



Blackboard Faculty and Staff Frequently Asked Questions

Below are many of the frequently asked questions faculty and staff ask of the Department of Online Learning and Support's Blackboard Support team. If your question is not answered below, please reach out to us at blackboard@jjay.cuny.edu.

Is there a cost to use Blackboard or Blackboard Collaborate?

Blackboard and Blackboard Collaborate are free to all CUNY faculty, staff, and students.

How do I reset my Blackboard password?

All users may reset their CUNY Login passwords directly on the CUNYfirst log-in page.

Why isn't my class listed on the Blackboard Home tab?

For instructors to have access to a course in Blackboard, they must be assigned as the Instructor of Record for that course by the Registrar in CUNYfirst. If you are assigned by your department to teach a course and it does not show up on the My Courses module, please contact your department to verify that you are listed as the Instructor of Record for that course.

Please note: It takes 24-48 hours for information to sync from CUNYfirst into Blackboard and assign you as the instructor within your course.

How do I make my course available for students to view and access?

All courses are created as "Unavailable" by default at the beginning of each semester. Until a course has been made available by the instructor, students will not be able to access it. This is done so that instructors have the opportunity to post content to their courses before students access the course sites. Courses that have not yet been made available on the system will have the "not currently available" label next to the course title in the My Courses module. To make your course available, click Customization from the Course Management menu on the left, then Properties. Change the Course Availability setting from No to Yes and click Submit. More detailed instructions are available on the Blackboard site at https://help.blackboard.com/Learn/Instructor/Original/FAQ/Course_FAQs.

Can I customize the Blackboard course menu?

Content areas in the course are places where you can put course materials. You may want to add other content areas to customize and give order to your documents. We recommend editing your course menu as needed so that students can quickly and easily find course items such as announcements, readings, assignments, and discussions. Instructions for editing your course menu at <https://www.cuny.edu/wp->

content/uploads/sites/4/page-assets/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/faculty/customizing-navigation-menu.pdf.

Can I create Assignments in Blackboard?

Step-by-step instructions on how to create Assignments are on Blackboard Help:

- <https://youtu.be/hUXXCp1pnHs>
- [https://help.blackboard.com/Learn/Instructor/Original/Assignments/Create and Edit Assignments](https://help.blackboard.com/Learn/Instructor/Original/Assignments/Create_and_Edit_Assignments)

Is there an Announcement function in Blackboard?

Instructors can create announcements to send out to all students enrolled in their course to alert students to changes, reminders, and upcoming events. Walkthroughs for creating Announcements are available on these websites:

- <https://youtu.be/UFsPszU01k>
- <https://help.blackboard.com/Learn/Instructor/Original/Interact/Announcements>

How do I send an email to my students?

Instructors can use their Blackboard course to communicate with their students by using the Send Email tool. Instructions for sending email are available on these websites:

- <https://youtu.be/-vdtTB7QC-4>
- <https://help.blackboard.com/Learn/Instructor/Original/Interact/Email>

Please note: Blackboard is NOT an email client; there is no sent folder where all your messages will be stored for future reference. A copy of the email will be sent to the sender as a confirmation of the sent email.

How can I see my students' email addresses?

We recommend that all instructors check that all your students have their correct John Jay email listed in their courses by entering the course, clicking on the Control Panel, Users and Groups, and clicking Users on the submenu. All your students will be listed with whatever email they currently have in Blackboard.

Please note: Email addresses are NOT automatically updated if a student transfers from a different CUNY school.

How can I update my email address in Blackboard?

To make sure you have your correct email in Blackboard, on the Blackboard Home tab; before you click into a course, click on the Update Email in the Tools module. Enter your John Jay email and press Submit. This will update across all courses and is the same process for students who need to update their school email.

Please note: Updating your email address within Blackboard requires the use of a CUNY email address.

Is there a Blackboard mobile app?

The Blackboard (for students) and Blackboard Instructor (faculty) mobile apps are free to all CUNY students and can be found on the Apple and Google Play app stores.

Please note: DOES Blackboard Support strongly recommends against taking tests on a mobile device or through the Blackboard app.

What information should I include when reporting a problem?

When reporting a problem to Blackboard Support, please include a detailed description of the problem you encountered, the error message if one is shown, the complete course information (including department, course number, section number, and semester), and screenshots, if possible.

How do I take a screenshot? Is a picture taken with my mobile phone ok?

Pictures taken with mobile phones are often blurry or do not include the entire screen or window, omitting information that may be necessary for troubleshooting. It is now possible to take screenshots directly from within the Firefox web browser. Instructions for using Firefox screenshots can be found at <https://screenshots.firefox.com/#tour>. For more information and assistance, please email DOES Blackboard Support at blackboard@jjay.cuny.edu.

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