



BLACKBOARD SUPPORT (Student)

Frequently Asked Questions

What are my username and password?

All students and faculty are automatically given systems accounts when they enter the university. Usernames are comprised of the **last name, first initial and usually a number**. A student named Juana Doe might have the username doej12. Students can use this link to find their correct username:

https://webapps.wpunj.edu/misc/username_lookup/username_lookup.cfm

A link to the username/password lookup page can also be found at Bb Home, <http://bb.wpunj.edu>

Your 855 number is the default password for students. Use the username link above to find the 855 number if you don't remember it. The interface looks like the illustration to the right.

Students who started prior to Fall 2006 might need to use their SS# as a password -- all nine numbers with no spaces or punctuation.

What can I do if I know my username and password but still can't log in?

- Try **going directly to Bb Home** at <http://bb.wpunj.edu> (rather than logging on through the portal).
- If you just registered please remember it takes a day for information to reach the Bb database.
- Pop-ups: Please check and **make sure that you are not running any popup-blocking or JavaScript-blocking software or toolbars**. These include such programs as the toolbars from Yahoo, Google, MSN, Optimum Online, et al., along with such security software as McAfee Security Center and others. If you have any such software, or if you have Windows XP and have it updated to Service Pack 2, you will need to either temporarily disable any such popup and/or JavaScript blocking or make sure that wpunj.edu is added to the list of sites that they are allowed for/from.
- America Online: There are **known problems with the AOL web browser**. If you must connect to the Internet using AOL please minimize their browser and use Mozilla Firefox or MS Internet Explorer instead.

Why don't I see all my classes listed on Blackboard?

Your Blackboard course roster will **only show those classes which have been activated** by the faculty member who is teaching that section. Just under half of all sections take advantage of Blackboard, and students will not be able to participate in, or even see, class sections which are not using the tool. In some rare cases a faculty member will forget to activate the sections and will still direct students to Bb; if your instructor asks you to use Bb and you still don't see it on the site please report it to the Blackboard Support Center.

How do I get help if I'm having a problem with Blackboard technology?

The most efficient means of getting support for Blackboard-related issues is to use the **Bb Support Center**:
<http://euphrates.wpunj.edu/bb/sc/>

The Bb Support Center can also be reached by clicking the red link at the top of **Bb Home**, <http://bb.wpunj.edu>

When you are filling out the form please be as specific as possible; tell us your class number and section, the name of your professor, and leave a detailed description of the problem you are experiencing.



Support, continued . . .

One of the benefits of the form is that it asks for the kind of information we need to resolve your problems **quickly and efficiently**. It seems to make sense that leaving a phone message or email would be quicker but that is not normally the case. Messages often don't include the kind of information we need to resolve a problem quickly and efficiently, and **the Support Center remains the best help venue**.

The Bb Support Center is staffed 12 hours a day during the semester and throughout the weekends. We promise a response within 24 hours during the week and 48 hours during the weekends, but response times can be within minutes or hours.

Issues **external** to Blackboard, including anything to do with **WPUNJ Student email** or **WPCConnect** should be directed to the **Help Desk**, help@wpunj.edu or (973) 720-help

What should I do if an online test fails while I'm taking it?

Only faculty can unlock a locked test, assuming that s/he thinks that action is appropriate. You should **contact your instructor** and ask him or her to unlock the test. Instructors have various policies concerning online test-taking, and it is in your interest to find out what they are before you take the test.

As for working to prevent this from recurring, please check and make sure that

- You are using a **supported browser** (Internet Explorer 6 or higher or Firefox 2 or higher) and
- Are not using Safari or AOL browsers, and
- That you are **not running any popup-blocking or JavaScript-blocking software or toolbars**. These include such programs as the toolbars from Yahoo, Google, MSN, Optimum Online, et al., along with such security software as McAfee Security Center and others. The latest versions of Windows XP and Mozilla Firefox, furthermore, contain their own built-in popup-blockers. So if you have any such software, you will need to either temporarily disable any such popup and/or JavaScript blocking or make sure that wpunj.edu is added to the list of sites that they are allowed for/from.

Where do I start with a distance learning course?

All distance education courses at WPUNJ use the Blackboard virtual learning environment, and professors will usually give introductory instructions you can find by clicking this link to the **Welcome Letters page – see the link at Bb Home**, <http://bb.wpunj.edu>. If you can't find a welcome letter for your course, or if you still have questions, you can email your professor; email links for each faculty members are listed in the far right column of the Welcome Letter page.