft.

Term	Definition
Published Post	A post that has been submitted and, if necessary, approved by a moderator.
Post Position	The position of a post in a thread relative to the other posts.
Draft	A post that has been saved for future editing.
Locked Thread	A thread that is visible for reading but cannot be modified. Users may not post to a locked thread.
Unavailable Thread	A thread that is hidden and inaccessible to all users except Forum Managers.
Hidden Thread	A Thread that is locked and not visible by default. Users may view hidden threads by enabling the Display Hidden Threads feature.
Moderation Queue	A list of posts that must be approved before they appear in the Discussion Board.

View and Organize Discussion Board Content

Overview

Forums can appear throughout an Organization. Each group may also have a private Discussion Board with Forums available only to those users that are a part of the group. All Forums that are not a part of a group are accessible from various points in the Organization or by going to the Discussion Board tool. The Discussion Board tool centralizes all of the Forums in the Organization.

Search

A search function appears as a magnifying glass icon at the top of the page throughout the Discussion Board. Click this icon to show or hide the search fields, thus conserving screen space in the Discussion Board.

The search fields include keyword, date and time restrictions, and options for where to search. The search function starts at the current level and options exist to work up. For example, in a thread, the default search option only searches that thread but options exist to search the entire Forum or all Forums. From the search function, users can search all Forums in the Organization, including any Forums that appear in the user's groups.

Thread Status

The Forum Manager can change the status of a thread to one of the following:

- **Published:** A published thread is available to users.
- **Locked:** Users may read the thread but not make any additions or modifications. Locking a thread allows Grades to be assigned without users updating or changing posts.
- **Unlocked:** Unlocking a thread allows users to modify and add to the thread.
- **Hidden:** Hidden messages cannot be viewed by users, but can be managed by Forum Moderators. Use this status to hide outdated threads and make relevant content easier to find.
- **Unavailable:** Unavailable threads are only visible to forum managers. Even then, Forum managers must choose to view these threads. Making threads unavailable means users can no longer view the thread.

Follow these steps to change the status of a thread:

1. Open a Forum in the Discussion Board.
2. Select threads.
3. Choose a new status for the selected threads using the Change Status to: drop-down list.
4. Click Go.

Forum View

The Forum view lists the threads in the Forum and includes several options for displaying and managing threads. The Forum can be viewed in one of two contexts: Tree View or List View This choice remains in effect until the user changes it; it can be changed at any time these choices are available above the Action Bar.

Tree View

The Tree View presents the thread starter messages and their child messages. The child messages can be expanded and collapsed by using the plus/minus icon next to each message. Unread threads and posts are displayed in bold type; if a thread starter message has unread children, then the thread starter message is displayed in bold if its children are collapsed.

A search function and an action bar that includes the following functions are available at the top of the page:

Function	Purpose
Add Thread	Initiate a new thread.
Remove	Remove the selected posts from the Forum. Deleted posts cannot be restored. Use the unavailable function to completely hide posts from users without actually deleting the threads.
Collect	Gather selected posts onto one page where they can be sorted, filtered, or printed.
Flag	Mark a post for later attention. This is only displayed in the Tree View.
Clear Flag	Remove a flag applied to a post. This is only displayed in the Tree View.
Mark Read	Click to mark selected messages as read.
Mark Unread	Click to mark selected messages as unread.

List View

The List View presents the list of threads in a tabular format. The threads can be sorted by clicking the carat at the top of each column:

List View Column	Description
Checkbox	Allows for individual thread selection.
Flag	Displays an indicator for any thread that contains flagged posts.
Subscription	Displays the user’s subscription status for each thread. This is available only if subscriptions are enabled.
Thread	Displays the title of the thread.
Author	Displays the author of the thread.

List View Column	Description
Date	Displays the date and time the thread was posted.
Status	Displays the status of the thread.
Tags	Displays any tags that have been applied to the thread. This is visible only if tags have been enabled.
Unread Posts	Displays the number of unread posts in the thread. This number is a link leads to a Collections page that contains all unread posts.
Total Posts	Displays the total number of posts in the thread.

Posts within the thread are viewed by clicking on the hyperlinked name of the thread in the Thread column.

Action Bar

The functions at the top of the page include a Display option to show threads of different status and a search function. Unread threads and posts are displayed in bold type. There is also an action bar that includes the following functions:

Function	Which View?	Purpose
Add Thread	Both Views	Click to add a thread.
Remove	Both Views	Click to remove any selected threads from the Forum.
Collect	Both Views	Gather selected threads onto one page where posts can be sorted, filtered, or printed.
Flag	Tree View	Mark a post for later attention.
Clear Flag	Tree View	Remove a flag applied to a post.
Mark Read	Both Views	Click to mark selected messages as read.
Mark Unread	Both Views	Click to mark selected messages as unread.
Subscribe/Unsubscribe	Both Views	Click to subscribe or unsubscribe to the thread.
Change Status to:	List View	Update the availability status of the selected threads.

Thread View

Clicking on a thread in a Forum brings up the Thread Detail. The thread view is divided into three parts. Post viewing and management functions appear at the top of the page. The middle of the page displays a list of posts, with replies nested underneath the thread starter message. The bottom of the page displays the current post. Unread posts are displayed in bold type.

The following options are available when viewing a thread:

Feature	Description
Action Bar	
Collect	Group posts into a filterable, sortable view that is useful for printing or saving.
Flag	Mark a post for later attention.
Clear Flag	Remove a flag applied to a post.
Mark Read	Click to mark selected messages as read.
Mark Unread	Click to mark selected messages as unread.
Subscribe/Unsubscribe	Click to receive an email alert when a post is updated or a user posts a reply. Click again to stop receiving email alerts. This is available only if subscriptions are enabled.
Message List	
Arrange View Buttons	Three buttons at the top corner of the message list provide different display options: **Swap Up/Down**. This option moves the message list above or below the post on the Thread Detail page. **Hide/Restore**. This option hides the message list or restores the previous view. **Maximize/Minimize**. This option displays all of the messages in the message list in a scrollable format (including their children), or minimizes the list.
Select Threads	Select each thread using the checkboxes or the select all unselect all options. Selected Threads are included in Action Bar operations.
Previous Thread/Next Thread	Click these options to navigate through the threads in the Forum.
Refresh	Click to refresh the thread; new messages published since the page was loaded are displayed.
Selection Drop-Down	Use this drop-down list to select all the messages on this page, unselect all the messages on this page, or switch the previous selection.
Expand/Collapse Messages	Click the plus/minus icon next to each message to expand (plus) or collapse (minus) the parent message and all of its children.
Current Post	
Reply	Generate a response to a post.
Quote	Click to insert the text of the current post into a reply to that post.
Modify	Change the content of the post.
Remove	Remove the post. Removing a post also removes all the replies to that post.
Previous Post/Next Post	Click these options to navigate through the posts in the thread.

Feature	Description
Overall Rating	Select a score for the post on a 1 to 5 scale. This is only available if rating has been enabled.
Show Parent Message	Click to display the text of the parent message. This is only available for reply messages.
Hide Parent Message	Click to hide the text of the parent message. This is only available for reply messages.

Note

Note: Rating is an Enterprise License option.

Collections

Collections gather posts into a filterable, sortable, and printable format. Collections are a good way to organize posts for quick reading, printing, or saving. The following options are available on the Collections page:

Feature	Description
Action Bar	
Print	Click to print selected messages.
Mark Read	Click to mark selected messages as read.
Mark Unread	Click to mark selected messages as unread.
Add Tag	Click to add tags to selected messages.
Filter	
Author	Select an author from the drop-down list to display messages created only by that author.
Status	Select a status from the drop-down list to display only messages that have that status.
Read Status	Select a Read Status from the drop-down list to display only messages that correspond to that Read Status.
Tags	Select a tag from the drop-down list to display only messages that have that tag. This is only available if tagging has been enabled.
Message List	
Selection Drop-Down	Use this drop-down list to select all the messages on this page, unselect all the messages on this page, or switch the previous selection.

Feature	Description
Sort by	Select one of the following options to sort the messages on this page: Author’s First Name Author’s Last Name Date Subject Thread Overall Rating These options remain in effect throughout a browser session.
In … Order	Choose between Ascending and Descending sort order from this drop-down list. These options remain in effect throughout a browser session.
Individual Message Options	
Tags	Displays tags applied to this message. To add tags: click **Add**, enter the name of the tag in the text box, and click **OK**. To remove tags: click the “X” icon next to the tag.
Reply	Click to create a reply to this message.
Quote	Click to create a reply to this message that contains the text of the original message.
Mark as Read/Unread	Click to mark this message as read or unread.

Tagging Messages

Tags allow arbitrary message grouping independent of thread or thread status. Forum managers can create and apply text labels of their own choosing to messages in a Forum; other Discussion Board users can read, filter, and search messages using the tags, but cannot create new ones.

Initiate a Thread

Overview

Threads are a series of posts related to a similar topic. When creating a Forum, the Forum Manager has the option of allowing or not allowing users to start threads. If threads are graded, users cannot start threads. Generally, the purpose of the Forum will dictate whether or not users can start threads. A moderated, graded Forum used to evaluate Member performance will usually be tightly controlled. In this case, it would not be appropriate to allow users to create threads. Other Forums are designed for users to share opinions and thoughts on tangential or unrelated topics. In this case, it is safe to allow users to create threads and spark discussions.

Start a Thread

Follow these steps to start a thread.

1. Open a Discussion Board Forum.
2. Click **Add Thread** in the action bar. The Add Thread page appears.
3. Enter a **Subject** and a **Message**. It is also possible to attach files to the post.
4. Click **Save** to store a draft of the post or click **Submit** to create the thread.

Respond to a Discussion Board Post

Overview

Threads grow as users respond to the initial, and subsequent, posts. Replies build on one another to construct a conversation.

Reply to a Post

Follow these steps to reply to a post.

1. Open a thread in a Forum.
2. Find a post.
3. Click **Reply** for that post.
4. Enter a **Subject** and a **Message**. It is also possible to attach files to the post. Only one file can be added using the Attachment function below the text box. When using the Visual Text Box Editor, multiple files may be added.
5. Click **Save** to store a draft of the post or click **Submit** to create the thread.
6. The post appears in the thread underneath the original post.

Subscription

Overview

A Discussion Board user in a Forum with subscriptions enabled at the Forum level can subscribe or unsubscribe to the Forum at the thread list level or the tree view. A user in a Forum with subscriptions enabled at the thread level can subscribe or unsubscribe to the thread.

In a thread subscription Forum, a user will be able to identify at a glance the threads she is subscribed to in the thread list and the message detail page.

Subscribe to a Forum or Thread

Open a thread and follow these steps to subscribe:

1. Select the top-level message in the thread.
2. Click **Subscribe** in the Action Bar. A subscription icon appears next to the Thread title.

Unsubscribe from a Forum or Thread

Open a thread and follow these steps to unsubscribe:

1. Select the top-level message in the thread.
2. Click **Unsubscribe** in the Action Bar. The subscription icon disappears from view.

Subscription Notification

Discussion Board users receive email alerts once new messages are posted to a thread or Forum. These messages can contain either a link to the new message itself or a link and the text of the new message. Users who are not logged in to the Blackboard Community System receive a subscription alert with a reply link. Clicking the link accesses the new message (after logging in to the system).

Manage a Group Forum

Overview

Discussion Boards give Members the freedom to share their thoughts and opinions on class topics with other users. Groups within an Organization may have private Forums that are managed by the Members in the group.

Security Settings

The following settings are available when creating a Forum to ensure that content is appropriate.

Setting	Description
Allow anonymous posts	If this feature is turned off users are identified by their username whenever they post a reply. Making members accountable for the content that they post is a deterrent for users that wish to post inappropriate content. Be careful when disabling this feature as there are instances where learning can benefit from anonymous posts, particularly when discussing sensitive topics If this feature is enabled, the Forum cannot be graded.
Allow authors to remove own posts and **Allow author to modify own published posts**	Members are deterred from posting inappropriate content if they do not have control of the content once it is posted.
Allow members to create new threads	Preventing members from starting threads helps focus their posts on the topic.
Force moderation of posts	Moderating posts requires that all posts are reviewed by a responsible party before the content is shared with the class.

Moderate a Forum

Set up a moderator on the Manage Forum Users page. Otherwise, the Forum manager must take responsibility for approving posts.

Follow these steps to moderate Forum posts.

1. Open the Forum.
2. Click **Moderate Forum**. The **Moderate Forum** button only appears in the action bar if you have a Forum Role of Manager or Moderator.
3. The Moderation Queue appears with a list of posts that are awaiting approval. The posts appear in chronological order. Those at the top have been in the queue for longer than those at the bottom.
4. Click **Moderate** for a post. The Moderate Post page appears displaying the message.
5. Select **Publish** or **Return**. If returning the post, add a message to the author explaining why the post is being returned and some suggestions for modifying the post so it is appropriate for the discussion.

6. Click **Submit**. If the post is approved it can be shown in the Forum. If the post is not approved, it will only appear to the author and the Moderator in the Forum. The post is marked returned and the Moderator comments when returning the post will appear as a reply.

Prevent a User from Posting

There may be an instance where a user should not be allowed to post at all because of past history of inappropriate posts or if the user has not been participating in discussions throughout the term. Assign a user the Forum Role of Reader if the user is allowed to view the Forum but not add content. Assign a user the Forum Role of Blocked to prevent the user from accessing the Forum.

Define a User's Role in a Forum

Follow these steps to assign a user a role in a Forum.

1. Open the Discussion Board.
2. Click **Manage** for a Forum.
3. The Manage Forum Users page appears.
4. Select a role for users from the drop-down list. The default value is Participant. Participants can read and post but have no administrative privileges.
5. Click **OK**. The Forum Roles are now assigned.

Manager

Managers have full control over the Forum. Managers can change the Forum settings, moderate posts, and assign grades. The role of Manager should only be assigned to the Organization Instructor or someone with similar responsibilities. Users with an Organization role of Instructor or Teaching Assistant are granted this Forum Role by default.

Moderator

Moderators review posts before they are made available to all users in the Organization. Moderators may also delete and modify all posts in any Forum, even if the Forum does not use the Moderation Queue. Make sure that Moderators are responsible and understand the criteria for appropriate posts. Users with an Organization role of Organization Builder are granted this Forum Role by default.

Collaboration Tools

Overview

The Collaboration Tools allow users to participate in real-time lessons and discussions. Examples of these sessions include real-time, online discussions and live question and answer Forums. Archives of previous sessions are also available for review. Guest speakers can also lead sessions using the Collaboration Tools. Users can search for and join Collaboration Sessions and view session archives.

Collaboration Tools

The following Collaboration Tools are available.

Tool	Description
Virtual Classroom	Users engage in a real-time discussion with other users, access the Web, and engage in question and answer sessions. Users may also access the Whiteboard to display text and images.
Chat	Chat is part of the Virtual Classroom. It can also be accessed separately. Chat allows users to open just the chat function.

Java Plug-in

The Java 2 Run Time Environment is required to use the Collaboration Tools. The plug-in may be downloaded from the page that appears when a user joins a Collaboration Session.

Find this page

Follow the steps below to open the Collaboration Sessions page.

1. Click **Communication** on the Organization Menu.
2. Select **Collaboration**.

Functions

The following table describes the functions available from this page.

To . . .	click . . .
filter the sessions listed on the page	the arrow next to the drop-down list and select the type of session to display. Click **Filter**. The filters include: **Show All** – The default filter that displays all of the Collaboration Sessions. **Open Rooms** – Displays all of the sessions that are in use. **Rooms with Archives** – Displays completed sessions that have an archive. **Rooms Available in the Future** – Displays sessions that are scheduled to take place in the future.
search for a session	the **Session Name**, **Start Date**, or **End Date** option and then enter a value in the field. Click **Search**.
enter a session	**Join** next to the session.
access the archives for a session	**Archives** next to the session.

User Roles

There are two roles available for users in Collaboration Sessions: Passive and Active. The Session Admin controls user access and functionality during a Collaboration session by assigning Passive or Active roles. For example, Session Administrators determine which users can chat, send private messages, or ask questions during a session by assigning specific Access Rights to the different roles. The User icon appears in the Role column next to those Users who are Active.

User roles can change throughout the Collaboration Session. Users who are Passive, but would like Active rights, can signal the Session Admin by clicking the hand icon. The Session Admin then makes the user Active.

Macintosh and the Collaboration Tool

For those users that wish to use Safari, be aware that Pop-Up Window Blocking must disabled.

Accessible Collaboration Tool

An accessible version of the Collaboration Tool is available.

A link to this version appears when **Join** is selected on the Collaboration Sessions page. This link opens the Accessible version of the Collaboration Tool. Links to items that appear in the Virtual Classroom, such as items in the Organization Map and Group Browser, will appear in this version. Documents created on the Whiteboard may be viewed if the Session Admin takes a snapshot. A link is created to the snapshot for users to view.

The sound of a door opening or closing is audible to all participants when a user enters or leaves a session through the accessible version.

Virtual Classroom

Overview

Users can ask questions, draw on the whiteboard, and participate in breakout sessions from the Virtual Classroom. The Session Admin establishes which tools in the Virtual Classroom users can access.

Find this page

Follow the steps below to open the Virtual Classroom.

1. Click **Communication** on the Organization Menu.
2. Select **Collaboration Tools**.
3. Click **Join next** to a Virtual Classroom session.

Virtual Classroom areas

The table below details the areas of the Virtual Classroom.

Part	Function
Menu Bar	Allows the Session Admin to control the Virtual Classroom. This includes managing participation, monitoring breakout sessions, and ending the session.
Classroom Tool box	Includes all of the tools used during the Virtual Classroom session. This includes searching for Web sites, asking and answering questions, utilizing the Whiteboard, and accessing the Organization Map.
Chat	Allows users to compose messages, raise their hands to ask questions, and activate private messages.

Menu Bar

Overview

Only users with Active privileges have access to the options on the Menu Bar. The functions available in the Menu Bar include:

- **View** - Choose an option for viewing Personal Messages in the Virtual Classroom.
- **Clear** - Clear the session display.
- **Breakouts -** Create a breakout room for a group of users.

View

Select **Show in-line** to view private messages within the chat area. Select **Show in separate frame** to view private messages in a separate window.

Clear

Clear erases the users chat display.

Breakouts

Select the checkboxes for the users who will participate in the Breakout session. Users may only join a Breakout session if they are selected by the creator of the Breakout session.

Users who enter a Breakout session are still active in the main Virtual Classroom Session. If a Breakout session is closed users are still active in the main session. Breakout sessions default to the same settings as the main session.

Classroom Tool box

Overview

If granted access to these tools by the Session Admin, users can use the Whiteboard, access Web sites, and view the Organization Map.

The Classroom Tool box appears on the left side of the Virtual Classroom. To begin using items in the Tool box click the name of the tool.

Tools

The following tools are available in the Classroom Tool box.

Tool	Description
Whiteboard	Enables users to present different types of information as they would on a blackboard in a classroom.
Group Browser	Enables users to collaboratively browse the Web.
Content Map	Enables users to browse the Organization Content while they are in a Virtual Classroom.
Ask Question	Enables users to ask questions during the session.
Question Inbox	Enables users to answer questions submitted by other users during a session.

Whiteboard

Overview

The Whiteboard enables users in a Virtual Classroom to present different types of information as they would on a blackboard in a classroom. Using the tools in the Whiteboard Tools palette, users can draw images, type text, and present equations. The Session Admin determines whether or not this function is made available to users.

Note

Note: Only users who have privileges (assigned by the Instructor) can access the Whiteboard.

Functions

The table below details the tools available for use on the Whiteboard.

To . . .	click . . .
select an item	the **Arrow** tool. Then click on an item for selection. The following may be performed on selected items: Enlarge: Click one of the small black boxes that surround the item and drag it to the desired size. Move: Click the item and move it to the desired location. Cut: Click the Whiteboard item. Then click the **Cut** icon. Copy: Click the Whiteboard item. Then click the **Copy** icon. Paste: Click the Whiteboard item. Then click the **Paste** icon. Delete: Click the Whiteboard item. Click on the selected object. Then click the **Delete** icon. Group items: Click the Whiteboard items. Then click the **Group** icon. Ungroup: Click a Whiteboard item in a group. Then click the **Ungroup** icon. Bring front: Click the Whiteboard item. Click on selected object. Then click the **Bring to front** icon. Bring back: Click the Whiteboard item. Click on selected object. Then click the **Send to back** icon. Select all figures on the Whiteboard: Click the **Selects all Figures** icon.
draw free hand	the **Pen** tool. Choose the color of the pen in the **Fill Color** drop-down list.
enter text using the keyboard	the text tool (**T**) then the Whiteboard area. A Whiteboard Text Input box appears. Type the text in the box and click **Insert**. Use the options in the Tools palette to select color, font, and size.
draw a straight line	the Slanted Line tool.
highlight something with an arrow	the Pointer.

To . . .	click . . .
draw a square	the **Square** tool. Choose the color of the square from the **Fill Color** drop-down list.
draw a circle	the **Oval** tool. Choose the color of the circle from the **Fill Color** drop-down list.

Group Browser

Overview

The Group Browser enables users to collaboratively browse the Web. This tool opens a URL that is viewable by all users. URLs used in the session are recorded in the archive if one is created. The Session Admin determines whether or not this function is made available to users.

Note: Only users who have an Active role can access the Group Browser.

Functions

The table below details the available functions in the Group Browser.

To . . .	click . . .
open a Web site	type the URL in the **Enter Address** field.
choose where to display the Web site	**Display To Class** to display the window in the Whiteboard or click **Preview in New Window** to open the Web site in a new browser window. The preview window is only displayed to the user that opened it.

Content Map

Overview

The Content Map enables users to browse the Organization while in a Virtual Classroom. By default, the Session Admin has access to operate the Map. Users must have Active privileges to use the Content Map in a Virtual Classroom.

Functions

The table below details the available functions in the Content Map.

To . . .	click . . .
display an element on the map to all users	the Content Area in the Map and select **Display To Class** in the drop-down list.
display an element on the map in a separate window	the Content Area in the Map and select **Preview in New Window** in the drop-down list. The new window is only visible to the User who opens it.
refresh the Map during a Collaboration Session	**Refresh Tree** in the drop-down list. This updates the Map to match the Organization Menu .

Ask Question

Overview

Users are able to ask questions during the session. As users submit questions during the session the Session Admin can view and respond to them.

Note: Only users who have an Active role can ask questions.

Ask a Question

To ask a question, select **Compose** in the Ask Question area. Enter the question in the text box and click **Send**.

Question Inbox

Overview

Questions from users are sent to the Question Inbox during the Virtual Classroom session. The Question Inbox is used to manage and respond to questions during a Collaboration Session.

Note: Only users who have an Active role can access the Question Inbox.

Function

The table below details the functions available in the Question Inbox Tool.

To . . .	click . . .
respond to a question	the Username in the **From** list and click the **Respond to Question** icon. The Respond to Question pop-up window appears.
delete a question	the Username in the **From** list and click the **Delete** icon.
view only questions that have not been answered	the checkbox next to **Show unanswered only**.

Respond to Question fields

The table below details the fields on the Respond to Question pop-up window.

Field	Description
Question	Question that was submitted.
Response	Enter the response to the question.
Private	Select this check box to make the response to the question private. If marked private, the response is only sent to the person who submitted the message.

Chat

Overview

The Chat allows the users to interact with each other via a text-based chat. Chat is part of the Virtual Classroom. It can also be accessed separately.

Note	**Note**: Some of the functions in the chat are limited to those users with an Active role

Find this page

Follow the steps below to open a Chat:

1. Click **Communication** on the Organization Menu.
2. Select **Collaboration Tools**.
3. Click **Join** to next to a Chat session.

Functions

The table below details the functions available in the Chat.

To . . .	then . . .
enter a message for the class to read	type the message in the **Compose** field. Click **Send**. The message appears in the chat area. There 1000 character limit for chat messages.
become an Active user	click the hand symbol. A hand appears next to the Username. The Session Administrator clicks on the hand to make the user Active.
view user information	Select a Username in the Participant list and then click User Info.
send a private message to a user	Select a Username in the Participant list and then click Private Message.

Private Messages

Overview

Users can send private messages to each other if the Session Admin enables this tool in the Session Controls. Private messages are not recorded or archived.

Note	**Note**: Only users who have an Active role can send Private Messages.

User Information

Overview

The User Information pop-up window displays personal information about a user such as name, email address, and any other information the user has chosen to add to their profile.

Click **User Info** in the Chat area and the User Information pop-up window appears.

Send a Private Message

Click **Private Message** to send a message to the user. The Compose Private Message pop-up window appears.

Session Archives

Introduction

Session Archives allow users to review the discussions and questions raised during a Collaboration Session. Sessions are archived by date and the option to remove an archive is available to all group members.

Find this page

Follow the steps below to open the Session Archives page.

1. Click **Communication** on the Organization Menu.
2. Select **Groups** from the Communication Center.
3. Click **Collaboration**.
4. Click **Archives** next to a Collaboration Session.

Functions

The table below describes the functions available on this page

To . . .	click . . .
search for an Archive in the Collaboration Session	the **Archive Name** or **Creation Date** option in the **Search by:** field. Enter the name of the archive or the date it was created. Click **Search**.
open an archive	the archive in the Archive Name column.
change the name or availability of an archive	Manage. The Archive Properties page appears.
remove an archive	**Remove**. This action is irreversible.

Roster

Overview

Users can search the Roster and view a list of Users in the Organization.

Find this page

Follow the steps below to open the Roster page.

1. Open an Organization.
2. Select **Communication** on the Organization Menu.
3. Click **Roster** from the Communication area.

Search

The Roster contains a search function. Users can search using different variables.

> **Note:** If Active within x Days is selected on the Advanced Search tab, the system checks to see when users last logged into the system; it does not check to see when they last accessed the Organization.

Functions

Click the name of a User in the list to view their homepage or click their email address to send them an email.

Groups

Overview

Groups enable Users to collaborate with each other. Groups usually consist of a smaller group of Users in an Organization, such as study groups or project groups. From a Group page, users may:

- send email
- exchange files
- enter discussion Forums
- enter Collaboration Sessions

Find this page

Follow the steps below to open the Group page.

1. Open an Organization.
2. Click **Communication** on the Organization Menu.
3. Click **Group Pages** from the Communication area.
4. Select the name of a Group.

Functions

The following functions are available from the Group page.

Note

Note: Leaders may limit which of these functions are available to Groups.

Function	Description
File Exchange	Share files with Group members.
Group Collaboration	Meet classmates and moderators for real-time discussion or class lessons.
Send Email	Send email to one or all of their group members.
Group Members	The names and email addresses of all Group members appear.

File Exchange

Overview

The File Exchange function allows users within a Group to exchange files. The File Exchange page displays shared files and also includes an option to add files.

Find this page

Follow the steps below to open the File Exchange page.

1. Open an Organization.
2. Click **Communication** on the Organization Menu.
3. Click **Groups** from the Communication area. Select a Group.
4. Click **File Exchange**.

Functions

Click **Add File** to upload files for Group members to view or modify. Click **Remove** to remove a file. Any user in the Group may remove any file from the File Exchange.

The table below details fields on the Add File page.

Field	Description
File Information	
Title	Enter the title of the file.
File	Enter the location of the file or click **Browse** and select the file to upload from your computer.

Group Collaboration Sessions

Overview

The Group Collaboration Sessions have all of the same features as those in the Organization. All Group members are Session Administrators in Group Collaboration Sessions. Therefore, all Group members can manage sessions and access all of the available tools.

Note: The Collaboration Tools topic includes information on the Collaboration Tool features.

Find this page

Follow the steps below to open the Group Collaboration Session page.

1. Open an Organization.
2. Click **Communication** on the Organization Menu.
3. Click **Groups** from the Communication area.
4. Click **Collaboration**.

Functions

The table below details the Session Admin features available when managing Group Collaboration Sessions.

To . . .	click . . .
create a new Collaboration Session	Create Collaboration Session. The Create Collaboration Session page opens.
change the name, availability, or tools used during the session	Manage next to the session. The Modify Collaboration Session page appears.
delete a session	**Remove** next to the session. This action is irreversible.

Create/Modify Collaboration Session

Overview

Group Collaboration Sessions using are created on the Create Collaboration Session page. Groups can schedule sessions for specific dates and times. The Create Collaboration Session page and Modify Collaboration Session page function in a similar manner. The Create Collaboration Session page opens with empty fields while the Modify Collaboration Session page opens an existing session.

Find this page

Follow the steps below to open the Create Collaboration Session page.

1. Click **Communication** on the Organization Menu.
2. Select **Groups** from the Communication Center.
3. Click **Collaboration**.
4. Click **Create Collaboration Session** or **Manage**.

Fields

The table below details the fields on the Create Collaboration Session page.

Field	Description
Name Your Session	
Session Name	Enter the name of the new session.
Schedule Availability	
Select Date(s) of Availability	A Start and End date and time for the Collaboration Session can be set but is not required. If these are not selected then the session is always open and available for users. Click the **Start After** check box to choose a date and time to begin the Collaboration. Select the date by choosing from the drop-down lists next to the date or by clicking the calendar icon and selecting the date. Select the time to begin the session from the drop-down lists. Click the **End After** check box to choose when the session ends. Select the date by choosing from the drop-down lists next to the date or by clicking the calendar icon and selecting the date. Select the time to end the session from the drop-down lists.
Available	Select **Yes** to make the session available.
Collaboration Tools	
Choose a collaboration tool for this session	Select **Virtual Classroom** or **Chat**.

Group Menu

Overview

Group Collaboration Sessions have additional Session Manager features including a Record menu to create session archives and an End option to end a session. All group members have access to these features.

Record menu

The sessions created in Groups can be recorded and archived. Archive recording can be started, stopped, paused, and un-paused during the session. A session can have more then one archive. The table below details the buttons that appear on the Record menu.

End

This tool ends the Virtual Classroom Session. Click **End** on the Menu Bar to end a session.

Archive

Introduction

The Archive Properties page allows Group members to change the name and availability of an Archive session.

Find this page

Follow the steps below to open the Archive Properties page.

1. Click **Communication** on the Organization Menu.
2. Select **Groups** from the Communication Center.
3. Click Collaboration.
4. Click **Archives** next to a Collaboration Session.
5. Select **Manage**.

Functions

The table below describes the functions available on this page.

Field	Description
Edit Archive Name	
Archive Name	Enter or modify the name of the archive.
Availability to Users	
Available	Select **Yes** and group users can view this archive.

Messages

Overview

The Messages feature gives each Organization a private and secure system for communication that functions similar to email. Keep in mind that Messages cannot be sent or received outside of the users in the Organization.

Messages are usually accessed through the Communications area of an Organization. Although, as with most features, the Instructor can restrict access or change the layout of the Organization Menu so that Messages are accessible directly.

Find this page

Follow these steps to open the Messages feature.

1. Click **Communication** from the Organization Menu.
2. Click **Messages**.

Functions

The table below details the functions available on the Messages page.

To . . .	click . . .
open the Inbox to see delivered messages	**Inbox**. The Inbox folder opens with messages received.
view messages that you sent	**Sent**. The Sent folder opens with a list of messages sent.
add a new folder	**Add Folder**. Folders can be used to organize messages. Note that the System Administrator may turn off the ability to add folders.
change the name of a personal folder	**Modify** next to a personal folder. It is not possible to modify the Inbox folder or Sent folder.
delete personal folders	the check box next to each folder that will be deleted. Then click **Remove Folder** in the action bar. The folders, and any messages in the folders, are deleted.

Message Folder

Overview

Folders store messages and provide access to functions for creating and organizing messages. Even the Inbox folder and Sent folder include these functions.

Find this page

Follow these steps to open a folder, including the Inbox folder or Sent folder.

1. Click **Communication** from the Organization Menu.
2. Click **Messages**.
3. Click a folder.

Functions

The table below details the functions on the Messages page.

To . . .	click . . .
Read a message	the link that appears in the subject column for the message. The View Message page appears.
Draft and send a new message	**New Message** in the Action Bar.
Delete messages	The checkbox for each message to delete. Click **Remove** in the Action Bar to delete the messages.
Sort messages	The carat above each column to sort by that column.
Mark messages as unread	The checkbox for each message to mark as unread. Click **Mark Unread** to change the selected messages to unread. Unread messages appear with a closed envelope icon.
Mark messages as read	The checkbox for each message to mark as read. Click **Mark Read** to change the selected messages to read. Read messages appear with an open envelope icon.

View Message

Overview

When reading a message there are several options on the View Message page. The options for responding to a message are functions common to email programs (Reply, Reply All, and Forward).

Find this page

Follow these steps to open a message.

1. Click **Communication** in the Organization Menu.
2. Click **Messages**.
3. Select a folder.
4. Click the link in the subject column for a message.

Functions

The table below details the functions available on the View Message page.

To . . .	click . . .
View an attachment	a link in the Attachment field. Links only appears if there are files attached to the message.
Reply to the sender	**Reply** on the Action Bar. A Compose Message page appears with the sender of the message already populated in the **To:** field. Note that other users may be added to the message. The text of the message is already populated with the text of the original message. Additional text may be added.
Reply to the sender and all other recipients	**Reply All** on the Action Bar. A Compose Message page appears with the sender and all other recipients of the message already populated in the **To:** field. Note that other users may be added to the message. The text of the message is already populated with the text of the original message. Additional text may be added.
Send a copy of the message to someone else	**Forward** on the Action Bar. A Compose Message appears with the text of the message in the **Body** field.
Move the message to a personal folder	**Move** on the Action Bar. The Move Messages page appears.
Delete a message	**Remove** on the Action Bar. The message is deleted.
Print a message	**Print** on the Action Bar. The message is printed using the Web browser's print settings.

Compose Message

Overview

Sending a message is the same process if generating a new message or replying to a message. The only difference is, when replying to a message, some of the fields are already populated. For example, when replying to a message, the subject of the message is populated as re: original message. Even though the **Subject** field is already filled out, it can still be changed.

Find this page

Follow these steps to open the Compose Message page.

1. Click **Communication** from the Organization Menu.
2. Click **Messages**.
3. Click **New Message**.

Fields

The table below details the fields on the Compose Message page.

Field	Description
Recipients	
To	Use the multi-select tool to choose recipients for the email.
Cc	Use this function to send the message to those users that may be interested in the message but are not the primary recipients.
Bcc	Use this function to send a copy of the message to those users that may be interested in the message but are not the primary recipients. When using Bcc, other recipients do not know that the users listed in the Bcc field are receiving the message.
Compose Message	
Subject	Enter a short title for the message.
Body	Enter the text of the message. The standard options for editing text in the Blackboard Community System are available when entering text.
Attachment	
Upload Attachment/ Include Attachment	Click **Choose File** to select a file to attach to the e-mail message. If the message is a reply or a forward, you have the option of including the original attachment. The ability to upload and include file attachments may be toggled on and off by the System Administrator.

Move Messages

Overview

Messages can be moved from any folder to a personal folder. Using personal folders is a good way to organize messages so they are easy to find later. Use the Move Messages function to move messages from one folder to another. Note that messages cannot be moved to the Sent folder or the Inbox folder.

Find this page

Follow these steps to open the Move Message page.

1. Click **Communication** from the Organization Menu.
2. Click **Messages**.
3. Click a folder to view the messages in that folder.
4. Select a message or messages and click **Move** in the Action Bar.

Fields

The table below describes the fields on the Move Message page.

Field	Description
Messages to Move	
This section displays a list of the messages that are moved to the destination folder.	
Select a Folder	
Select a Personal destination folder	Select a personal folder from the drop-down list. This is the folder where the messages are stored. Click **Submit**. The messages are removed from the old folder after they have been moved to the new folder.

Add Folder

Overview

Personal folders can be created to help organize messages. Personal folders are only for storing messages, messages received always appear in the Inbox folder first and messages sent always appear in the Sent folder first. Once a message appears, it can be moved into a personal folder.

Find this page

Follow these steps to open the Add Folder page.

1. Click **Communication** from the Organization Menu.
2. Click **Messages**.
3. Click **Add Folder** from the Action Bar.

Fields

Enter the name of the new personal folder in the **Name** field and click **Submit** to create the folder.

Tools

Overview

Tools appear throughout the Blackboard Community System. Users can access tools from inside an Organization or from a tab. The Instructor determines which Tools are available in the Organization. The System Administrator selects the Tools that are available from tabs.

In this section

This section includes the following topics.

Topic	Description
Announcements	Messages for Organizations and system-wide announcements.
Digital Drop box	Send files to the Instructor.
Edit Your Homepage	Edit the information on your User Homepage.
Personal Information	Manage personal data and privacy settings.
Calendar	Manage events for Organizations, personal events, and system-wide events.
Tasks	Organizing tasks, defining task priorities, and tracking task status.
The Electric Blackboard®	Discusses The Electric Blackboard® tool and how it is used to save notes for a particular Organization.
Address Book	Save contact information.
User Directory	List and contact users via email.

Announcements

Overview

Users can view important messages from Leaders on the Announcements page. Announcements are organized and displayed by:

- current date
- last seven days
- last thirty days
- view all Organization announcements

When accessed through a tab, all Announcements of interest to the user appear. These include Announcements from all Organizations the user is enrolled in and system-wide announcements. Users can sort the Announcements by category or post date.

Use the drop-down menu to select a view or click on the tabs to view Announcements for a specific period of time. The default is View Last 7 Days.

Digital Drop Box

Overview

The Digital Drop Box enables Users to exchange files with the Instructor.

Note

Note: The Collaboration Tools topic includes information on the Collaboration Tool features. A file added to the Drop Box will not appear to the Instructor until it has been sent. Once a file has been sent to the Instructor, it cannot be removed from the Drop Box.

Find this page

Follow the steps below to open the Digital Drop Box page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu or Organization Menu.
3. Select **Digital Drop Box**.

Functions

The following functions are available from the Digital Drop box page.

Function	Description
Add File	Upload files to the Drop Box.
Send File	Send a file to the Instructor.
Remove	Remove a file from the Drop Box.

Time stamps

The following date and time information is included in files:

- Files sent to the Instructor show the date and time submitted.
- Files that are added to the Drop Box but not sent show the date and time posted.
- Files sent from the Instructor show the date and time received.

Note

Note: The date and time displayed in each instance is not the date and time on the user's machine, rather, it is the date and time on the Blackboard Community System server.

Add File to the Digital Drop Box

Overview

Files are added to the Digital Drop Box from the Add File page. A file is not automatically sent to the Instructor if it is placed in the Drop Box through the **Add File** option. Files must be sent through the **Send File** option.

Files that are added to the Drop Box but not sent show the date and time posted. Once the file is sent to the Instructor it shows the date and time submitted.

Find this page

Follow the steps below to open the Add File page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **Digital Drop Box**.
4. Click **Add File**.

Fields

The table below details the fields on the Add File page.

Field	Description
File Information	
Title	Enter the title of the file.
File	Click **Browse** to locate a file or enter the exact path.
Comments	Enter any comments related to the file. These comments appear beneath the title on the Drop Box page.

Send File from the Digital Drop Box

Overview

Users can select a file already in the Digital Drop Box to send to the Instructor. Users may also select a file not in the Digital Drop Box on the **Send File** page. A file sent to the Instructor that is not in the User's Drop Box is added to the User's Drop Box when it is sent.

Files that are added to the Drop Box but not sent show the date and time posted. Once the file is sent to the Instructor it shows the date and time submitted.

Find this page

Follow the steps below to open the Send File page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **Digital Drop Box**.
4. Click **Send File**.

Fields

The table below details the fields on this page.

Field	Description
File Information	
Select File	Click the drop-down arrow and select a file to send.
Title	Enter the title of the file.
File	Click **Browse** to upload a file and send it to the Instructor.
Comments	Enter any comments about the file. These comments appear beneath the title.

Edit Your Homepage

Overview

Every enrolled User has a Homepage where they can post information about themselves. The Edit Your Homepage screen allows users to edit their homepages. The homepage is blank until the user edits the page.

To view a Homepage for a user in the Organization go to the Roster, located in the Communication Center. When an individual is selected from the Roster their Homepage appears.

Find this page

Follow the steps below to open the Edit Your Homepage page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Click **Edit Your Homepage**.

Fields

The table below details the fields on this page.

Field	Description
Homepage Information	
Intro Message	Enter the introductory message that users see when viewing the homepage.
Personal Information	Enter any personal information that appears when the homepage is accessed.
Upload a Picture	
Current Image	The current image is displayed.
New Image	Click **Browse** to upload a new image.
Remove this Image	Select the checkbox to remove the existing image or any new image.
Favorite Web Sites	
Site 1 Title	Enter the site title.
Site 1 URL	Enter the site URL. When adding a URL, do so as http://www.blackboard.com, not www.blackboard.com or blackboard.com
Description	Enter the site description.

Personal Information

Overview

Users manage personal data and privacy settings from the Personal Information page. Changes to Personal Information are reflected system wide. The following functions are available to users:

- edit their account profile
- change their password
- identify a CD-ROM drive
- define privacy settings
- enable the Text Box Editor

Functions

The following functions are available from the Personal Information page.

Function	Description
Edit Personal Information	Edit personal information as it is displayed to other users.
Change Password	Change your account password.
Set CD-ROM Drive	Set the CD-ROM drive to access content.
Set Privacy Options	Set the options to display personal information.
Set Text Box Editor Options	Set the options to enable or disable the Text Box Editor.

Edit Personal Information

Overview

The information that appears in an account profile can be modified on the Edit Personal Information page. Changes made on the Edit Personal Information page are reflected throughout the Blackboard Community System. For example, if the user changes their first name, the new first name appears in all Organizations they are enrolled in.

Find this page

Select **Edit Personal Information** from the Personal Information page.

Fields

The table below details the entry fields on the Edit Personal Information page.

Field	Description
Personal Information	
First Name [r]	Edit the first name.
Middle Name	Edit the middle name.
Last Name [r]	Edit last name.
Email [r]	Edit email address.
User ID	Edit User ID as defined by the Institution.
Other Information	
Gender	Edit gender.
Birthdate	Select birthday by clicking on the drop-down arrow and selecting date values.
Education Level	Edit education level.
Company	Edit company.
Job Title	Edit job title.
Department	Edit department.
Street 1	Edit address.
Street 2	Edit any additional address information.
City	Edit city.
State/Province	Edit state or province.
Zip/Postal Code	Edit ZIP code or postal code.
Country	Edit country.

Field	Description
Web Site	Edit the URL of the user's personal Web site. When adding a URL, do so as http://www.blackboard.com, not www.blackboard.com or blackboard.com
Home Phone	Edit the home phone number of the user. The phone number displays exactly as entered.
Work Phone	Edit the work phone number of the user. The phone number displays exactly as entered.
Work Fax	Edit the fax number of the user. The fax number displays exactly as entered.
Mobile Phone	Edit the mobile phone of the user. The phone number displays exactly as entered.

Change Password

Overview

Account passwords can be changed from the Change Password page. Due to security, it is recommended that users do not use common personal information as their password, such as their name or nickname. It is recommended that users change their passwords periodically to ensure security.

Find this page

Select **Change Password** from the Personal Information page.

Fields

The table below details the fields on the Change Password page.

Field	Description
Reset Password	
Password [r]	Enter a new password for the account. The password must be at least one character and contain no spaces.
Verify Password [r]	Enter the password again to ensure accuracy.

Set CD-ROM Drive

Overview

The CD-ROM drive must be identified to the Blackboard Community System before External Content files can be accessed. Users must set the CD-ROM drive each time they want to upload files from a CD.

Note	**Note**: A default value for the CD-ROM Drive will appear when this page is opened, but the user must select Submit to set the CD-ROM Drive. If Submit is not selected, then the value is null and a CD-ROM Drive is not set.

Find this page

Select **Set CD-ROM Drive** from the Personal Information page.

Fields

The table below details the fields on the Set CD-ROM Drive page.

Field	Description
CD-ROM Drive Information	
CD-ROM (for PC)	Click the drop-down arrow and select the drive letter that maps to the drive.
CD-ROM (for MAC)	Enter the CD-ROM drive location.

Set Privacy Options

Overview

The Set Privacy Options page allows users to choose the information they would like to make publicly available. This information appears in Rosters and Group pages. Users may also select to make this information available in the User Directory. If an email address is not made available it does not appear in the Roster, Group pages, User Directory, the Collaboration Tool or in any other part of the application.

Find this page

Select **Set Privacy Options** from the Personal Information page.

Fields

The table below details the fields on the Set Privacy Options page.

Field	Description
Contact Information	
Email address	Select this check box to make the email address visible to other users.
Address (Street, City, State, Zip, Country)	Select this check box to make address information visible to other users.
Work Information (Company, Job Title, Work Phone, Work Fax)	Select this check box to make work information visible to other users.
Additional Contact Information (Home Phone, Mobile Phone, Web Site)	Select this check box to make additional contact information visible to other users.
User Directory Status	
List my information in the user directory	Select this check box to list your profile information visible to other users.

Set Text Box Editor Options

Overview

The Text Box Editor allows users to create content through a simple editor If this feature is enabled, users have additional features available to them when entering content in many text boxes throughout the Blackboard Community System. See the Text Box Editors topic for additional information.

Note

Note: The Text Box editor is only available to Windows Operating System users with Internet Explorer Version 5.x or a later. System Administrators also have the option of turning off the Text Box editor for all users. Users without the Text Box Editor have access to alternate Text Box Options.

Find this page

Select **Set Text Box Editor Options** from the Personal Information page.

Fields

Select **Enable** to turn on the Text Box Editor.

Calendar

Overview

The Calendar tool allows users to view events by day, week, month, or year. Upcoming and past events can be viewed and organized into categories.

When the Calendar is accessed through a tab users view all items on their Calendar and have the options to add and modify personal events. When the Calendar is accessed through an Organization only those calendar items that relate to the specific Organization appear.

Find this page

Follow the steps below to open the Calendar page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **Calendar**.

OR

4. Select **Calendar** from a tab.

Functions

To use the functions available on the Calendar page, follow the table below.

To . . .	click . . .
view events for a specific date and time	Quick Jump. The Quick Jump page opens. Select a date and time and the Calendar immediately displays events for that time.
create an event and add it to the calendar	Add Event to open the Add Event page.
remove an event	**Remove** to remove an event from the Calendar page. This action is irreversible. Only events created by the user can be removed. Events created by a Leader or System Administrator cannot be changed.
view events by day, week, or month	on the tab to view events for the current day, current week, or current month.
view previous or future events	the right arrow to view future events or the left arrow to view previous events.
view event details	on an event to view details.

Quick Jump

Overview

The Quick Jump page allows users to quickly view a portion of the Calendar. Quick Jump is useful when looking for events planned months in advance of the current date.

Find this page

Follow the steps below to open the Quick Jump page.

1. Open an Organization.
2. Click **Organization Tools** on the Organization Menu.
3. Select **Calendar**.
4. Click **Quick Jump**. OR
5. Select **Calendar** from a tab.
6. Select **Quick Jump**.

Fields

The table below details the fields on the Quick Jump page.

Field	Description
Calendar Quick Jump	
Please select the date you wish to access	Select the calendar date. Click the first down arrow to select a month. Click the next down arrow to select a day and click the last down arrow to select a year. The Calendar page appears with the entered date.
Please choose the type of view you wish to access the specified date	Click on an option to indicate the type of Calendar view: Month, Week, or Day.

Add or Modify Calendar Event

Overview

When the Calendar is accessed through a tab users have the options to add and modify personal events. Events may be added through the Add Calendar Event page and modified through the Modify Calendar Event page. These pages have the same fields. The Add Calendar Event page opens with empty fields and the Modify Calendar Event page opens an existing event.

Note

Note: Only events created by the user can be modified. Events created by a Leader or System Administrator cannot be changed by the user.

Find this page

Follow the steps below to find the Add Calendar Event page.

1. Click **Calendar** from a tab.
2. Click **Add Event** or **Modify** next to an existing event.

Fields

The table below details the fields on the Add Calendar Event page and Modify Calendar Event page.

Field	Description
Event Information	
Event Title	Enter the title of the event. This title appears on the Calendar page at the date and time indicated on the Event Time fields.
Description	Enter a description of the event.
Event Time	
Event Date	Click the drop-down arrow and select date values or click the icon to select a date from the calendar interface.
Start Time	Click the drop-down arrow and select time values.
End Time	Click the drop-down arrow and select time values.

Tasks

Overview

The Tasks page organizes projects (referred to as Tasks), defines task priority, and tracks task status. Leaders or Leaders can post tasks to users participating in their Organization.

From the Tools Box users can view all of their tasks, including those from the Organizations they are participating in, tasks posted by the System Administrator and their personal tasks. Users can create their own tasks and post them to the Tasks page. When Tasks is accessed through the Organization Menu users view Tasks for that specific Organization.

Find this page

Follow the steps below to open the Tasks page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **Tasks.**

OR

1. Select **Tasks** from a tab.

Functions

The table below details the functions available on the Tasks page.

To . . .	click . . .
sort the list of tasks	the drop-down arrow and select a task category. Categories include: All Tasks My Tasks Tasks by Organization
add or modify a task	**Add Task** or **Modify** to access the Add Task or Modify Task page for a particular task.
remove a task	**Remove** to remove a task. A box appears asking to verify that a task should be removed. This action is irreversible.
view the details of a particular task	the task to view details.

View task details

Click on a task from the Tasks page to view Organization task details. The task details display:

- the task name
- the due date

- the task priority
- the task status
- a description of the task

Add / Modify Task

Overview

The Add or Modify Task pages allow users to create and modify personal tasks. These pages function in a similar manner. The Add Task page opens with empty fields and the Modify Task page opens an existing Task.

Find this page

Follow the steps below to find the Add Task or Modify Task page.

1. Click **Tasks** in the Tools box.
2. Click **Add Task** or **Modify**.

Fields

The table below details the fields on the Add Task page.

Field	Description
Task Information	
Task Title	Enter the title of the task.
Description	Enter a description of the task.
Due Date	Select the date the task is due from the drop-down list. Click the drop-down arrow and select date values or click the icon to select a date from the calendar interface.
Task Options	
Priority	Select a priority. The options are: Low (task appears with a blue arrow pointed down) Normal High (task appears with a red arrow pointed up) The selected priority appears on the Tasks page.
Status	Select a status. The options are: Not started In progress Completed The selected status appears on the Tasks page.

The Electric Blackboard®

Overview

The Electric Blackboard® allows users to save notes for a particular Organization within the Organization. Users can write notes on The Electric Blackboard®, save them, and then return later to add to and review them.

Find this tool

Follow the steps below to open The Electric Blackboard®.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **The Electric Blackboard**.

Address Book

Overview

Users can store contact information in the Address Book. The Address Book is empty until the user enters contacts. Users must enter a profile for anyone they wish to add to their address book, even if the contact is a Blackboard Community System user.

Find this page

Follow the steps below to open the Address Book.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select **Address Book**. OR
4. Click **Address Book** from a tab.

Search Fields

The Address Book contains a search function at the top of the page. Users may search using different variables selected from the search tabs.

Functions

The table below details the functions available on the Address Book page.

To . . .	click . . .
create a contact and add it to the Address Book	**Add Contact**. The Add Contact page appears.
modify a contact	**Modify** for a contact.
remove a contact	**Remove** for a contact. This action is irreversible.

Add or Modify Contact

Overview

Users create contact profiles for their Address Book from the Add Contact page. Profiles can be created for any contact, including contacts outside of the Institution, from the Add Contact page. The Modify Contact page contains the same fields as the Add contact page and allows the user to edit a profile.

Find this page

Follow the steps below to open the Add Contact page.

1. Open an Organization.
2. Click **Tools** on the Organization Menu.
3. Select Address Book.
4. Click Add Contact. OR

1. Click **Address Book** from a tab.
2. Click **Add Contact**.

To modify a contact, find the user profile and click **Modify** next to their name.

Fields

The table below details the fields on the Add or Modify Contact page.

Field	Description
Personal Information	
First Name [r]	Enter the contact's first name.
Last Name [r]	Enter the contact's last name.
Email	Enter the contact's email address.
Other Information	
Company	Enter the contact's company.
Job Title	Enter the contact's job title.
Address	Enter the contact's address.
Address (cont.)	Enter any additional address information.
City	Enter the contact's city.
State/Province	Enter the contact's state or province.
Zip/Postal Code	Enter the contact's ZIP code or postal code.
Country	Enter the contact's country.

Field	Description
Web Site	Enter the URL of the contact's personal Web site. When adding a URL, do so as http://www.blackboard.com, not www.blackboard.com or blackboard.com
Home Phone	Enter the home phone number of the contact. The phone number displays exactly as entered.
Work Phone	Enter the work phone number of the contact. The phone number displays exactly as entered.
Work Fax	Enter the fax number of the contact. The fax number displays exactly as entered.
Mobile Phone	Enter the mobile phone of the contact. The phone number displays exactly as entered.

User Directory

Overview

The User Directory lists users. A search function at the top of the page creates a list of users. Click on a listed user's email address to send an email.

Users only appear in the User Directory if they indicate that they wish to be included on the Set Privacy Options page.

Find this page

To open the User Directory, click **User Directory** from a tab.

Search Functions

The User Directory contains a search function at the top of the page. Users can search using different variables selected from the search tabs.

Part Three: Portal Features

Part Three Contents

Part Three: Portal features cover the basic tabs and modules as well as the more sophisticated features included with the Blackboard Community System. This part includes the following sections:

- Tabs and Modules
- The Community Tab and Organizations
- eMarketplace and MyAccounts

Tabs and Modules

Overview

There are two core tabs in the Blackboard Community System; the My Institution tab and the Organizations tab. The Blackboard Community System includes the My Institution tab, the Community tab, the Services tab, and the ability to add custom tabs. Tabs are defined by the System Administrator. Users have some control over the appearance and content of modules. Modules are content or tools that appear in tabs.

In this section

This section contains the following sections:

Topic	Function
My Institution Tab	View modules, tools, Organizations.
Modules	Describes modules that may be added to tabs.
Customizing Content	Customize the modules that appear on the My Institution area.
Customize Tab Layout	Customize the color and placement of the modules on the My Institution area.
Editing, Minimizing and Removing Content	Edit, minimize, and remove modules from the My Institution area.

My Institution Tab

Overview

The My Institution tab contains tools and content. Several modules include content pulled from Organizations specific to each user. Note that the System Administrator can rename tabs.

While users can choose which modules appear, the Administrator may restrict or require modules.

In some instances, users may have access to several tabs that contain modules. These additional tabs include the same features for customizing the content and layout of modules.

Customization

Users can customize the content and layout of the My Institution tab. After customization, the My Institution area displays the desired settings when a User logs in again.

Modules

Overview

Modules are packets of content that appear on tabs. Modules allow users to view information from such as events, announcements, and a list of their Organizations. Administrators can also present more advanced modules, such as news channels or tools using the Blackboard Community System.

Module Types

The following table describes the different types of modules that may be found in the Blackboard Community System.

Module	Description
Basic Modules	
Basic modules pull information from the Blackboard Community System. For example, the My Calendar module includes events on the user's Calendar for a particular day and links to their My Calendar page.	
Advanced Modules	
Channel Module	Channel modules stream content from an outside source into a module. The module content is updated at intervals. Examples of Channel modules include weather modules and news modules.
URL Module	URL modules display Web page content. The URL of the Web page is entered by clicking the link.
Opinion Poll Module	Opinion Poll modules ask a question and give users a chance to enter a full response in a text box. The module also displays some of the recent responses to the module.
Multiple Choice Poll Module	Multiple Choice Poll modules present a question with multiple answers. Users see the question as well as options for selecting one of the answers. After users select an answer, they see the results of the poll to date within the module. The only way to see the results of a poll is to vote.

Delegated Module Admin

Overview

Administrators may give a user administrator privileges for one or more modules. If a user has administrator privileges for a module a **Module Admin** button appears at the top of the tab. Click **Module Admin** to open the Delegated Module Admin page.

Functions

Select **Content** to modify the content within a module, such as the links or HTML it includes. Select **Properties** to modify the title, description, and availability of the module.

Customize Tab Content

Overview

Users can customize the modules that appear on some tabs.

Note	**Note**: The Modules topic contains Information about the types of modules available.

Find this page

Follow the steps below to open the Tab Content page.

1. Open the My Institution tab or another tab with modules.
2. Click **Content** on the upper right hand corner.

Select Modules

Check the boxes next to those modules to appear on the tab. Click **Submit**. Modules with a red check are required and cannot be changed.

Customize Tab Layout

Overview

Users can customize the color and placement of the modules.

Find this page

Follow the steps below to open the Customize Layout page:

1. Open the My Institution tab or another module tab.
2. Click **Layout** on the upper right hand corner.

Function

The table below describes the functions available on the Customize Layout page.

To…	click…
change where the modules appear on the tab	the arrows to move them up and down on the page or move them from one panel to another.
remove a module from the page	the remove icon. Modules with an asterisk next to them (*) are required and cannot be deleted.
change the appearance of the modules	a theme to choose a color and style for the modules.

Editing, Minimizing and Removing Content

Overview

Users can edit, minimize, and remove modules from a tab area unless the module is required.

Editing content

Click the Pencil icon located at the top of each module to edit the content of that specific module.

Minimizing

Click the minus (-) button located at the top of each module to minimize a module.

Removing

Click the remove icon (x) located at the top of each module to remove the module. Click **Remove** and a confirmation receipt appears when the process is completed. Modules that do not have a remove icon are required and cannot be removed.

The Community Tab and Organizations

Overview

The Community tab provides access to Organizations and system-wide discussion boards.

Note

Note: The Community tab is only available with Blackboard Community System.

In this section

This section includes information on the following topics.

Topic	Description
Organizations	Describes Organizations.
Community Discussion Boards	Communicate with fellow Organization members and classmates through discussion boards.
Create Community Discussion Boards	Create a Discussion Board and add it to the Community Tab.

Community Discussion Boards

Overview

Community Discussion Boards appear on the Community Tab. Community Discussion Boards function the same as Discussion Boards in Organizations.

For more information see Discussion Board.

Functions

The table below details the functions available from the Community Discussion Boards.

To . . .	Click . . .
access a Discussion Board	the Discussion Board link.
create a new Discussion Board	Create. The Create Discussion Board page appears. This option is made available by the System Administrator. See Create Community Discussion Boards for more information.
choose the Discussion Boards to view	the pencil icon in the Discussion Boards header. A page listing all available Discussion Boards appears. Select the desired Discussion Boards and click Submit.

Create Community Discussion Boards

Overview

This function allows users to create Discussion Boards for the Community tab. This is done through the Discussion Board Creation module.

> **Note**: The Administrator may allow users to email Discussion Board requests instead of making the creation option available. In this case, a **Click here to send a request email link** appears in the Discussion Board module. Select the link to send an email request.

Find this page

1. Open the Community tab.
2. Click **Create** in the Discussion Board module.

Fields

The table below details the fields on the Create Discussion Board page.

Field	Description
Board Information	
Name	Enter the Discussion Board name.
Description	Enter a description.
Board Options	
Select Icons	Click the drop-down menu to select an icon associated with the Discussion Board.

eMarketplace and MyAccounts

Overview

This section covers the features for purchasing products from the eMarketplace and managing a Campus Card through MyAccounts.

In this section

This section includes the following topics.

Topic	Description
Purchase an Item from the eMarketplace	Describes the process for buying goods and services.
MyAccounts Module	Introduces the MyAccounts module.
Deposit Funds into an Account	Explains how to add money to a Campus Card.
Deposit Funds into Another User's Account	Explains how to add money to another user's Campus Card.
View Account Statements	Describes how to view a Campus Card account statement.
View Balance and Transaction History	Describes how to view the balance and transaction history of a Campus Card account.
Report Lost or Stolen Cards	Explains how to report a missing Campus Card.
Suspend a Card	Explains how to suspend use of a Campus Card.
Email Notifications	Describes how to automatically send notices based on account status.

Purchase an Item from the eMarketplace

Purchasing Items and Services

Each available item in the eMarketplace has an Add to Cart button. Some items also require the user to enter additional information. For example, the user may need to enter a size and color if purchasing a t-shirt from the store. When a user decides to purchase a product, they must first enter any required information and then click the “Add to Cart” button. The item is then added to the Shopping Cart, an abbreviated version of which is displayed in the left menu column of the eMarketplace.

When the user has selected all of the items they wish to purchase, the user must click the Checkout button in the menu column Shopping Cart. This will direct the user to the full Shopping Cart page. On this page, the user can update the quantities of each item, remove items from the cart, continue shopping, or proceed to the Checkout screen. The user enters their billing information on the Checkout page. Once Checkout is completed, the user may view and confirm their order details one last time on the Order Confirmation page, which also includes the sales tax. Once the final confirmation takes place, a pre-authorization transaction is initiated. If the user’s credit card or Campus Card account has sufficient funds for the transaction, the order is placed and the user receives a confirmation e-mail for the order and awaits fulfillment from the Vendor.

Purchase an Item

Follow the steps below to purchase an item from the eMarketplace.

1. Open the eMarketplace Tab.
2. Browse for an item to purchase.
3. Some items require input. If there are instructions for input, such as specifying a size or color, enter that information in the provided field.
4. Click **Add to Cart**. The item now appears in the shopping cart.
5. Click **Checkout** from the Shopping Cart tool that appears on the left of the page. To return to the eMarketplace before making a purchase, click **Continue Shopping**.
6. Review the contents of the Shopping Cart, make any changes and click **Proceed to Checkout**.
7. Complete the **Billing Information** and **Payment Information**.
8. Click **Submit**.

MyAccounts Module

About the MyAccounts Module

The MyAccounts module can provide any of the following account functions, if enabled by the either the Community System or Card Office Administrator and enabled by user:

- View Account Balances: This function displays the balances of each card account directly on the MyAccounts module. It provides a quick way for users to check their account balances. As with all account functions, users can disable this feature to prevent anyone from viewing their account balances.
- View Transaction History: Allows end users to view their past card transactions, including both debits and deposits. Depending on the length of time designated in the Blackboard Transaction System for storage of transaction information prior to archiving, this section can show anywhere from a few days to a few months worth of transactions. Users can filter transactions by various criteria, including date range and account.
- View Account Statements: Allows end users to view and print Reg-E Formatted statements. These statements may not be fully compliant with Regulation E, which governs the implementation of statements for online financial transactions, but they do contain all of the information required by this regulation.
- Deposit Funds: Allows end users to deposit funds directly into card accounts in the Transaction System.
- Report Lost or Stolen Card: This account function is available only with the Blackboard Transaction System – UNIX Edition. If available, this feature allows users to report their card lost or stolen, placing a freeze on any usage of the card. Users must contact their Card Office to obtain and activate a new card.
- Suspend Card: This account function is available to both Unix and Windows editions of the Blackboard Transaction System. It allows users to temporarily suspend usage of their card, if for example, they are unable to locate their card but believe they will find it. Since there is generally a fee associated with obtaining a new campus card, this feature is commonly used to give the user time to locate their card without risking fraudulent usage of the lost card.
- E-mail Notifications: This function allows users to request e-mail notifications when a new account statement is available or when each of their account balances drop below certain levels.

About the Guest Deposit Module

The Guest Deposit module contains three form fields: First Name, Last Name, and one other identifier field. The third identifier field is determined by the Administrator. This setting allows the administrator to select a value, such as the Card Number or Member ID, which the system should use to identify the account into which a guest deposit should be made. If Member ID is selected, for example, the depositor must enter the account user’s First Name, Last Name, and Member ID, in the Guest Deposit Module before proceeding with the deposit.

Upon submitting the form fields in the Guest Deposit Module, the user's account information is retrieved and the depositor is directed to the Guest Deposit page. On this page, the depositor selects the user's account into which the deposit should be made and enters the billing information and the amount of the deposit to be made into the account. Currently, only credit cards are accepted as payment methods for a deposit into a card account. If the credit card transaction is authorized, funds are automatically transferred.

Deposit Funds Into an Account

About depositing funds

The MyAccounts feature allows users to easily deposit funds into their account using a credit card.

Deposit funds into your account

Follow the steps below to deposit funds into your account:

1. Navigate to the tab with the MyAccounts Module.
2. Select **Deposit Funds**. The Deposit Funds page appears.
3. In Section 1, most of the user information is auto-populated. Verify that this is the correct information for the cardholder, and then click the **Account** drop-down list to select the account in which to deposit funds.
4. Complete Section 2 with all of the credit card information.
5. Specify the amount you would like to add in Section 3, **Deposit Amount**. Dollars and cents may be entered in this field.
6. Click **Submit**.
7. A message appears stating that a convenience fee will be charged to add funds to the account may appear. Click **OK** to proceed.

Note	**Note:** The user may click **Cancel** when the convenience fee alert message appears. This will stop the transaction and return the user to the Deposit Funds page.

8. A confirmation receipt page appears when the transaction is complete. Click **OK** on the receipt page.
9. The user receives an email from the system confirming the transaction.

Deposit Funds Into Another Users Account

About depositing funds

The MyAccounts feature allows other system users and Guests to deposit funds into other user's account. For example, parents may deposit funds into a Member's account; or a student may deposit funds into another student's account.

Note: The Administrator must make the Guest Deposit module available.

Deposit funds into another user's account

Follow the steps below to deposit funds into another user's account:

1. Navigate to the tab with the Guest Deposit Module.
2. Complete the required fields in the Guest Deposit module and click **Deposit Funds**. The Deposit Funds page appears.
3. In Section 1, the user's information is listed. Click the **Account** drop-down list to select the account in which to deposit funds.
4. Complete Section 2 with all of your credit card information.
5. Specify the amount you would like to add in Section 3, Deposit Amount. Dollars and cents may be entered in this field.
6. Click **Submit**.
7. A message appears stating that a convenience fee will be charged to add funds to the account. Click **OK** to proceed.

Note: The user may click **Cancel** when the convenience fee alert message appears. This will stop the transaction and return the user to the Deposit Funds page.

8. A confirmation receipt page appears when the transaction is complete. Click **OK** on the receipt page.
9. The user and the person who made the deposit receive an email from the system confirming the transaction.

View Account Statements

About account statements

Users may view and print account statements for MyAccounts. These statements are Reg-E Formatted, meaning they contain certain information mandated by the Federal Reserve.

View and print account statements

Follow the steps below to view and print account statements:

1. Navigate to the tab with the MyAccounts Module.
2. Under **Account Statements** select the statement you wish to review using the drop-down menu and click **Go**. The statement appears.
3. Select **Print Statement** at the top of the page to print this statement.

View Balance and Transaction History

About account statements

Users may view their current balance and view all transactions associated with the account. They may also filter the transactions they view to view items by date range or account.

View transaction history

Follow the steps below to view account transaction history:

1. Navigate to the tab with the Online Card Office Module.
2. Select **Transaction History** in the module. The Transaction History page appears. All transactions for the past thirty days are automatically displayed.
3. To view transactions during a different date range, select an option from **the Filter by Date Range** drop-down list and click **Go**.
4. To view transactions for a specific account, select an option in the **Filter by Account** drop-down list and click **Go**.

Report Lost or Stolen Cards

About Lost or stolen cards

If a card is lost or stolen it should be reported through the system. When a card is reported lost or stolen it is cancelled and all activity on the card is frozen until a new card is issued.

Note: Reporting a card lost or stolen does not automatically result in a replacement request for a new card. This must be taken care of offline with the campus card office. A charge for issuing a new card may apply.

Report lost or stolen cards

Follow the steps below to report a lost or stolen card:

1. Navigate to the tab with the MyAccounts Module.
2. Select **Report Lost or Stolen Card**. A confirmation page appears.
3. The confirmation page states “Are you sure you want to report this card lost or stolen?” Click **Yes**. The card is deactivated.
4. A receipt confirmation page appears.
5. The user receives an email from the system confirming that the card has been deactivated.

Suspend a Card

About suspending a card

Suspending a card freezes all card transactions without canceling the account. This option may be used is a user misplaces the card and they would like to freeze transactions on it until it is found. Note that suspending a card does not prevent deposits from being made to the account.

Note: Once a card is suspended the user must reinstate the card through the campus card office. Cards may not be unsuspended online.

Suspend a card

Follow the steps below to suspend a card:

1. Navigate to the tab with the MyAccounts Module.
2. Select **Suspend Card**. A confirmation page appears.
3. The confirmation page states “Are you sure you want to suspend activity on this card?” Click **Yes**. The card is suspended.
4. A receipt confirmation page appears.
5. The user receives an email from the system confirming that the card has been suspended.

Email Notifications

About email notifications

Email notifications may be enabled to send notices if the balance is low or that a statement is available.

Enable email notifications

Follow the steps below to set up email notification:

1. Navigate to the tab with the MyAccounts Module.
2. Select **Email Notifications**. The Email Notification page appears.
3. Select the check box next to **Email when a new Account Statement is available** to be notified of new statements.
4. Select the check box next to **Email when an account balance drops below** to be notified of a low balance in an account. Enter the amount in whole dollars (do not include cents) in the field at the end of this option. An email is sent when the balance of any account falls below this amount.
5. Click Submit.