

Frequently Asked Questions

What is Blackboard?

Blackboard is an online course management system which provides remote access to course materials, assignments and class discussions. It can be used by instructors to supplement in-class activities, or exclusively for online courses. Blackboard is a CUNY-wide service and it is accessible through CUNY Portal Login page.

How do I get a Blackboard account?

By default, all students are enrolled into Blackboard. To access Blackboard, students must create a CUNY Portal account by visiting www.cuny.edu and clicking on the **CUNY Portal** link listed in the left navigation menu. Once a CUNY Portal account has been created, a link to access Blackboard will be displayed on **My Page** after logging in. Students with a Portal account can also access Blackboard directly by clicking on the **Blackboard Direct** link on the Portal sign-in page.

I created a CUNY Portal account but don't see a link access Blackboard on My Page after logging in.

If you are a new student and have enrolled in courses but do not have a link for Blackboard on your CUNY Portal page, please contact us to ensure you have been properly enrolled into the system. The lack of a Blackboard link most likely indicates a CUNY Portal account problem.

Why can't I see any of my course(s) on Blackboard?

First, confirm with Registrar that you have properly registered for the course and that there are no holds on your account. If you have no holds on your account, you should next contact the course instructor to ensure that the course has been made available on Blackboard. If this does not resolve the issue, contact us for other troubleshooting options.

I can access some courses on Blackboard, but where are the rest of them?

Being enrolled in a course does not necessarily mean that the course is available on Blackboard. If you do not see one of your courses on Blackboard, your instructor may not yet have made it available. Contact your instructor to find out if they plan to make the course available at a later date. Not all courses will require you to use Blackboard.

***Note:** Courses that are listed under **My Courses** may not fully reflect the courses for which you have registered. To view official course registration, visit eSIMS inside the CUNY Portal.*

My email address is wrong, or my instructor is sending messages using Blackboard but I am not receiving them.

The email address originally brought into CUNY Portal is also imported into Blackboard. To change this address, click on **Update Email** in the **Tools** menu on the **Home** tab. Make sure the email address listed is correct. If not, enter a valid John Jay or other CUNY email address and press **Submit**. Finally, be sure to check your CUNY email account on a regular basis or contact the Helpdesk to have email forwarded to a non-CUNY email account.

Is there a way to look up students' email addresses on Blackboard if I'm taking a class with them?

No. As of Fall 2009, by default, student email addresses are no longer visible to other students sharing a class. If you want your email address to be displayed to others on Course Rosters, you can change this by clicking **Personal Information** in the **Tools** menu on the left side of the **Home** tab. Select **Set Privacy Options**, check the option to display your email address, and press **Submit**.

Blackboard is loading very slowly, or I keep getting broken pages and/or error messages.

Server response times can be slow during peak usage hours. Please be patient when logging in. If a page does not load, try refreshing your browser or use the back button to try again. If pages still load slowly, logout, close your browser completely and start a new session. Visit other non-CUNY sites on the web to ensure your internet connection is working correctly.

If you are getting incomplete page loads, formatting errors, or error messages, check that you are using a compatible internet browser. A **Browser Test** is available on the **Home** tab in Blackboard.

Blackboard 8 supports Internet Explorer (Versions 7 and 8), as well as Mozilla Firefox for Windows-based systems. For Mac users, Mozilla Firefox and Safari are supported.

Where can I get network updates?

For system status updates, click on **Computer/Network Status** located in the top-right menu of John Jay's homepage. Important updates are also available on the **Student tab** in Blackboard.

Where can I learn more about specific Blackboard features?

ITSS provides online tutorials on our website and a schedule of special trainings throughout the year, as well as one-on-one consultation for students and faculty. Contact us for a tour of Blackboard 8.

For More Information:



Blackboard

Student Support Group

Instructional Technology Support Services

Helpdesk Phone:

(212) 237-8200

Email:

blackboardstudent@jjay.cuny.edu

Web:

<http://www.jjay.cuny.edu/blackboard>