Blackboard Student User Guide
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WELCOME TO JOHN JAY COLLEGE

Welcome to John Jay College and the start of a successful academic year!

John Jay College is committed to your success and throughout the semester offers resources and support to guide you toward reaching your goals. In face-to-face or online courses, the course management system used for academic work is Blackboard. Knowing how to navigate on Blackboard is critical for all your coursework and the John Jay College Blackboard Support Center is available to help you use it effectively – offering workshops, individual consultations, and troubleshooting services.

Be sure to learn how to log in and use Blackboard, and do not hesitate to reach out to the Blackboard Support Center, located on the 7th floor of the New Building.

Wishing you continued success!

Dr. Judith Cahn

Director, John Jay Online
GETTING STARTED / ACCOUNT LOG-IN INFORMATION

All computer systems at CUNY rely on data in CUNYfirst, the university-wide comprehensive information management system. The data you provide on your application to the university is entered into CUNYfirst and becomes the basis of your accounts in other systems administered on campus and by CUNY Central Information Services (CUNY CIS), such as Blackboard.

The information below will walk you through what each system does and what your default log-in credentials are for each system you will use. We’ve also included helpful contact information for the persons who can help you with issues with each system.

Claim CUNYfirst / CUNY Login Account

- URL: https://home.cunyfirst.cuny.edu
- Click on New User link on the bottom of the page to claim your CUNYfirst account
  All users are assigned an 8 digit unique identifier known as the EMPL ID
- Username and password: Username is predetermined and displayed at account activation, user sets password at first log in. Username is typically firstname.lastnameXX (last two digits of user’s EMPL ID number)
- Services: Personal data, course information and registrations, official grade reporting, official transcripts, text book information, and financial aid
- CUNYfirst account support is provided by the Department of Information Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
- Course enrollment and other student administrative issues are handled by the Jay Express Services Center at 212 663-7867, jayexpress@jjay.cuny.edu, or http://jstop.jjay.cuny.edu/onestop.php

BLACKBOARD Access

- URL: http://www.cuny.edu
- Click on Login in upper right corner > Select Blackboard link
  Username and password: User must use the CUNY Login account credentials.
  Username is predetermined and displayed at CUNYfirst account activation, user sets password at first log in. Username is firstname.lastnameXX (last two digits of user’s EMPL ID number) followed by @login.cuny.edu
- Services: Blackboard, DegreeWorks, and FACTS
- CUNYfirst account support is provided by the Department of Information Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
**HOW DO I RESET MY CUNY LOGIN PASSWORD?**

1. In your web browser, go to [www.cuny.edu](http://www.cuny.edu)
2. Click on the Login button in the upper right corner and select CUNYfirst from the drop down menu
3. On the CUNYfirst Log-in page, click on the Forgot your Password link, as needed. On the Validation Page, enter your CUNY Login username or EMPL ID as requested. Click the Continue button to continue the process

**NOTE:** You may reset your password at any time. Never save your passwords or use the auto-fill feature in browsers. This is a security risk and could cause issues when resetting your password in the future.

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**JOHN JAY NETWORK AND EMAIL ACCOUNTS**

- **URL:** [http://www.jjay.cuny.edu/department-information-technology-doit](http://www.jjay.cuny.edu/department-information-technology-doit)
- Username and password: Username is predetermined. In most cases, student usernames are firstname.lastname, with the default password jjXXX, where the numbers are the last four digits of your social security number. An example of a student username would be jane.doe. If that username is already taken, you may have a number inserted into your username, such as jane.doe2
- Email addresses are your username, followed by the school email domain. For example, jane.doe@jjay.cuny.edu
- Self-service password resets are available for John Jay accounts at [http://reset.jjay.cuny.edu/](http://reset.jjay.cuny.edu/)
- Services: Email accounts, access to computers at John Jay
- Department of Information Technology Help Desk: 212.237.8200 or helpdesk@jjay.cuny.edu
- To access your John Jay email account go to: [www.jjay.cuny.edu](http://www.jjay.cuny.edu) and click on the Email link at the top of the College home page
BLACKBOARD TRAINING AND SUPPORT

Blackboard support at John Jay is provided by the John Jay Online Blackboard Support Center. The Support Center assists faculty, staff, and students with Blackboard. The Support Center is available Monday through Friday, 9 am to 5 pm in rooms 07.65.33 and 07.65.36, New Building.

The online learning environment is an ever evolving medium, and staying on top of new Blackboard techniques can be a challenge. The John Jay Online Blackboard Support Center offers assistance for students both in-person and online.

Blackboard Student Support is located in New Building, Rm. 7.65.36
Blackboard Administration is located in New Building, Rm. 7.65.33

Helen Keier, Associate Director for Learning Management Systems, John Jay Online – NB Rm. 7.65.33
Brian Tomlinson, Faculty Training and Support Specialist, John Jay Online – BMW Rm. 610
Caroline Peppers, Blackboard Support Coordinator for Students, John Jay Online – NB Rm. 7.65.36

- Students may send inquires to blackboardstudent@jjay.cuny.edu
- For Blackboard related questions please call 212-484-1197

Blackboard help is provided through the following websites:
- CUNY-wide: [CUNY Blackboard Resources](http://www.cuny.edu/blackboard). The CUNY Blackboard Resources site can also be found by clicking on the “Blackboard Resources” link at the top of the Blackboard site once you have signed in.
- Blackboard Help: URL: [https://en-us.help.blackboard.com/Learn/Student](https://en-us.help.blackboard.com/Learn/Student)

In addition to these resources, we have two new online resources for helping students become successful with Blackboard and as online learners. Many students enroll in hybrid and online courses are unaware of how being an online student is different from taking a face-to-face class and are unprepared for those courses as a result.

- The John Jay Online Student Orientation for Online Study organization is open to all John Jay students and can be accessed via Blackboard. You can self-enroll into the organization by using the Organization search tool within Blackboard. Instructions for enrolling in the Orientation are included in this document.
- Are You Ready for Online Learning at John Jay College? Are You Ready? is an interactive online course in which you complete a number of exercises that tests your knowledge of Blackboard and online learning. When you complete Are You Ready? you can print out a certificate to show your instructors. You can self-enroll into the course by using the Course search tool within Blackboard. The steps for enrolling in the course are the same as enrolling in an Organization, except that you locate the course using the Course Search module. *Please be careful to select the John Jay College version of Are You Ready? from the search results, as other CUNY campuses also offer Are You Ready? to their students. Also, you should never use this method to locate courses on Blackboard that you are taking for academic credit. If you are missing your regular courses in Blackboard, contact Blackboard Support immediately.*
Introduction to Blackboard for Students

This document will provide a brief Introduction to Blackboard for students. If you have any questions regarding specific topics, we encourage you to get in touch with our staff or visit some of the online resources at www.cuny.edu/blackboard and www.help.blackboard.com

ACCESSING BLACKBOARD AND FINDING YOUR COURSE

Blackboard requires CUNYfirst login credentials for access to your courses. For assistance with claiming your CUNYfirst username and password, please see the Getting Started / Account Log-in section of this document.

1. In your web browser, navigate to www.cuny.edu
2. Click LOG-IN at the far right of the navigation bar, and then the link for the Blackboard

NOTE: Oracle Access Manager Error When Accessing Login Screen

If you are receiving this error message when trying to access CUNYfirst or Blackboard you need to clear your browsing history, cookies and cache in your browser. Once the browsing history is cleared, shut down your browser completely, reopen the browser and sign on as directed above. This issue happens more often in Google Chrome and Safari. We recommend that you use Mozilla Firefox as your browser when accessing Blackboard as it not only works the best with the platform but this browser can be set to clear history on exit. It is a good practice to clear your browsing history regularly to avoid this issue.
3. Enter your CUNYfirst username followed by @login.cuny.edu and password

4. Blackboard page will open with the Home tab active. Courses you are taking are displayed in the My Courses module and organizations you are participating in are listed in the My Organizations module. Courses are your academic classes and organizations are other communities on campus, such as your department, clubs, or similar groups not tied to a specific class or semester. When you start at John Jay, you may not be participating in any organizations immediately.

**Note:** Course enrollments take 24-48 hours to be transmitted from CUNYfirst to Blackboard. If your course is listed as “not currently available,” AFTER the first day of class, contact your instructor as they have not made the course available to students. If you are missing courses, verify your course enrollment in CUNYfirst and see your campus Registrar. If you can see the missing course in CUNYfirst and it is more than 24 hours after you have registered, please see your campus Blackboard Support representative.

**Note:** Can’t see Course Menu within the course?  
If you do not see the Course Menu on the left hand side of the screen once you are within a course mouse over the left hand side of the screen. Click on the grey arrow that appears to minimize the screen. This will happen on smaller screened devices such as tablets.
BLACKBOARD ASSIGNMENTS

Assignments in a Blackboard course can take many forms. In most cases, they are a way of electronically submitting something you would hand in to your instructor, such as homework or a paper. Some kinds of assignments, such as a SafeAssignment or a Turnitin assignment are checked for plagiarism. The steps below will guide you through submitting a regular assignment. The steps to submit SafeAssignments and Turnitin assignments are not the same as for regular assignments, so be careful when uploading your work.

Tips to consider before submitting an assignment

- Unless specifically requested by your instructor, we strongly recommend Assignments be submitted as Microsoft Word documents with file extensions ending in .doc or .docx. Other file formats (including Google Docs) may not display correctly in Blackboard. Also, if you are using a Mac, make sure the file extension is shown with your file name (Windows automatically inserts the file extension). If you do not have Microsoft Word, PDF file format is an alternative.
- Keep file names short. Do not include spaces, underscores, numbers, dashes or special characters. BoxView cannot read certain file names and the uploaded file will show as a blank document.
- Click the link once to submit the document. Wait for the page to load completely.
- WARNING! Do not use the browser’s Back button. This may cause loss of data.

Submitting Assignments

1. Click the Assignment link on the course menu or the content area where your course assignments are located.
2. Click the name of the assignment.
3. Click Write Submission and type your response OR click Browse My Computer to select a file to attach, as required by your instructor.
4. Click Submit. A success message appears, confirming the submission.

WARNING! When you finish your assignment, you must click Submit. If you press Save as Draft, your instructor will not receive your completed assignment.

Students will receive an email receipt when an assignment is submitted. It will show the confirmation id, title of course, name of assignment, date and time of submission, and file name. If you did not receive an email receipt then your assignment was not successfully submitted or you did not have the correct email in Blackboard. To check what email you have tied in Blackboard, see Page 15 under How can I update my email address in Blackboard?
Submitting Turnitin Assignments

**WARNING!** Use Mozilla Firefox browser. Turnitin submissions will not upload using Safari

1. Click the Assignment link on the course menu or the content area where your course assignments are located
2. Click on View/Complete link under the Turnitin assignment name
3. Click on the Submit button on the Turnitin assignment Homepage
4. On the Submission page, enter a name for your assignment under Submission Title
5. Attach your file by clicking on Choose from this computer, Choose from Dropbox or Choose from Google Drive. Click Upload button

**WARNING!** Submit your assignment using Microsoft Word or PDF file formats. Other file formats will not display properly and could result in a zero grade.

6. Once you see your file attached correctly, click Confirm button to complete your file submission
7. Your file has been successfully uploaded when you see the submission confirmation page with a Submission ID number. Print this page or take a screenshot for your proof of Submission. You will also receive an email receipt with the same information. Make sure you have the correct email tied in Blackboard, see Page 15 under How can I update my email address in Blackboard?

![Submit: Single File Upload](image)

Dear Student John,

You have successfully submitted the file "Assignment #1" to the assignment "Assignment #1" in the class "Blackboard Course_997488_1" on 24-May-2019 12:03PM (UTC-0400). You will receive a submission ID of 1445373073 to access the digital receipt, which can be downloaded from the download button in your class assignment list in Turnitin or from the print/download button in the document viewer.
COURSE DISCUSSION BOARDS
The Discussion Board is a tool for sharing ideas about class materials and interacting with your instructor and classmates. Some instructors use it like in-class discussion, where others use it in place of assignments, and discussions can be graded. Discussion forums may be located anywhere in the course, but are most often accessed from the main Course Menu. The main Discussion Board page of a course displays a list of available discussion boards. A Discussion Board can contain one or more forums, which in turn contain messages organized into threads. A thread includes the initial post and any replies to it. Your instructor has the option of allowing or not allowing you to start threads. Additionally, if your course includes group work, you may have a group Discussion Board available through the Groups link in the Tool area.

Tips to consider when posting to a Discussion
• Use good grammar, spell check your work, and use complete sentences; do not use abbreviations or text message shortcuts
• Review and follow any guidelines or instructions for posting your instructor may have
• “Think before you speak” – use the time before you post to reflect on what you’re going to say
• Make sure you click the submit button when you are ready for others to see your posts. Using Save Draft will not post your work to the discussion

Posting to the Discussions
1. On the Course Menu, click the Discussions link
2. On the Discussion Board page, click the name of the forum you want to access
3. On the Forum page, click the name of the Thread in which you want to post
4. On the Thread Detail page, press Reply
5. Enter the Subject and type your reply in the Message text box
6. Click Submit

Creating Threads in a Discussion Forum
1. On the Discussion Board page, click the forum name
2. On the Forum page, click Create Thread
3. Type a Subject and reply in the Message textbox
4. Click Submit to create the thread

Subscribe to a Discussion Forum
1. Click on the Forum Name to access the forum
2. Click on the Subscribe button to receive email notifications of new thread posts and comments

Note: If you do not see this button, your instructor has disabled this option in the forum
**BLACKBOARD TESTS**

Blackboard can be used for tests and quizzes just like you would take in a face-to-face classroom. Blackboard tests and quizzes can include the types of multiple choice, fill-in-the-blanks, and essay questions you’re accustomed to in an online format, and depending on the options selected by your instructor, can be timed and available for specific periods of time.

**Tips to consider when taking a test or quiz in Blackboard**

- For best results, always use Mozilla Firefox for your web browser when taking a test
- Make sure you have enough time to complete the test before you start. You may not be able to resume the test if you have to leave it
- Take the test in a place free from distractions
- Take tests from a reliable computer – NOT your phone or mobile device
- If you are using a laptop with a touchpad or a mouse with a scroll wheel, be careful when scrolling and that you do not move your cursor accidentally. It is easy to mistakenly change an answer after you have made your entries. Always click a blank area on the test before using the touch pad or scroll wheel. This will insure you do not accidentally change your answers
- Don’t use the browser’s back button during a test as this may cause loss of data. Use only the on-screen navigation prompts such as arrows while taking the test
- Review all of your responses before you submit the test. Once you are sure of your entries, save your work, and click Submit. Your test will not be complete until it is submitted. Click Submit only once
- If you get locked out of a test or have other problems while taking a test, **contact your instructor IMMEDIATELY**

**WARNING!** Blackboard Support cannot clear any test attempts without the written permission of the instructor

**Taking a test or quiz in Blackboard**

1. Navigate to the test and **click the title**
2. On the next page, select **Begin**. If your test requires a password, enter it now and **click Submit**
3. Navigate through questions by using the > or >> arrows, if necessary
4. Save your progress by clicking **Save All Answers**
5. **Click Submit** to finish your test.
How to Self-Enroll in a Blackboard Organization

What is a Blackboard organization?

An organization in Blackboard allows students to access materials, interact with other students, staff, and instructors, and receive useful information for their college career. It is similar to a class in many ways, but your participation isn’t for a class grade or academic credit. Some organizations will be pre-enrolled for you. If you have been pre-enrolled into the organization, it will be displayed in your My Organizations module on the Blackboard Home tab. One such example is SPARC training, required of all students as of the Spring 2019 semester. However, group sponsors sometimes ask students to self-enroll into their organizations.

How do you self-enroll into an organization in Blackboard?

1. On the Home tab of Blackboard, look for the Organization Search module located in the lower left corner of the page
2. Enter the name of the Organization that you would like to find in the search field and press Go

NOTE: If you do not see the Organization Search module, click on the Add Module button the top of the page to add it to your list of modules

3. On the Browser Organization Catalog page, look for the organization that you would like to self-enroll into. If you are enrolling in a Student Orientation organization, please be sure to select the specific organization for the semester you started your courses at John Jay College. Hover your mouse over the Organization ID and click on the downward arrow. Select Enroll

4. Some organizations will require an access code in order for you to enroll in the organization. This access code should be supplied by the Organization Leader or the department hosting the organization. Enter the access code and press Submit
5. Once you enter the **access code** you will get a **Action Successful** message stating that you were added to the organization. Press **OK** to be brought into the Organization

![Self Enrollment](image)

**NOTE:** Once you are a participant in an organization it will show up on your **My Organizations Module** on the Home tab of Blackboard
FREQUENTLY ASKED QUESTIONS

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/ Other browsers such as Safari, Internet Explorer and Google Chrome are known to cause issues with Blackboard especially with online tests.

How do I access Blackboard?
Blackboard is accessed through the CUNY website. See Getting Started / Account Log-in Information section earlier in this document for the URL and user account information, or the Introduction to Blackboard section of this document.

How do I reset my CUNYfirst password?
All users may reset their CUNYfirst passwords directly on the CUNYfirst log-in page. Please see the Getting Started / Account Log-in Information section of this document for more information. Blackboard Support has no access to reset user’s passwords on their behalf.

Why isn’t my class listed on the Blackboard Home tab?
If you have enrolled in a course and it does not show up on the My Courses module, please make sure you are properly enrolled in the course in CUNYfirst. Please note: It takes 24-48 hours for information to sync from CUNYfirst into Blackboard and enroll you into courses. If you have made sure you’re properly enrolled, it is more than 2 days since you registered, and the course is listed as, “Not currently available”, contact Blackboard Support. Your instructor may not have made the course available to students. Keep in mind that for on campus courses, it is not mandatory for instructors to use Blackboard. Blackboard Support can check course availability for you or rule out other account issues that can prevent access to a course.

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. You can also see posted announcements on the Announcements page on your course menu.

Can I submit Assignments in Blackboard?
Please see the Introduction to Blackboard handout elsewhere in this document for step-by-step instructions on how to submit 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. Blackboard Support cannot clear any submissions without the written permission from the 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 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. Instructions are provided in the Introduction to Blackboard handout in this document. 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. This acts as 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. Please note that the process requires the use of a CUNY email address. 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.

Where can I go for help with Blackboard?
If you need assistance with Blackboard, contact Blackboard Student Support by email at blackboardstudent@jjay.cuny.edu or by phone at 212-484-1197. Assistance is available Monday – Friday, 9 am to 5 pm. Additionally, for Student Blackboard Support, you can stop by the Blackboard Support Center in rooms 07.65.33 and 07.65.36 in the New Building.

Online Blackboard help can be found at www.cuny.edu/blackboard and https://en-us.help.blackboard.com/.