



Wharton County Junior College

BLACKBOARD FAQS FOR STUDENTS

How do I login to Blackboard?

Your User Name is your WCJC ID number, including the "@" symbol. This is initially the default password. Enter the same number as your password, and select ok.

Click "[How to log in to Blackboard](#)"

Students should change their password to something only they know.

Click "[How to Change Your Password](#)"

How do I find my WCJC ID?

Login to Online Services to find your WCJC ID. (See "[How to Login to Online Services](#)")

Follow the steps in the tutorial "[How to find your User ID](#)".

What are the computer requirements for Blackboard?

WCJC uses Blackboard Learn 9.1

Click [Computer Settings](#)

I get an error when I click the Blackboard link from the www.wcjc.edu page

Click the [Computer Requirements](#) on the Blackboard login page.

If you still have trouble, contact the IT Help Desk email ITsupport@wcjc.edu

or call 979/532-6568

How do I change my password in Blackboard?

Click "[How to change your password in Blackboard](#)"

What if I forgot my Blackboard password?

Click "[How to reset your password from the Blackboard login page](#)"

What do I do if I can't access Blackboard on the Weekend or during a holiday?

Complete the [IT Support request](#) or call (979) 532-6568 and leave a message.

Notify your instructor immediately. See the [IT Help Desk](#) page for hours of operation.

I don't see my Blackboard class once I log in!

Blackboard classes become available on the first day of class, not before. If it is the first day of class and your class is not available when you log into Blackboard, please complete the [Request for IT Support](#) form or call (979) 532-6568.

Is the class self-paced, or do I have to log in at specific times?

Students can work at their own pace logging in when the time is best. However, there will be **due dates** for class requirements such as discussion, assignments and assessments.

What security measures should I take when using a public computer?

Click the "log out" button on the far right of the Blackboard screen. Check to be sure "auto complete" is turned "off" in the browser. For instance, when using Internet Explorer, go to Internet Options, Click the "Content" tab, click "Settings" and click "Delete AutoComplete history". Also, make sure your password isn't being saved. In Internet Options on the "General" tab, click "Delete browsing history" be sure "passwords" is checked. Close all browser windows. Log out if applicable.

My instructor is using LockDown Browser, what do I need to do?

Click **Blackboard** from the www.wcjc.edu homepage
Click "[Download LockDown Browser](#)" under "Downloadable Resources"

What is Respondus?

Respondus Lockdown Browser and Monitor – Some courses require the use of Lockdown Browser and a webcam for taking online exams. The Lockdown Browser software prevents a user from accessing other applications or going to other websites during an exam. The webcam records you during the exam to ensure you're only using resources that are permitted. Together, these tools make it possible for students to take online exams from any location, and at times that are convenient. It also creates a fair testing environment for everyone in the course.

Where do I find the Respondus LockDown browser?

Lockdown Browser software are found on the Blackboard Login page under "Downloadable Resources" and will be posted in the "Getting Started" section of individual courses.

I'm having trouble [attaching a file](#)

Click on the Attachment button. If the browse "My Computer" does not appear, go back to the Blackboard login page and click on "[Computer Requirements](#)" to and compare your computer set up.

1. When you have completed your assignment, save it to your computer (make note of the location of the file on the computer).
2. Click Browse "My Computer" on the assignment page (locate the file you wish to attach)
3. Click "Submit"

How do I participate in a [classroom discussion](#)?

In Bb L9.1, select Discussion under Communication Tools menu on the Left hand side of the page. Select the discussion you want to view and select the word "Reply" to submit a response to the discussion. If you are creating a thread, select "Create Thread".

I just posted an entry in the Discussion Board, but it is not showing up.

If the entry is not showing up you may have failed to "Submit" it. Try again. You may need to refresh your screen. If you do not see an entry you just made in the live forum, but can see it as a submission with the status of "Queued for Moderation", this means that your instructor has chosen to approve posts before they become public to the class. For more information on using the Discussion Board, click "[How to Use Blackboard Discussions.](#)"

I need to take a quiz and I do not see it listed?

Check the date your quiz was to begin. If it is that date or past it, ***contact your instructor through Blackboard email immediately.***

I am trying to take a test/quiz in Blackboard, but lost my connection!

Send an email to your instructor through the Blackboard system immediately!

How do I send my instructor an email for my online class?

Click on the Mail Tool within the course, and compose a message. Browse for user and find the teachers name within the course, and click on the "to" box, and save. Type the message and make attachment if required and click on "send". See video tutorial, click "[How to send email a Blackboard course](#)".

Is my WCJC ID for Online Services and Blackboard the same?

Yes. Please bear in mind your SS # is not your User ID number. See "[How to log in to Blackboard](#)"

Is Blackboard only for online classes?

Blackboard is *not just for online classes*. Many of the faculty, but ***not all*** use the Blackboard to enhance their face-to-face classes. When a student goes to their face-to-face class, the instructor will let them know if access to the Blackboard will be utilized.

How do I make sure my computer will work with the Blackboard 9.1?

Click [computer settings](#) to insure that all settings are adequate.

If I need additional help where can I get it?

IT Support is available Monday –Thursday, 8:00 a.m. to 7:00 p.m. and Friday, 8:00 a.m. to 5:00 p.m. Please complete the [Request IT Support](#) form or call (979) 532-6568 for assistance.