Overview
Important URL's

Listed below are some of the most important links that you need to be aware of at Grossmont College. You can also find these links at http://bit.ly/gclinks.

- Grossmont Website
- Blackboard at Grossmont
- Grossmont Library Online Tutorial
- Grossmont Bookstore
- Web Advisor
- Grossmont Schedule
- Grossmont Catalog
- Semester Calendars
Supported Browsers, Plugins & Operating Systems for Blackboard 9

Visit the Blackboard Knowledge Base at http://bit.ly/supportedsupportedbrowsersbb9 to learn about the supported browsers, plugins, and operating systems for Blackboard 9.

Whether on a PC or a Mac the best browser to use is Mozilla Firefox, which you can download at http://www.mozilla.com.

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Supported Web Browsers

Blackboard is committed to supporting the two most recent versions of client software for each major release of Blackboard Learn™ when possible. This ensures that you have a more reliable and effective experience using the system. Please note that Blackboard does not support all browsers, and lack of support from vendors. The following tables list the supported operating systems and browsers for use with Blackboard Learn Release 9.

Key to Support Status

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certified</td>
<td>fully tested and supported.</td>
</tr>
<tr>
<td>Compatible</td>
<td>key application areas tested.</td>
</tr>
<tr>
<td>Provisional</td>
<td>future technologies considered supported by Blackboard Support.</td>
</tr>
<tr>
<td>Not Supported</td>
<td>specified Browser is not supported for the Operating System.</td>
</tr>
</tbody>
</table>

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OnDemand Learning Center

Visit Blackboard’s On Demand Learning Center at http://ondemand.blackboard.com/students.htm and learn more about how to use Blackboard 9.1.
FEATURED CONTENT
Taking a Test Online
Learn how to successfully take a Blackboard test online.
View It!

WORKING IN YOUR COURSE
- Checking Your Grades
  View It!
- Creating a Blog Entry
  View It!
- Creating a Discussion Board Post
  View It!
- Creating a New Discussion Board Thread
  View It!
- Replying to a Discussion Board Thread
  View It!
- Organizing Discussion Board Posts
  View It!
- Viewing Discussion Board Grades
  View It!

Accessibility Information
Accessibility Features
- All videos are closed captioned. Click the CC button in the player to see the captions.
- Narration is described in each task from start to finish.
- Interactivity can be skipped by keyboard and mouse.
- Visual feedback shows the correct click path for all interactive elements.
- Larger videos allow viewers to skip segments.
Grossmont Email Account

As a Grossmont College student you are provided a Web-based email account. You are NOT required to use this email as a student, but it is available if you choose to use it. If you decide not to use this email account, contact your instructor to provide them with a current email address. The information below outlines how you can access your web-based email account.

Accessing Your Email Account

1. Launch a web browser such as Firefox or Internet Explorer.
3. Hit Enter.

![Image of email login page]

Enter Your Login Information

Enter your login information using the following convention.

Username: firstname.lastname
Password: Your college pin

Your e-mail address looks like this: firstname.lastname@students.gcccd.edu
Change Your Email Address - Web Advisor

It is very important that your email address is kept current in WebAdvisor. This email address is used by the college and your teachers to contact you with important information about your classes. Follow the steps below to verify that your email address is correct in WebAdvisor.

The email address in Blackboard comes from the email address you have set in WebAdvisor, so this is also how to change your email address for Blackboard. The information in Blackboard will be updated within 24 hours of your change in WebAdvisor.

Login to WebAdvisor

Go to https://wa.gcccd.edu and login to WebAdvisor.

GCCCD WebAdvisor

Click the "Account Information" link

Click Account Information
Click the "Update Personal Information" Link

Update your Personal Information

Make sure all the information on this page is correct, including your email address. When finished, click the SUBMIT button.
Blackboard - BB9.1
This tutorial will show you how to log in to Blackboard to access online content for your classes.

Navigate to the Blackboard login page

1. Launch Internet Explorer or Firefox
2. Type gcccd.blackboard.com in the address bar of your browser
3. Press Enter

https://gcccd.blackboard.com
On the Blackboard login page, enter your Username and Password, then click the Login button.

1. **Username** is your first name, followed by a dot, then your last name. This is the same as your WebAdvisor User ID.
2. **Password** is your 6-digit birth date. (for example August 21, 1992 would be 082192)
3. Click the Login button.

Exceptions: Some common names have a random number attached at the end of the Username. If you are not sure what your username is, skip down to the section below titled "Login Problems - Verify Username Step 1."

Congratulations, you're logged in!

If you reach this welcome page, you have successfully logged in.

Not all instructors use Blackboard. The courses you are enrolled in that have been opened by your instructors will show in the upper right corner of this page in the **My Courses** section. Those that do use Blackboard will typically open their courses the first day of classes. Before that time, your courses will not appear on this list.
Login Errors

If you get the message that says "An error occurred while the system was processing this login request," follow the instructions below to find your correct WebAdvisor User ID and Password.

Login Problems - Verify Username Step 1

If you are having problems logging in, first verify that you are using the correct username. Do this by going to the page you used to register for classes, which is called WebAdvisor. It can be found at wa.gcccd.edu. Then click on the Account Information link.
Login Problems - Verify Username Step 2

Click on What's my User ID?
Login Problems - Verify Username Step 3

1. Fill in the **Last Name** field
2. Enter either your Social Security Number **OR** your Colleague ID
3. Click the Submit button.

![GCCCDD WebAdvisor](image)

Login Problems - Verify Username Step 4

A page will appear that shows your User ID. This User ID is what you should use as your Username in Blackboard.

**Try to log in again**

Return to the top of this document and follow the instructions to try to log in again using the User ID you obtained from WebAdvisor.

**Did it work?**

If you reached the welcome page, congratulations!

If you still get the message that says "An error occurred while the system was processing this login request," follow the steps below to find out your correct password.

**Password Fix - Option 1 - Request Password Change**

On the Blackboard login page, click the **Forgot Password?** link and complete the page that comes up. An email will be sent to you with instructions for changing your password.

Note: If WebAdvisor has the wrong email address for you, this option will not work. To update your email address in WebAdvisor,
Advisor see "Change Your Email Address - Web Advisor".

Password Fix - Option 2 - Contact Instructor

Contact your instructor and ask to have your password changed.

Password Fix - Option 3 - Help Desk

Each college has a Help Desk that students can contact for help with login problems.

**Cuyamaca College Students**
phone: 619-660-4395
email: c-helpdesk@gcccd.edu

**Grossmont College Students**
phone: 619-644-7383
e mail: g-helpdesk@gcccd.edu
Welcome Screen

In this tutorial we will breakdown the Welcome Screen which is the first screen you will see when you log into your Blackboard account.

**Screen Header**

1. **College Banner**: Clicking on the banner will take you to the Grossmont-Cuyamaca district website.

2. **Welcome Tab**: Contains tools and information to access all of the courses you are enrolled in. This is where you will be spending most of your time.

3. **My Courses**: This is a course catalog provided by Blackboard. However it is highly recommended that you use Web Advisor for information on courses.

4. **My Places**: Quick access to your profile and the courses you are enrolled in.

5. **Home**: Will take you to the Blackboard login screen.

6. **Help**: Basic support help

7. **Logout**: Click here to end your session with Blackboard.
Main Section

1. **Tools**: Provides links to basic features within Blackboard. Here you can send emails, view grades, or change your password.

2. **My Announcements**: News items from your instructors will be posted here.

3. **My Calendar**: View the lastest dates of any events or deadlines that are important to your success.

4. **My Tasks**: Organizes tasks. These may be from your instructor or you may create post your own tasks.

5. **My Courses**: A list of all of the courses you are enrolled in and will be accessing.
**Blackboard Course Interface**

Breaking down and explaining the Blackboard Course Interface for the student view.

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**User Interface**

1. **Course Menu:** This menu will allow you to navigate between different areas within your course. Instructors will customize this menu to fit their specific courses so it might not match the screenshot below. Clicking on any specific link will take you into a content frame that will appear in the center of the screen.

2. **Content Frame:** This is where you will be working the most. Any pages that you navigate to within your course will appear in this section.

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**Course Menu Breakdown**

The following are descriptions of some of the links or buttons that instructors might use in their courses. Note that each Course Menu varies depending on the instructor's preferences. All links or buttons listed below may not be available in all courses.

**Announcements:** New information about the course - important notifications or due dates.

**Syllabus:** Probably the most important section of any course. This section will provide a road map for the course you are taking.
**Instructor:** This section typically includes contact information for your instructor.

**Assignments:** Course Content, lecture outlines, lessons, required readings, presentations, assignments, exams etc.

**Blogs/Journals:** Either create a public blog for your class to read or a private journal for your instructor to read.

**Discussion Board:** Allows for discussion about topics covered in the course.

**My Grades:** Access your grades and see where you stand in the course at any time.

**Tools:** All the tools that are available for your course such as email, messages, and My Grades.
Submitting Assignments

Here you will learn how to submit a basic assignment. Note that screens may not match exactly what you see in your account, but the overall concepts still apply.

Accessing Assignments

To begin, click on the Assignments link in the Course Menu
Assignment Section

In the Assignment content area you will see a list of all the assignments that are related to the course you are taking. Click on the Assignment Title to begin working on that particular assignment.

Submitting an Assignment

1. **Assignment Information**: This section covers the details of the assignment. **Read** this section very carefully and download any files that the instructor might have included for you to read.

2. **Assignment Materials**: This section is where you will submit your assignment. There are two ways to submit an assignment to your instructor.

   **Submission Field**: In this section you can paste your assignment in the Submission Field box.

   **Attach File**: You also have the ability to attach documents to your assignment submission. **Click** on the **Browse My Computer** button and select your document which is stored on your computer or USB/Flash drive to attach to your assignment submission.

3. **Submit**: Once you have attached your document to your assignment submission, **click** submit to turn in your assignment to your instructor.
Using the Discussion Board

This tutorial covers the basics on using the Discussion Board.

Communicating with your instructors and class members

The Discussion Board is one area that you will use extensively throughout the semester. The Discussion Board allows you to sign in and contribute at a time that works for you. You are not required to be online at schedules times. Yet, it is highly recommended that you access the Discussion board 5 to 7 days each week to check for any new discussion board questions. This will ensure you will stay on top of the course.

The Unread Posts section will indicate new messages or messages that you have not read yet. You can either click on the Unread message count to access those new messages or you can click on the title of the Discussion Board to access all Discussion Board posts.

To begin, click on the title of a Discussion Board to interact with your class members.

In a Discussion Board

You have two ways to interact with a discussion board.

1. Create Threads: If your instructor has enabled this feature, you will have the ability to click on the Create Thread button and create your own thread for others to discuss.

2. Existing Threads: Click on the title of an existing thread to participate on that specific topic.
Forum: Teaching and Learning in Online Classes

Organize forum threads on this page and apply settings to several or all threads. Threads are listed in a tabular format. The Threads can be sorted by clicking the header at the top of each column. More Help.

Create Thread 1

<table>
<thead>
<tr>
<th>Date</th>
<th>Thread</th>
<th>Author</th>
<th>Status</th>
<th>Page</th>
<th>Unread Posts</th>
<th>Total Posts</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/23/08 10:28 AM</td>
<td>Introduction Strategies</td>
<td>Diane Mayne-Starford</td>
<td>Published</td>
<td>0</td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

Displaying 1 to 1 of 1 items; Edit Paging.
Creating a Thread

To begin **click** on the Create Thread button.

Creating a Thread - Continued

1. **Enter** the subject of your Thread.
2. **Enter** the body of the Thread in the Message field.
3. To add an attachment, **click** on the Attach a File link to browse for a file on your computer or USB/Flash drive.
4. Click Submit.
Replying to a Thread

Once in a Thread, take the time out to read the initial post. After reading the post, **click** on the Reply button to reply and offer your thoughts to the initial post.

**Note:** You may want to create your message in a word processor of your choice first and then copy and paste it into the form field. This way you will not lose any of your work if any technical issues may arise.

Also, if you **click** on the Subscribe button, Blackboard will send you updates on the latest posts for that specific thread to your email account.
My Grades

Learn how to access and view your grades.

Viewing Grades

To access your grades, click on the My Grades button in your Course Menu. If you do not see a My Grades button in your course menu, you can access it by also clicking on Tools > My Grades. Otherwise please contact your instructor and request that they add a My Grades button to the Course Menu.
My Grades Section

This is where grades will be posted by your instructor. As you are reviewing your grades you might notice a few icons that are unfamiliar to you. To see what each icon means, click on the Icon Legend in the bottom left hand corner. In the example below we see that a green exclamation point means that the related assignment needs to be graded.

Grade Details

Once your instructor has graded the assignment, you have the option of viewing specific details about that assignment by clicking on the grade you received. These links will be enabled if you have a document attached to your assignment or if your instructor has made any specific comments regarding the assignment you have turned in.

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Details</th>
<th>Last Student Activity</th>
<th>Last Instructor Activity</th>
<th>Grade</th>
<th>Points Possible</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Answer the Question</td>
<td>Details</td>
<td>Aug 10, 2011 3:18 PM</td>
<td>Aug 10, 2011 3:21 PM</td>
<td>6.00</td>
<td>5</td>
<td>[Excellent! Chicken is my Favorite as well.]</td>
</tr>
</tbody>
</table>

Submission History

Here you can view the specific details of your assignment. Submission Materials outlines what you have submitted to the instructor. Instructor Feedback outlines any comments they provided to you and if they returned any documents back to you for you to review. Click OK to return to the Grade Center.
Email your Instructor

This tutorial will show you how to contact your instructor via the email function within Blackboard.

Select Your Course

After logging into Blackboard, under the "My Courses" section, click on your course link to enter your class.

Select Tools

In the course menu click on the Tools link.

Please note: some instructors may delete the tools link. In this type of event check your class syllabus for instruction on contacting your instructor.

Select Send Email

Click the Send Email link.
Select the Send Email link.
Select All Instructor Users

Click the All Instructor Users link

Fill Out the Email Form

The To and From boxes are automatically filled. To complete the form:
1) Enter a subject in the Subject Line
2) Type your message in the Message Box
3) Optional. You may attach a file if needed
4) Select Submit
FAQ's

Frequently Asked Questions that were not covered within this document.

I have logged into my account but why do I not see my course?

There are a couple of things to consider if you don't see your course in your Blackboard account.

When did you enroll?
When you enroll into an online or hybrid course, there is a 24 hour period before the course will show up in your account. You will not be able to enroll into an online course and then immediately log into your Blackboard account and see the course.

Course availability
Blackboard courses by default are set to unavailable, meaning that it is the responsibility of the instructor to make the course available to you at the beginning of the semester. Contact your instructor to ensure that they have made the course available.

It has been 24 hrs. since I enrolled, but I still cannot log into Blackboard. Is there anyone I can contact?

If you still cannot log into your Blackboard account your best solution is to contact your instructor. They have the ability to provide you with the correct username and can reset your password if needed.

You can also call (619)644-7383 for assistance with logging into your course.

I can't log into Web Advisor or I am having issues with my email account. Who should I contact?

If you are not able to log into your Web Advisor account or you are having issues with your student email account, contact Admissions & Records at (619) 644-7186 for assistance.

How can I learn more about Blackboard that wasn't covered in this handbook?

To learn more about Blackboard 9, visit Blackboard On Demand Learning Center at http://ondemand.blackboard.com/students.htm. You can learn how to take tests online, review how to submit an assignment, or check your grades.