

## How do I Find Support with Blackboard?

The support available for Blackboard depends on the role of the person needing assistance.

### Blackboard Coordinator

- Reference
  - Blackboard Coordinator Manual
  - Blackboard Admin Portal Manual
- Visit
  - Blackboard Coordinator Central Course Site
  - Blackboard Support Site (<http://bbsupport.wcpss.net>)
- Contact
  - WCPSS Help Desk
    1. Phone: 664-5700
    2. E-mail: [helpdesk@wcpss.net](mailto:helpdesk@wcpss.net)
    3. Secure Online Form (SOF):  
<http://www2.wcpss.net/departments/technology/css/>

### Blackboard Instructors (Faculty and Staff with Courses)

- Reference
  - Blackboard Instructor Manual
- Visit
  - Blackboard Support Site (<http://bbsupport.wcpss.net>)
- Contact
  - Blackboard Coordinator at individual school/department

### Faculty and Staff without Courses

- Reference
  - Blackboard Parent-Student User Manual
- Visit
  - Blackboard Support Site (<http://bbsupport.wcpss.net>)
- Contact
  - Course Instructor

### Students and Parents

- Reference
  - Blackboard Parent-Student User Manual
- Visit
  - Blackboard Support Site (<http://bbsupport.wcpss.net>)
- Contact
  - Course Instructor (teacher)