

## Blackboard and ePortfolio Help for students

### Students distance-learning support queue

<https://bit.ly/ctl-t-student-queue>

CTLT has created this student distance-learning support queue to meet the high demand for assistance. Please provide the information requested on the form to assist the staff working on your behalf. When you are contacted, you may be directed to a Blackboard Collaborate session in order to expedite resolution

### Live distance-learning help for students

<https://bit.ly/bccsupport>

This site will allow you to ask your questions live via a chat.

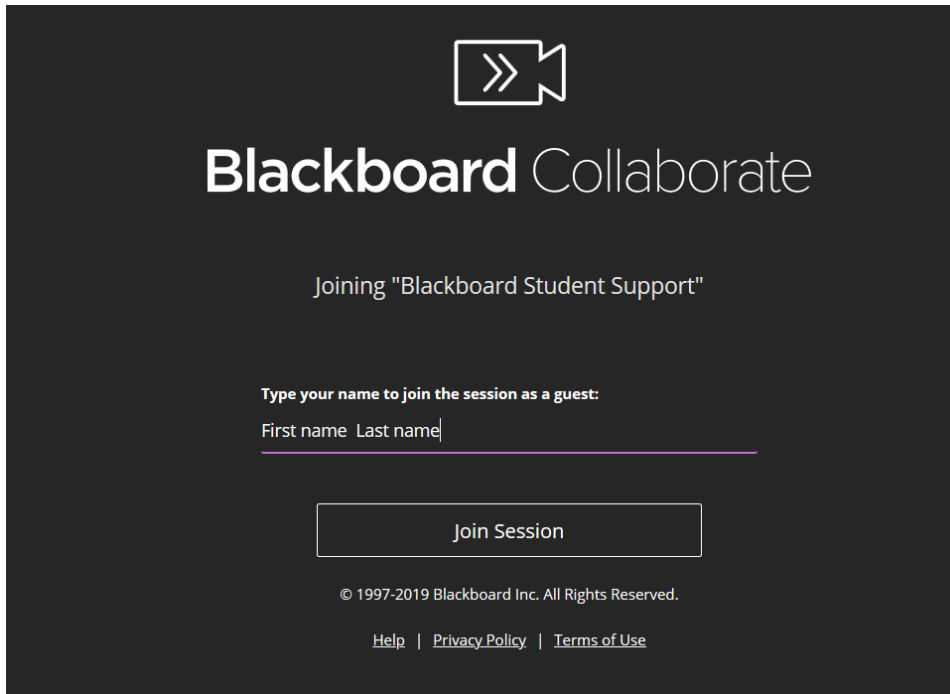
### Hours of operation

Monday - Thursday 8am – 8pm

Friday 8am – 6pm

### Login information

1. Go to: <https://bit.ly/bccsupport>
2. Type in your first and last name

A screenshot of the Blackboard Collaborate session join interface. At the top, there is a video camera icon with two arrows pointing right. Below it, the text "Blackboard Collaborate" is displayed in a large, white, sans-serif font. Underneath, it says "Joining 'Blackboard Student Support'". A prompt "Type your name to join the session as a guest:" is followed by a text input field containing "First name" and "Last name" with a cursor. Below the input field is a "Join Session" button. At the bottom, there is a copyright notice "© 1997-2019 Blackboard Inc. All Rights Reserved." and three links: "Help", "Privacy Policy", and "Terms of Use".

Blackboard Collaborate

Joining "Blackboard Student Support"

Type your name to join the session as a guest:

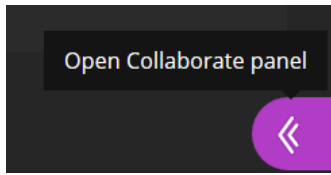
First name Last name

Join Session

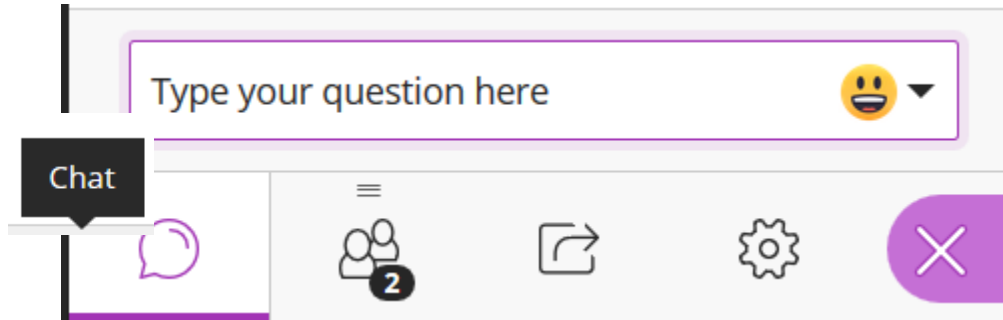
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3. Click on the Open Collaborate panel button



4. Use the chat window to ask your question



### **After hours Blackboard support**

The after hours Blackboard support coverage is available:

Weeknights — from 8:00pm to 8:00am the next morning

Weekends — from 8:00pm Friday night to 8:00am Monday morning

### **Calling After Hours Blackboard Support**

1. Be sure to have the following information ready before calling:

- Your CUNY Login username (only the username)
- Your college email address (not personal email address)
- Your telephone number
- College
- Course name
- Course number/ID
- Description of the Blackboard assistance you seek

2. Dial the following telephone number: **1-646-664-2024**

If you call this number between 8:00am and 8:00pm on weekdays, you will hear a message telling you to contact your help desk. Hang up the call and contact your campus help desk or Blackboard administrator.