Blackboard Help for students

Students distance-learning support queue
https://bit.ly/ctlt-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
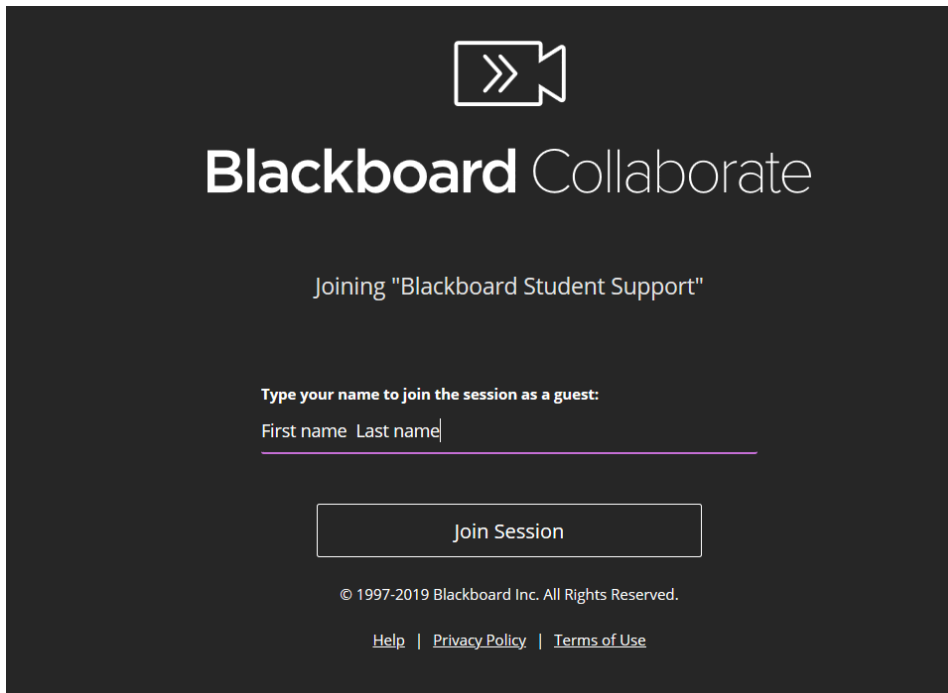
Live distance-learning help for students
https://bit.ly/bccsupport

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

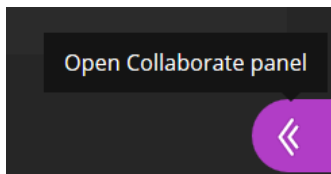**Hours of operation (August 2020)**
Monday - Friday 9am – 5:00pm

Login information

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

3. Click on the Open Collaborate panel button

4. Use the chat window to ask your question
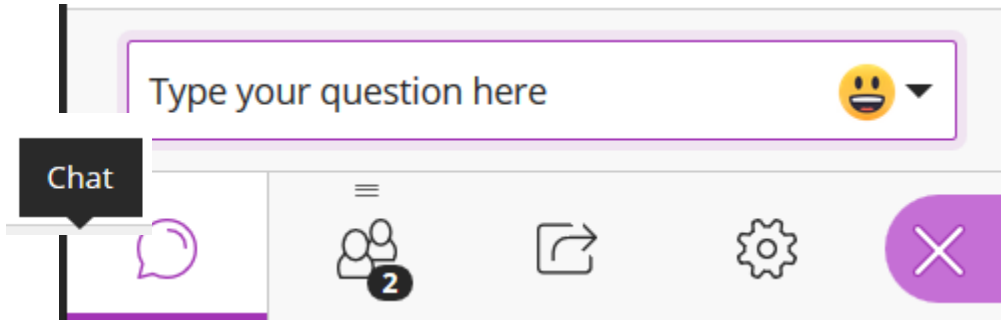
After hours Blackboard support

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.