Blackboard

Behind the Blackboard
Community Engagement
User Guide

Worldwide Headquarters	
1111 19th Street NW Ninth Floor Washington, DC 20036 www.blackboard.com	● +1 800 424 9299 toll free US & Canada ● +1 202 463 4860 telephone ● +1 202 463 4863 facsimile
International Headquarters	
Paleisstraat 1 1012 RB Amsterdam The Netherlands www.blackboard.com	● +31 (0) 20 788 2450 (NL) telephone ● +31 (0) 20 788 2451 (NL) facsimile

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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 though this url: https://behind.blackboard.com.

2. Once the Login page displays, login with your Behind the Blackboard credentials.

Figure 1: Behind the Blackboard login page

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

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.
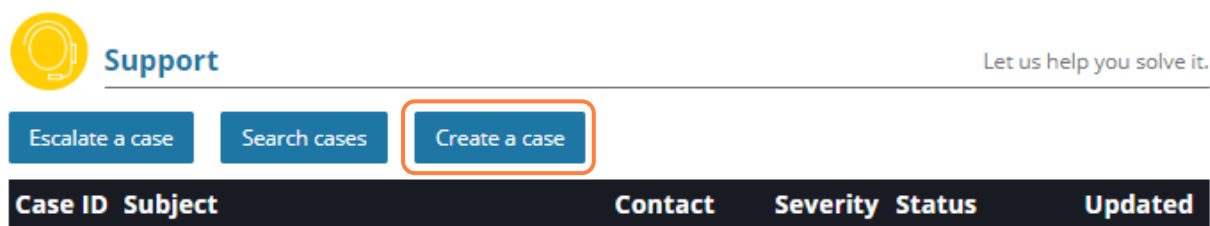

Figure 3: Support Cases - Create a case

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 succesfully 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.

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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.
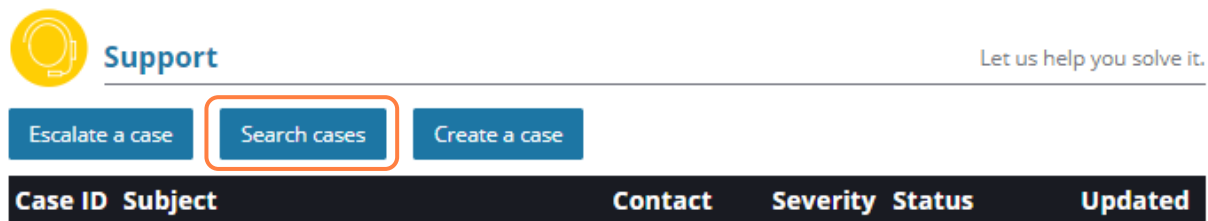

Figure 4: Support Cases – Search cases

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.
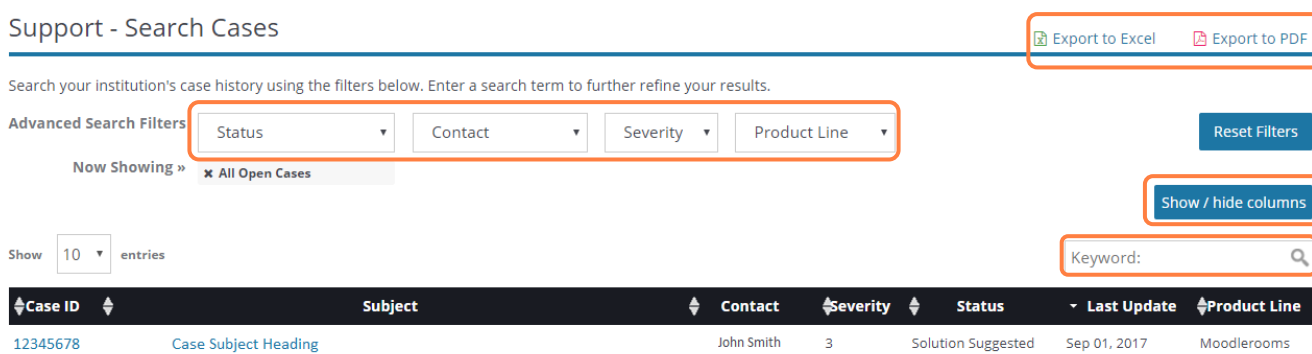- To download search results, choose the preferred **Export format** (PDF or Excel).

Figure 5: Support Cases – Search parameters

Subscribe to Notifications

Blackboard communicates important information with Clients though 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 Subcriptions**" as shown in Figure 6.

   - Alternatively, click on the "Manage My Article Subscriptions" link under "**What's New for…**"
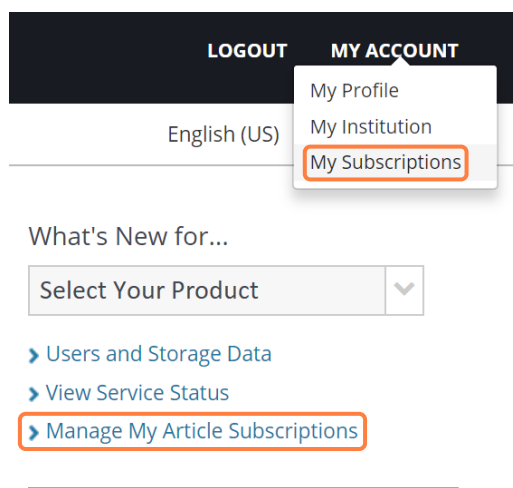
Figure 6: Subscribe to notifications

3. A screen with a list of notification options by Product, smiliar 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.

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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 though the Behind the Blackboard support portal.

Method 1: Access through direct URL

- Access through direct URL: Go directly to http://status.blackbloard.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.

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.

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.

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

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