

Issue #1: User can't log in and the password recovery link is not working.

Symptoms:

- User tries to log in and cannot get into Blackboard.
- Faculty/staff member uses the “Forgot your password?” link and either the user cannot be found or no information is received by the user via email.

Example:

The user jthompson90 says that he is having problems accessing Blackboard. He tried logging in with his password and that didn't work. He knows he hasn't changed it! The lost password tool didn't send his password to him.

Troubleshooting Steps:

- Verify that the user has a Blackboard account.
 1. Click **System Admin** tab
 2. Click **Users**
 3. Type in **Username**
 4. Click **Username radio button**
 5. Click **Search**
- No user account found:
 - Request a new account
 - **Student account** – View the tip sheet at: <http://bbsupport.wcpss.net/coordinator/bbportal-account-request-students.pdf>
 - **Faculty/Staff account** - View the tip sheet at: <http://bbsupport.wcpss.net/coordinator/bbportal-account-request-fac-staff.pdf>
- User account is found:
 - Manually reset the password – View the tip sheet at: <http://bbsupport.wcpss.net/coordinator/bbcoord-user-password-reset.pdf>

Issue #2: Teacher can't find a student to enroll and receives the "Student not found" error message.

Symptoms:

- Teacher tries to enroll a student and cannot find him.

Example:

A teacher is trying to enroll student 12345 in their Blackboard course, but no matter how he searches for this student the account cannot be found!

Troubleshooting Steps:

- Verify that the user has a Blackboard account.
 1. Click **System Admin** tab
 2. Click **Users**
 3. Type in **Username**
 4. Click **Username radio button**
 5. Click **Search**
- No user account found:
 - Request a new account
 - **Student account** – View the tip sheet at: <http://bbsupport.wcpss.net/coordinator/bbportal-account-request-students.pdf>
 - **Faculty/Staff account** – View the tip sheet at: <http://bbsupport.wcpss.net/coordinator/bbportal-account-request-fac-staff.pdf>
- Verify that the user has not already been enrolled.
 - Have the Instructor use the tip sheet – “How do I Find Out if a User is Already Enrolled in My Course?” at: <http://bbsupport.wcpss.net/instructor/bb-search-course-for-user.pdf>
 - Student is enrolled, no action needed.

Issue #3: Teacher cannot see all buttons when browsing their site as a guest.

Symptoms:

- Teacher created a course with many main menu buttons.
- Teacher only sees all the buttons when logged in as the instructor.
- Guests only see the Announcements and Staff Information button.

Example:

A teacher has created a masterpiece. She is worried though because she thinks all her buttons are now gone. She logged out yesterday after school and now when she goes in from home to show her husband the buttons aren't all there. She thinks that her work was not saved, but when she logs in she can see the buttons.

Troubleshooting Steps:

- Verify that the Content Area tool is available to all users.
 - Have the Instructor use the tip sheet – “How do I Turn Off Certain Tools in My Course?” at: <http://bbsupport.wcpss.net/instructor/bb-tool-availability.pdf>
 - Check all checkboxes to the right of Content Area on the screen.

Issue #4: Teacher cannot access their course site suddenly!

Symptoms:

- Teacher had a number of course sites.
- Teacher doesn't log in for a while and when they log back in, the course sites are gone!
- Teacher can search for site in catalog, but doesn't see himself as the instructor.

Example:

A teacher logged in this morning and doesn't see their course! They haven't logged in since last year and had to have a new account requested for them. You suspect that the teacher just needs to be re-associated with the course site.

Troubleshooting Steps:

- Verify that the course still exists in Blackboard.
 1. Click **System Admin tab**
 2. Click **Courses**
 3. Type in **Course ID** (ex. 7500.jsmith.course_1.2007)
 4. Click **Course ID** from dropdown menu on left
 5. Click **Search**
- Verify that the course ID still contains the correct username for the person who should have ownership of it.
 - If the username in the course ID is incorrect:
 - Use the Bb-Admin Portal to make a course modification request for the course(s) with which the teacher should be associated.
 - View the tip sheet at:
<http://bbsupport.wcpss.net/coordinator/bbportal-course-edit.pdf>
 - Enter the current username for the teacher who should own the course in the "Reason for Change" box.
 - If the course ID matches the username, contact the Help Desk and ask that the Instructor be reassociated with their course(s).

Issue #5: How do I batch enroll?

Symptoms:

- Teacher has 30 students that they would like batch enrolled into their course.

Example:

A teacher at your school has requested you batch enroll numerous students into her course.

Troubleshooting Steps:

- Provide the requesting teacher with the following link, which provides directions for filling out the batch enrollment request form:
<http://bbsupport.wcpss.net/instructor/bb-user-batch-enroll.pdf>
- The teacher will then send you the text file produced in the last step.
- Follow the instructions starting at the bottom of page 2 of the tip sheet available at <http://bbsupport.wcpss.net/coordinator/bbportal-batch-enroll.pdf> to complete the process.

Issue #6: Duplicate account request.

Symptoms:

- Newly requested user cannot log in.
- Account already exists in the system.
- 2 requests from 2 coordinators for 1 account on the same day.

Example:

Jsmith999 received an e-mail from Blackboard telling her that her account was created successfully. Unfortunately, the password doesn't work. You've verified that she has entered her password correctly, but it isn't working.

Troubleshooting Steps:

- Verify that the user has a Blackboard account.
 1. Click **System Admin tab**
 2. Click **Users**
 3. Type in **Username**
 4. Click **Username radio button**
 5. Click **Search**
- Reset the password.
 - View the tip sheet at:
<http://bbsupport.wcpss.net/coordinator/bbcoord-user-password-reset.pdf>

Issue #7: Account comes up with someone else's name.

Symptoms:

- User logs in and sees a different name in the welcome area.
- User logs in and sees courses already associated with their account.

Example:

Student 12345 is named Billy Smith. When Billy logs in, however, the name says Susie Smith. Billy, horrified as only a teenage boy can be by being referred to as Susie runs to the Coordinator yelling, "Why am I Susie in Blackboard?"

Troubleshooting Steps:

- Verify the NC WISE number of the student from your school. Typo's happen! If you have the NCWISE # correct for this student and the account is already enrolled in at least one course:
 - Open a ticket with the help desk explaining the situation and The Blackboard Team will resolve it.
- If the NC WISE number is correct and the account is not enrolled in any courses, go ahead and show the user how to change their personal details. (Video tutorial on Blackboard Support site (<http://bbsupport.wcpss.net>))
<http://bbsupport.wcpss.net/instructor/videos/bb-user-change-own-info.html>

Issue #8: Course Categorization.

Symptoms:

- Course does not show up in the school/department's course catalog within Blackboard.
- Course shows up in the course catalog that no longer belongs to that school.

Example:

7500.kmedlin.coordinatortrain.2007 should be categorized in the Technology Services Division course catalog, but it is not there!

Troubleshooting Steps:

- Verify that the course is available.
 1. Click **System Admin tab**
 2. Click **Courses**
 3. Type in **Course ID** (ex. 7500.jsmith.course_1.2007)
 4. Click **Course ID** from dropdown menu on left
 5. Click **Search**
 - A red X to the left of the Course ID means it is set to “unavailable”.
 - Make the course available.
 - View the tip sheet – “How do I Limit When Students Can Access My Course?” at:
<http://bbsupport.wcpss.net/instructor/bb-course-make-available.pdf>
- Verify that the course has been categorized by the Instructor.
 - Have the Instructor use the tip sheet – “How do I Add My Course to the Course Catalog?” at: <http://bbsupport.wcpss.net/instructor/bb-course-catalog.pdf>
- Verify that the teacher has left your school by searching in white-pages.
 - Use the Bb-Admin Portal to request a course modification with the details in the notes.
 - View the tip sheet at:
<http://bbsupport.wcpss.net/coordinator/bbportal-course-edit.pdf>

Issue #9: Course Archiving.

Symptoms:

- Course needs to be archived prior to system maintenance.
- Instructor has added content they don't want to re-add if the course corrupts.

Example:

Teacher just made a lengthy posting to their site and doesn't want to have to post it again.

Troubleshooting Steps:

- Download the tip sheet – “How do I Archive My Course?” or watch the video.

PDF version: <http://bbsupport.wcpss.net/instructor/bb-course-archive.pdf>

Video version: <http://bbsupport.wcpss.net/instructor/videos/bb-course-archive.html>

Issue #10: Reporting an Unsolved Mystery.

Symptoms:

- You've tried everything to resolve a problem and nothing seems to be working to fix it.

Example:

View the document called How to Create a Heat Ticket at:

<http://bbsupport.wcpss.net/coordinator/bbcoord-help-desk-ticket.pdf>

Troubleshooting Steps:

- Contact the Help Desk with as much information as possible:
 - Course ID/Instructor username/User account information
 - Steps we can take to reproduce the problem.
 - Steps you've taken to try to resolve the issue.
 - View the document called How to Create a Heat Ticket at:
<http://bbsupport.wcpss.net/coordinator/bbcoord-help-desk-ticket.pdf>