



## Blackboard Student Frequently Asked Questions

Below are many of the frequently asked questions students 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 [blackboardstudent@jjay.cuny.edu](mailto:blackboardstudent@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.

### *Which browsers can I use to access Blackboard?*

We recommend that you use an up-to-date version of Mozilla Firefox for best results. Firefox can be downloaded here: <https://www.mozilla.org/en-US/>. You can check whether your browser supports Blackboard on this page.

### *How do I reset my CUNYfirst password?*

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

### *Why isn't my class listed on the Blackboard Home tab under My Courses?*

If you have enrolled in a course and it is not listed in the Blackboard My Courses module, check your course enrollments in CUNYfirst to make sure you are properly enrolled. If you have made sure you're properly enrolled, it is more than 2 days since you registered, and the course is still not listed, contact Blackboard Support. Your instructor may not have made the course available to students. Blackboard Support can check course availability for you or rule out other account issues that can prevent access to a course.

Please note: It takes 24-48 hours for enrollment information to be shared from CUNYfirst into Blackboard.

### *Is there an Announcement function in Blackboard?*

Instructors can send announcements to students enrolled in their courses to alert students to changes, reminders, and upcoming events. You should receive these announcements in your John Jay email account and see them when you log into Blackboard.

### *Can I submit Assignments in Blackboard?*

Instructions on how to submit assignments are located on these two websites:

- [https://www.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/student/SubmittingAssignmentsSP13\\_v1.pdf](https://www.cuny.edu/wp-content/uploads/sites/4/page-assets/about/administration/offices/cis/core-functions/cuny-blackboard/user-guides/student/SubmittingAssignmentsSP13_v1.pdf)

- [https://help.blackboard.com/Learn/Student/Original/Assignments/Submit\\_Assignments](https://help.blackboard.com/Learn/Student/Original/Assignments/Submit_Assignments)

Please note: SafeAssignments and Turnitin Assignments, which check your submission for plagiarism and can provide writing feedback, will look and function differently than regular Blackboard assignments.

*What can I do if I submitted the wrong document for an assignment?*

If your instructor has allowed multiple attempts for the assignment, you can upload the document again. If the assignment does not allow for multiple attempts, you must contact your instructor for assistance. DOES Blackboard Support cannot override the submission without explicit written approval from an instructor.

*Where do I find grades for my Blackboard classes?*

You can access the My Grades tool from within your course by clicking Tools on the Course Menu, or from the Tools panel on the Blackboard Home tab. Your course may also have a My Grades link on the main course menu. Your official final grade for your course will be in CUNYfirst.

*How do I send an email to my instructors?*

Students can communicate with their instructors and classmates by using the Send Email tool. Click Tools on the course menu, then Send Email. Instructions on sending email are available on the Blackboard Help site at [https://help.blackboard.com/Learn/Student/Original/FAQ/Email\\_FAQ](https://help.blackboard.com/Learn/Student/Original/FAQ/Email_FAQ).

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 instructors and classmates email addresses?*

Email addresses are not displayed in Blackboard for security reasons.

*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 your email address across all Blackboard courses. Additionally, CUNY email addresses DO NOT automatically update when you move from one campus to another. If you previously attended another CUNY campus, you must update your email address in Blackboard manually.

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

*Is there a Blackboard mobile app?*

The Blackboard mobile app is 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 [blackboardstudent@jjay.cuny.edu](mailto:blackboardstudent@jjay.cuny.edu).

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