How to: Get assistance with Blackboard Learn 9.1 at TTU

Details

Technical support

➤ TIP: For assistance with technical problems, please view our Blackboard Learn 9.1 troubleshooting guide. This guide will walk you through some common troubleshooting steps, including verifying that your browser and its configurations are supported by Blackboard.

You may contact IT Help Central to get assistance with network access, eRaider sign-in problems, browser troubleshooting, and other general system/software problems you may encounter when using Blackboard Learn 9.1.

If advanced technical support is needed, IT Help Central may assign an issue in your name to the Blackboard server administrators.

Functional questions & training

Faculty

A wealth of information is available by using the help resources within the system or by visiting https://help.blackboard.com. There are also many online videos and tutorials at https://help.blackboard.com/learn/administrator/hosting/watch_videos.

For assistance with teaching excellence and pedagogy, please contact the TLPDC at tlpdc@ttu.edu or 806-742-0133.

For information on enrolling in training at TTU, please see How to: Get training for Blackboard Learn 9.1 at TTU.

For functional questions regarding grades or setting up tests, please contact the Worldwide eLearning team at blackboard@ttu.edu or 806-742-7227.

For all other functional questions, please contact Blackboard Support for Faculty at:

- http://facultysupport.elearning.ttu.edu
- Local: 806-853-5153
- Toll-free: 844-897-0537

Students

A wealth of information is available by using the Help resources within the system or by visiting https://help.blackboard.com. There are also many online videos and tutorials at https://help.blackboard.com/learn/student/watch_videos.

Most Blackboard questions and issues can be resolved by following instructions on the TTU Blackboard Student Support website at https://www.depts.ttu.edu/elearning/blackboard/student. If you are unable to resolve your issue through the standard troubleshooting information on the website, please contact your Blackboard instructor. After speaking with your instructor, the instructor will contact the TLPDC Blackboard support team for assistance if they are not able to resolve the issue.

Solution Properties

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