



Behind the Blackboard Community Engagement User Guide

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Introduction

Behind the Blackboard (BtBb) is the primary support tool available to Blackboard clients across a large range of Products. This user guide provides information relating to the BtBb support portal, and instructions on how Designated Contacts can interact with this system.

This user guide provides an overview of the most commonly used tools and functionality found within the BtBb support portal. We encourage Designated Contacts to login and explore the full range of features BtBb has to offer.

Behind the Blackboard Access

Designated Contact Access

Please contact your main Blackboard contact to organize access to Behind the Blackboard. Once a BtBb account has been created, the Designated Contact(s) will receive an email with the credentials to login to Behind the Blackboard.

Non-Designated Contact Access

[Blackboard's Help site](#) and the [Community Engagment Resource Center](#) do not require a login and access is available to all users.

Logging in to Behind the Blackboard

1. Navigate to Behind the Blackboard through this url: <https://behind.blackboard.com>.
2. Once the Login page displays, login with your Behind the Blackboard credentials.

Welcome to Behind the Blackboard!

This is where system administrators can find support, download software, obtain reference materials, and manage their accounts. For students, faculty, and other users, Behind the Blackboard is the perfect supplement to your primary campus helpdesk!

System Administrators And Developers

Have a Behind the Blackboard account? Login below.

Username

Password

Login [Need Help?](#)

By logging in you acknowledge that you allow Behind the Blackboard to set cookies in your browser. For more information please visit our [Privacy Center](#).

Students, Faculty, and Other Users

[Learn](#)

[Collaborate](#)

[Moodlerooms](#)

[Mobile](#)

By navigating to any of the sites above, you acknowledge that you allow Behind the Blackboard to set cookies in your browser. For more information please visit our [Privacy Center](#).

Figure 1: Behind the Blackboard login page

3. Once successfully logged in, you will be directed to your BtBb dashboard.

Welcome, John Smith. How can we help you?

Self Service
Solve it with documentation and tools.

- Documentation
- Training
- Knowledge Base
- Videos
- Plugins
- Webinars
- Release Notes

Community Resources
Solve it with colleagues and community.

- Blog
- Forums
- Developers
- Bb Community

Support
Let us help you solve it.

[Escalate a case](#) [Search cases](#) [Create a case](#)

Support Cases
Available across all Blackboard Products. Create, Update, Review and Search for Cases here

Case ID	Subject	Contact	Severity	Status	Updated
---------	---------	---------	----------	--------	---------

[Escalation Procedures](#) | [Support Services Guide](#) | [Severity Levels](#) | [Support Phone Numbers](#)

Figure 2: Behind the Blackboard Dashboard, once logged in.

Behind the Blackboard Support Tools

When Should I Create a Support Case?

Clients should create a support case for:

- System or application issues and/or errors.
- General help with the application.

Create a New Case

Use the following steps to create a new case in Behind the Blackboard:

1. Login to Behind the Blackboard and click on **Create a case** under the Support section as shown in Figure 3.

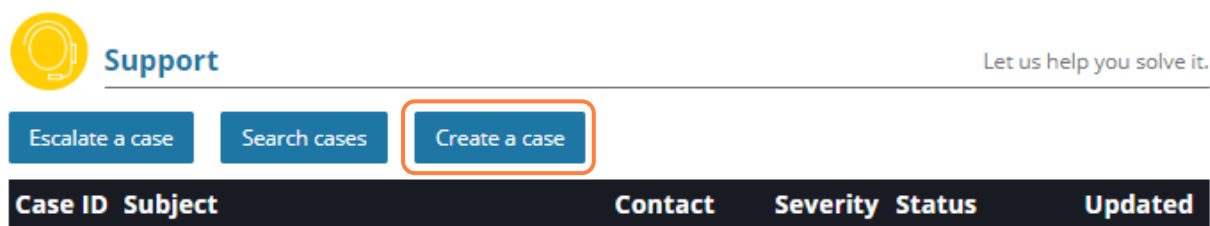


Figure 3: Support Cases - Create a case

2. Make selections from the required drop down boxes, being as accurate as possible
3. Type a brief description of the issue in the Subject/Error Message text box.
4. Type a detailed description of the issue in the Description text box. Use the available fields to include any relevant details that can be provided at the time. If applicable, provide specific, exact steps to replicate in the Steps to Repeat text box.

An example would be:

Login to Site X

Go to Page Y

Click 'Site Manager' link and attempt to edit any content

Note: Provide as much information as you can for the Client Support team, including if the issue is happening for a specific role or user, in a specific browser, in one location or multiple locations, and any other information that has been discovered in the replication testing.

5. To finish the process, click on **Create New Case**.
 - **Screenshots** - We welcome screenshots, where applicable to assist with troubleshooting, or to provide visual context to a request. Once the case is successfully created, you can attach screenshots by locating the case via the Support cases dashboard.

Note: Once the case has been created, Behind the Blackboard can be used to monitor cases, as well as communicate with the Support team member assigned to the case.

Search for Cases

Use the following steps to search for cases in Behind the Blackboard:

1. Login to Behind the Blackboard and click on **Search cases** under the Support section, depicted in Figure 4.

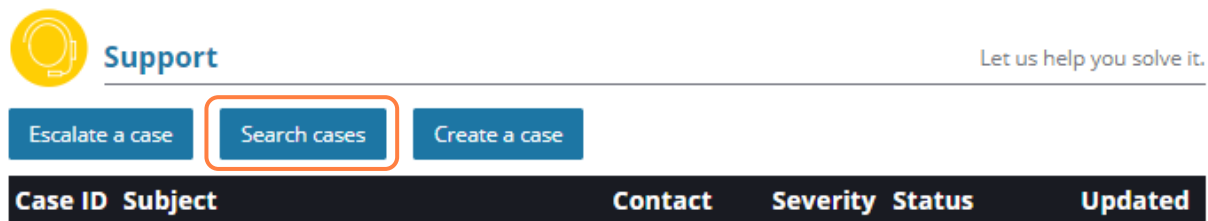


Figure 4: Support Cases – Search cases

2. Use the following options to fine-tune your search results as highlighted in Figure 5:
 - **Keyword** search or **Advanced Search Filters** to determine search parameters.
 - **Show/ Hide columns** to determine which columns should be displayed.
 - To download search results, choose the preferred **Export format** (PDF or Excel).

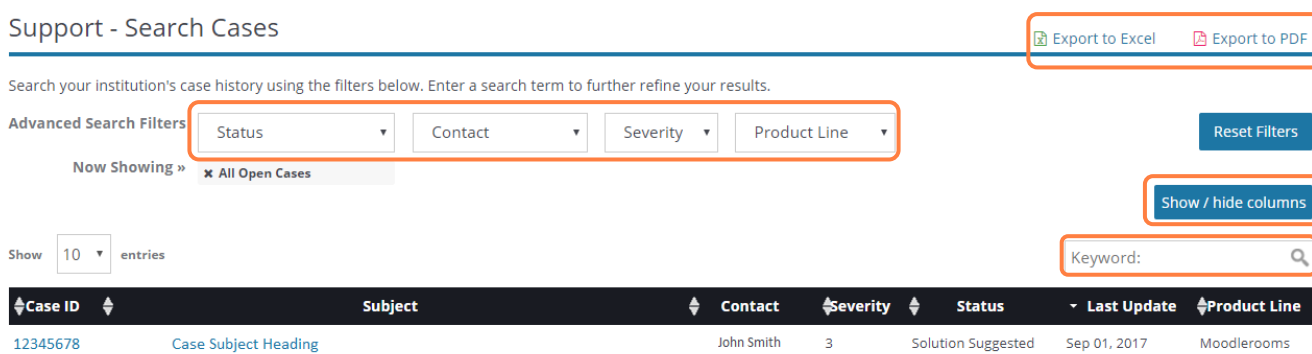


Figure 5: Support Cases – Search parameters

Subscribe to Notifications

Blackboard communicates important information with Clients through email notifications to Designated Contacts. At a minimum we encourage Clients to subscribe to **Announcements**, **Maintenance Release** and **Support Bulletins / Security Advisory** notifications for the applicable Product.

Once the Product subscriptions are enabled by following the steps described below, the Designated Contact will receive email notifications when new articles are published.

1. Login to Behind the Blackboard.
2. Hover mouse over **My ACCOUNT**, then select “**My Subscriptions**” as shown in Figure 6.
 - Alternatively, click on the “Manage My Article Subscriptions” link under “What’s New for...”

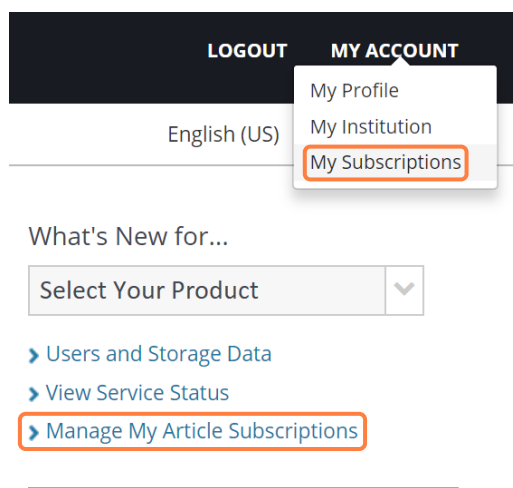


Figure 6: Subscribe to notifications

3. A screen with a list of notification options by Product, similar to Figure 7 will be displayed.
4. Check the boxes of the notifications from the list that are of importance to you.
 - The subscription settings update automatically when the checkboxes are selected/deselected.

Email Subscriptions Subscribed Articles <input checked="" type="checkbox"/> Subscribed via Email <input checked="" type="checkbox"/> Subscription Available		
Article Types	Collaborate	Moodlerooms
Announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Blackboard Client Program	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
General Article	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Known Issue	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance Release	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other Resource	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Product Documentation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Question / Answer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Release	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support Bulletin / Security Advisory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Supported Technologies	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Troubleshooting / Informational	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Figure 7: “My Subscriptions” view – with Moodlerooms and Collaborate Product lines displayed

The Blackboard Services Status Site

View the Service Status of your Product

Blackboard publishes the most current Service Availability information through the Blackboard Services Status site. We encourage Clients to use this tool to:

- Check for known systems-level issues prior to creating a Support Case.
- View current and historical service availability status for your Product(s) from the one site.

Access the Blackboard Services Status Site

The Service Status Site can be accessed either directly accessing the URL, or through the Behind the Blackboard support portal.


Method 1: Access through direct URL

- Access through direct URL: Go directly to <http://status.blackboard.com> to view the Blackboard Services Status page.

Method 2: Access through the Behind the Blackboard support portal

- Once logged in, click on the “View Services Status” link under “What’s New for...” on the Dashboard, as highlighted in Figure 8 below. Refer to Figure 3 for a Dashboard overview.

What's New for...

Select Your Product 

- › Users and Storage Data
- › View Service Status
- › Manage My Article Subscriptions

Figure 8: View Service Status

Locate and View Services Status

1. From the Services Statuses main page, locate and click on the Product(s) link that is of interest.

Blackboard Services Status						
Blackboard publishes the most current service availability in the table below. Bookmark this page and check back any time for current status information.						
Service	Current	Nov. 02	Nov. 01	Oct. 31	Oct. 30	Oct. 29
Analytics - Managed Hosting	✓	✓	✓	✓	✓	✓
Bb Comms HQ (formerly ParentLink)	✓	✓	✓	✓	✓	✓
Behind The Blackboard	✓	✓	✓	✓	✓	✓
Collaborate - Blackboard IM	✓	✓	✓	✓	✓	✓
Collaborate - Web Conferencing (Asia Pacific)	✓	✓	✓	✓	✓	✓
Collaborate - Web Conferencing (Canada)	✓	✓	✓	✓	✓	✓
Collaborate - Web Conferencing (Europe)	✓	✓	✓	✓	✓	✓
Collaborate - Web Conferencing (US)	✓	✓	✓	✓	✓	✓
Learn - Managed Hosting (Asia Pacific)	✓	✓	✓	✓	✓	✓
Learn - Managed Hosting (Canada)	✓	✓	✓	✓	✓	✓
Learn - Managed Hosting (Europe)	✓	✓	✓	✓	✓	!
Learn - Managed Hosting (US)	✓	✓	✓	✓	✓	✓
Learn - Mobile Services	✓	✓	✓	✓	✓	✓
Learn - SaaS Deployment for Blackboard Learn (US)	✓	✓	✓	✓	✓	✓
Learn - SafeAssign	✓	✓	✓	✓	✓	✓
Moodlerooms (Asia Pacific)	✓	✓	✓	✓	✓	✓
Moodlerooms (Europe)	✓	✓	✓	✓	✓	✓
Moodlerooms (Latin America)	✓	✓	✓	✓	✓	✓
Moodlerooms (US)	✓	✓	✓	✓	✓	✓
Moodlerooms Enterprise	✓	✓	✓	✓	✓	✓
Web Community Manager (formerly Schoolwires)	✓	✓	✓	✓	✓	✓

Figure 10: Blackboard Services Status site

2. The service availability details for the selected Product will be displayed as **Time**, **Status** and **Message**.
3. RSS feeds for each of the Products are available for service status updates.

Bb Comms HQ (formerly ParentLink)

Bb Comms HQ (formerly ParentLink)



Figure 11: Service availability details displayed as Time, Status, Message. RSS feed(s) is available.

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