

Blackboard (Learning Management System)

Blackboard Learn, powered by Open SUNY, is the Learning Management System used for SUNY Poly courses.

Things You Should Know About Blackboard

Use your SITNet ID to login.

The **Open SUNY HelpDesk** is the help desk for Blackboard and Collaborate. Collaborate the webinar application within Blackboard courses.

Student access to Blackboard courses will begin on the course start date and ends 21 days after the term ends. Be sure to download any course materials you want to save before your access to the course ends.

Course instructors control access to content within the course. If you have trouble accessing course content, contact your instructor first.

Online and hybrid courses are in Blackboard, but not traditional courses use it. Your instructor will let you know if course uses.

Blackboard is updated daily at 12 PM and 5 PM. Students who register for courses on or after the course start date will have access to the Blackboard course after the next scheduled update.

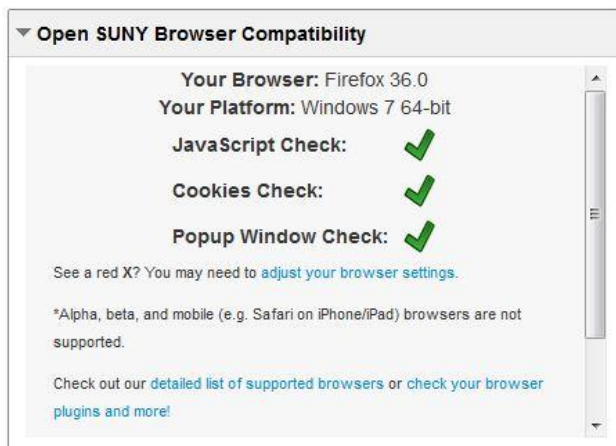
The Blackboard maintenance window is Wednesday from 4 -7 AM. Users will be notified with an announcement in Blackboard when maintenance has been scheduled.

Avoiding Problems

Blackboard is a **web browser dependent** system. Follow the guidance below for optimal system performance.

Use **Mozilla Firefox** or **Google Chrome**.

Clear the browser cache and cookies on a weekly basis.



Refer to the **Open SUNY Browser**

Compatibility module on the Blackboard login page to make sure your browser works properly with Blackboard. All tests should be checked (past) like the image on the left.

Always compose your work off-line and save it as a file on your computer. You can copy/paste from the saved file into the text box, or attach and upload the saved file. These precautions will help prevent data loss.

Always use a hardwired network connection when taking on-line exams and tests.

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Always use the Logout button to exit Blackboard. Do not close the browser to exit.

Do not open Blackboard in multiple windows or tabs. It can cause you to lose your login session and work.

Additional tips to avoid problems are in the *Open SUNY Student Orientation*.

Blackboard Communications in Courses

It is important for students to communicate with the course professor as described in the course syllabus.

Mail

Blackboard provides two types of electronic communications within courses: Course Messages and External Mail. By default, both are available on the Course Menu.

Course Messages

Course Messages are for private communications with class members, including your professor, within the course. Each course has its own Course Message Inbox and Send folders. Course Messages can only be sent from within courses where you will have access to the class member list.

The My Messages module on the My SUNY Poly tab that shows list of courses in which you have unread messages. Click on the course name to open the course and its Course Messages Inbox.

External Mail

External Mail is a tool to send your class member's SUNY Poly email account. External Mail has no Sent folder, and no record of mail having been sent in Blackboard or in SUNY Poly email system. Include yourself as a recipient if you need a record of the email being sent from you.

My Announcements

My Announcements in courses has the announcements for that particular course.

Learn to Use Blackboard

Open SUNY Student Orientation

The **Open SUNY Blackboard Student Orientation** is a publicly available course that is facilitated by the Open SUNY HelpDesk to introduce you to Blackboard. It contains the basics of navigation and how to perform specific functions in Blackboard as well as online success strategies for students.

It is accessible from the Blackboard login page and the **My SUNY Poly** tab.

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▼ **Open SUNY Blackboard Student Orientation**

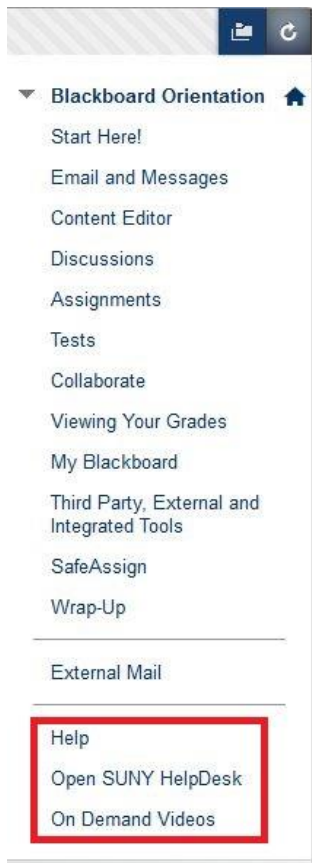
[Open SUNY Blackboard Student Orientation](#)

Click on link above to learn how to use various features within the Blackboard Learning Management System when taking an online course.

Students with courses in Blackboard are encouraged to go through the **Open SUNY Blackboard Student Orientation** course before the semester begins so you are prepared to focus on your course work. You are expected to be prepared.

The image on the left shows what the course looks like on the login page and **My SUNY Poly** tab.

Help in Blackboard Courses



- ▼ **Blackboard Orientation** 🏠
- Start Here!
- Email and Messages
- Content Editor
- Discussions
- Assignments
- Tests
- Collaborate
- Viewing Your Grades
- My Blackboard
- Third Party, External and Integrated Tools
- SafeAssign
- Wrap-Up

- External Mail

- Help
- Open SUNY HelpDesk
- On Demand Videos

Blackboard help is available from the Course Menu by default. The help links are outlined in red in the example on the left.

Help opens the [Blackboard Help](#) site.

Open SUNY HelpDesk opens the [Open SUNY student support](#) website for access to the HelpDesk's knowledge base of the most commonly asked questions, and to submit a HelpDesk ticket.

On Demand Videos link opens the video tutorial playlist for students on the [Blackboard Inc. youtube channel](#).

Additional information is available at <https://sunypoly.edu/online/> and <https://sunypoly/online/blackboard>.