

ver. 08-08-2019

## Blackboard Getting Started Guide for Students

Are you ready for online learning? Is online learning right for you? Take the [Online Learning Self-Assessment](#) to determine if Internet courses meet your learning needs and study habits.

Is your computer ready for online learning? Blackboard is the learning management system (LMS) used to access online courses at CGTC. For information regarding browser and computer requirements to run Blackboard, complete a [Computer Check](#).

### Accessing the Blackboard Portal

Blackboard works best in Google Chrome but will also work in Mozilla and Safari. Internet Explorer does not work well with Blackboard and is not recommended.



Google Chrome

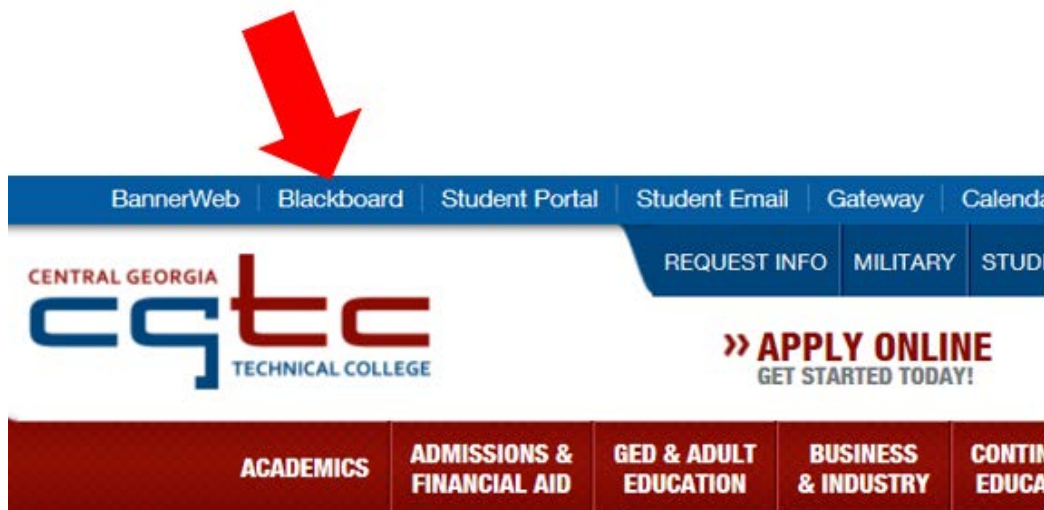


Mozilla Firefox



Safari

To access the Blackboard Portal, open a browser and select the Blackboard link, found at the top of the [Central Georgia Technical College homepage](#).

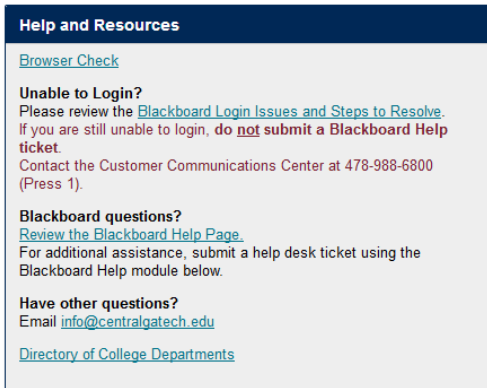


Alternatively, open a browser, go to the address bar, and type: [centralgatech.blackboard.com](http://centralgatech.blackboard.com) then press ENTER. If the CGTC website is down, use this method to access the Blackboard Portal.

## Modules

The Blackboard Portal consists of modules used to provide additional information on various topics. These modules are covered below.

### *Help and Resources module*



The Help and Resources module contains

- Browser Check – selecting this link opens Blackboard Help’s Browser Checker, providing information on whether your browser and operating system is supported by Blackboard
- Login Issues and Steps to Resolve
- Blackboard Questions?
- CGTC Information
- Directory of College Departments – contact information for CGTC College Departments at each campus

### *Live Chat module*

Live Chat provides access to operators who can assist you with Blackboard questions and issues. If an operator is not available, leave a message, someone will get back with you.

### *Central Georgia Announcements module*


The Central Georgia Announcements module will have announcements pertaining to all Distance Education students. Students should review these announcements frequently.

## Blackboard Login

- Select the “Blackboard Login Here” link on the Blackboard Login module.



- Enter your CGTC BannerWeb username/password (the same username used for the Student Portal, Gateway, and CGTC Network account).



Sign in to your account

User Name  Password

## Student Login Frequently Asked Questions

### *What are My Blackboard Username And Password?*

The username and password are the same as the username and password used for BannerWeb, Student Portal, Gateway, and CGTC Network account. Your username is the first part of your CGTC Student email address, before the @. For example if your email is jtitan@student.centralgatech.edu, your username is jtitan.

### *Where Do I Locate My Blackboard Username?*

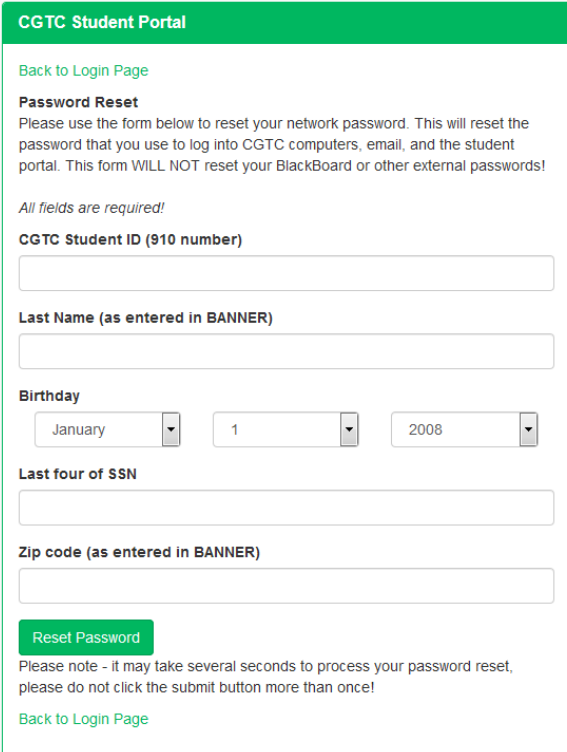
You can locate your username using our [information lookup page](#). Or contact the Customer Call Center at 478-988-6800 (Press 1). This page will also display your network username, student ID number, and your college email. If you are a new student or do not know your password, you must reset your password before you will be able to login.

### *I can't login to Blackboard, what do I do now?*

1. If you are a new student, there is up to a 1-hour delay after you receive your acceptance email before you can login to Blackboard.
2. Use the [information lookup page](#) to verify you are using the correct login name.
3. Use the password reset page to reset your password (please note, this will reset your password for all college resources – BannerWeb, student email, student portal, DegreeWorks, Gateway, network account, etc).
4. If you still cannot login, please contact the Customer Call Center at 478-988-6800 (Press 1).

### *How Do I Reset My Blackboard Password?*

From the [Blackboard home page](#), click the “[Forgot Your Password?](#)” link to open the CGTC Password Reset page.



**CGTC Student Portal**

[Back to Login Page](#)

**Password Reset**  
Please use the form below to reset your network password. This will reset the password that you use to log into CGTC computers, email, and the student portal. This form WILL NOT reset your BlackBoard or other external passwords!

*All fields are required!*

**CGTC Student ID (910 number)**

**Last Name (as entered in BANNER)**

**Birthday**  
January  1  2008

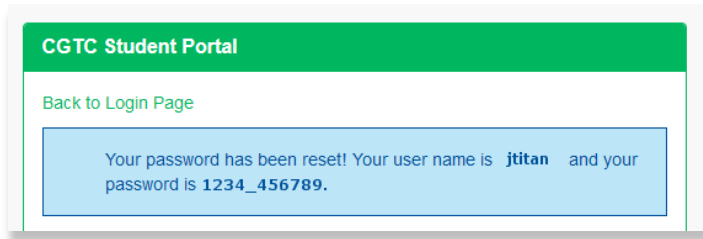
**Last four of SSN**

**Zip code (as entered in BANNER)**

Please note - it may take several seconds to process your password reset, please do not click the submit button more than once!

[Back to Login Page](#)

Enter the requested information. Select “Reset Password” and a new password will be generated:



If you are still unable to login to Blackboard, please contact our Customer Call Center at 478-988-6800 (Press 1).

## Blackboard Home Page

The Blackboard home page is a module page. The modules on this page reflect current course information.

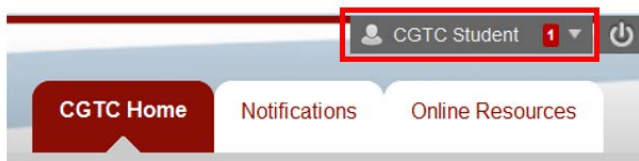
### Tabs

Tabs are located at the top right of the page.

- CGTC Home tab – provides access to the student Blackboard home page
- Notifications tab – contains the modules ‘What’s New’ and ‘To Do’; lists assessment due dates in Blackboard courses IF the instructor uses due dates within the Blackboard course
- Online Resources – contains student resources, CGTC News and links to CGTC technology: MyMail, Gateway, BannerWeb, etc.

### Global Navigation Menu

Blackboard’s Global Navigation panel allows easy access to your courses and various tools. The Global Navigation Menu is located in the upper right-hand corner of the Blackboard window and accessed from anywhere in Blackboard. To access/expand the Global Navigation Menu select your name or the down-arrow next to your name.



The number of notifications are in red. Notifications can include:

- Assignments/Tests to be completed
- Discussion Board Posts
- Updates in a course

Within the Global Navigation Menu, easily access recently viewed courses and other available courses by selecting them. Feature icons include:

### Bb Home



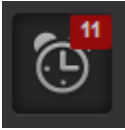
Bb Home gives an overview of items that need your attention.

## Posts



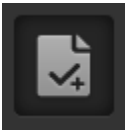
Displays posts made in the last several days for each course. You can also reply to posts from this page.

## Updates



Updates gives a list of notifications by course.

## My Grades



Check your grades for Blackboard courses on this page.

## Calendar



The Calendar lists assessments by due date, color-coded for each Blackboard course. If the instructor does not assign due dates within Blackboard check the schedule on the Course Information link of the course menu for assessment due dates.

Other menu options found at the bottom of the Global Navigation menu

- Tools – access to Blackboard Help for Students
- Settings – change Blackboard text and contrast settings as well as personal and notification settings
- CGTC Home – opens another tab of the Blackboard CGTC Home tab
- Help – access to the CGTC Online Course Problem Reporter page on the CGTC website

## Modules:

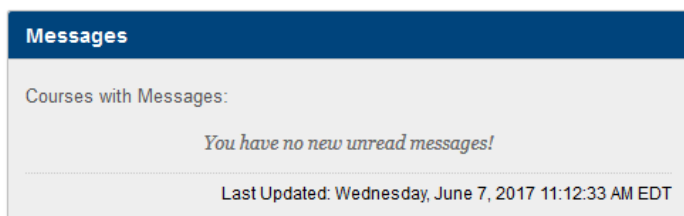
### Tools module

Tools
TCSG/GVTC Faculty Training
Galileo
Announcements
Calendar
My Grades
Personal Information
Blackboard Help for Students
Goals
Application Authorization

This module contains links to various student resources

- Galileo – link to Georgia Library Learning Online
- Announcements – links to announcements for enrolled courses
- Calendar – reminders of due dates color coded by course (**IF** the instructor adds due dates within the Blackboard course)
- My Grades – view grades for enrolled courses
- Personal Information – personalize settings and change your password
- Blackboard Help for Students – access to student specific Blackboard Help; step-by-step instructions with pictures and video tutorials

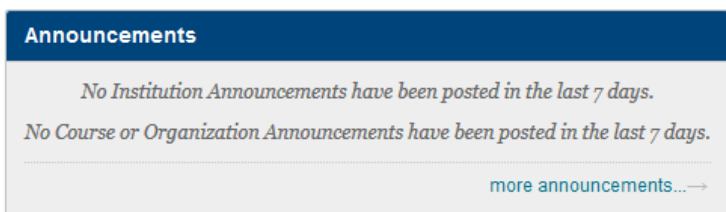
#### Messages module



The Message module on the Blackboard Home Page allows students access to course messages from all Blackboard enrolled courses. It provides a 'quick view' of course messages without having to enter a course.

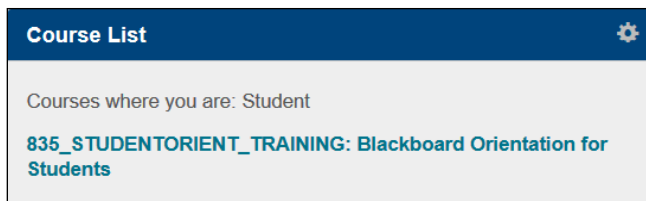
To see messages for a single course, the student can use the Messages link on the course menu inside a course. The message system in Blackboard is an internal system; meaning students can only send messages to other students and/or the instructor(s) enrolled in the course. Blackboard Messages will not send to an outside email system.

#### Announcements module



The Announcements module on the Blackboard Home Page is for course specific announcements. Students should review these announcements frequently.

#### Course List module



The Course List module provides access to available Blackboard courses. To open a course, click the name of the course. To manage the settings for the Course List module select the gear in the top right corner of the module.

## Frequently Asked Question – “Why Don’t I See My Course?”

If a course is missing from your Course List module, please complete the following:

1. Make sure the course has started. You won’t see your courses until the first day of the course. Use [BannerWeb](#) to verify your course start date (not all courses start on the Day 1 of the semester). Information on accessing BannerWeb is located on the [Technology and Electronic Resources](#) page of the CGTC website.
2. Use [BannerWeb](#) to verify you are registered in the course. If the course is not on your schedule, contact your advisor or course instructor.
3. If you need additional assistance, please contact the Customer Communications Center at 478-988-6800 (Press 1).

## Course Home Page

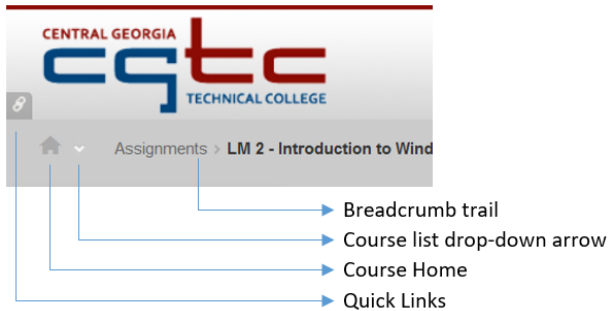
The Course Home page is the starting point for each course and contains “modules” to update students on what is happening in the course. The modules available on this page may differ by course. Make sure the course name, number and CRN, found at the top of the course menu on the left, match the course found on your course schedule.

The screenshot shows the Blackboard interface for a course. At the top left is the Central Georgia Technical College (CGTC) logo. A red box highlights the course name, number, and CRN: "835\_STUDENTORIENT\_TRAINING: Blackboard Orientation for Students". Below the course name is a navigation menu with items like "Course Home", "Announcements", "Course Information", "Lessons", "Grades", "Messages", "Course Resources", "College Resources", and "Galileo". The main content area is titled "Course Home" and contains several modules: "Announcements" (no announcements posted in the last 7 days), "Report Card" (course name, grade, and last updated date), "What's New" (discussion board with 11 items), and "To Do" (listing of due dates for today, tomorrow, this week, and future). A red arrow points from the text "Location of course name, number and CRN" to the course title in the top left.

## Modules Students May See

- Announcements module – links to new and/or available course specific announcements
- Report Card module – links to current grade information for the course
- To Do module – chronological listing of upcoming due dates and a display of past due tests, assignments and surveys with no submission (if the instructor does not assign due dates within Blackboard check the schedule on the Course Information link of the course menu for due dates)
- What’s New module – displays links to new course content, such as announcements, assignments, tests, surveys, newly graded items, unread discussions, and Messages.

## Course Interface



### *Breadcrumbs trail*

Avoid using the back arrow in the browser to navigate; use the breadcrumb trail or the course navigation menu.

### *Course List (Course-to-Course Navigation) drop-down arrow*

The Course-to-Course Navigation is a list of courses and by selecting a course will navigate to the same page the current course is on or closest page to it.

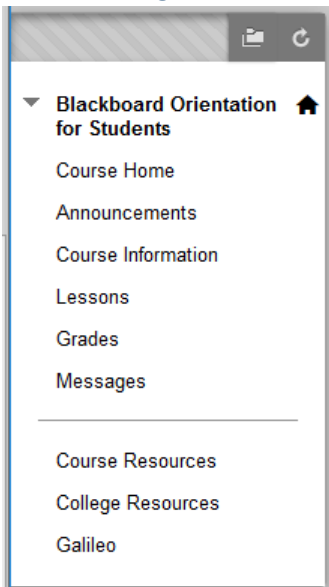
### *Course Home*

This icon will navigate back to the course entry point, the Course Home page.

### *Quick Links*

A pop-up window with links to page content and associated keyboard shortcuts.

## Course Navigation Menu



Each course menu is set-up using the college wide standard. This menu is collapsible, hover near the right edge of the menu until the Hide Course Menu arrow appears and select the arrow. Hover near the left edge of the interface until the Show Course Menu arrow appears and select the arrow to expand the navigation menu.

The file icon at the top of the menu will open the navigation menu in a separate window. The refresh icon will refresh the navigation menu.

### *Course Home*

The Course Home is the course entry point and contains "modules" to update students on what is happening in the course. The modules available on this page may differ by course.



### [Announcements](#)

The Announcements link will contain course specific announcements posted by the instructor. Students are encouraged to check their announcements frequently.

### [Course Information](#)

The Course Information link will contain faculty contact information (some instructors may include a bio), course syllabus, course schedule/calendar, and any course-specific information.

### [Lessons](#)

The Lessons link will contain the Orientation Exercises, First Assignment – Intro Questionnaire, and the Learning Modules folder (course content). Please note some courses do not use the Learning Modules folder, course content may appear directly on the Lessons page.

**Important note: All online courses have a First Assignment due by the end of the first week of class. Please be sure to complete the First Assignment by the due date. If you do not complete the First Assignment by the deadline, you will be withdrawn from the course as a No Show. Information on the First Assignment and the due date should be available on the Welcome announcement and/or the course schedule.**

### [Grades](#)

The Grades link will allow students access to their course grades. This page can be filtered to show All grades in the course, Graded assessments, Upcoming assessments, or Submitted assessments.

### [Messages](#)

The Messages link will open the Course Messages page. This is an internal messaging system within Blackboard used for course communication with instructors and fellow students enrolled in the course.

### [Course Resources](#)

The Course Resources link is a page containing course specific resources. Not all courses will have this link.

### [College Resources](#)

The College Resources link is a page containing college specific resources such as links to MyMail, Banner Web, CGTC News, and various other institutional resources.

### [Galileo](#)

The Galileo link provides access to Georgia's Virtual Library.

### [Course Content](#)

The Learning Modules folder in the Lessons link will have subfolders organized by units, modules, chapters, etc. Inside the subfolders will be the required assignments for that section of the course.

Assessments can take a variety of forms in a Blackboard course including assignments, quizzes, tests, papers, discussion boards, etc.

### [Assignments](#)

For information on Blackboard Assignments, visit Blackboard Help for Students' [Submit Assignments](#) page. This section of Blackboard Help will include videos and tutorials for submitting an assignment in Blackboard.

### [Tests/Surveys](#)

For information on Blackboard Tests, visit Blackboard Help for Students' [Tests and Surveys](#) page. This section of Blackboard Help will include videos and tutorials for taking a test or survey in Blackboard.

## Discussion Board

For information on Blackboard Discussion Boards, visit Blackboard Help for Students' [Discussions](#) page. This section of Blackboard Help will include videos and tutorials for accessing and post/reply to a Discussion forum in Blackboard.

*Note: If you are having trouble submitting an assignment or taking a test/survey, please contact your course instructor.*

## Blackboard Frequently Asked Questions and Support

### General Questions

#### *How do I contact my instructor?*

Please refer to the class syllabus for contact information including name, office number, office hours, phone number, and email address. The syllabus is located on the Course Information link in the course menu.

#### *Should I use Blackboard Messages or college email to contact my instructor?*

Refer to the course syllabus for the instructor's preferred method of communication.

#### *I have called my instructor several times with no answer. Where is my instructor?*

Please remember, most instructors teach class during the day. If you wish to speak to an instructor, use the preferred method of communication listed in the syllabus to schedule a time to call.

#### *I submitted my assignments but never received a grade, what happened?*

Verify you submitted the assignment by going to the Grades link in the course menu. If you see "-/100", you did not submit an assignment. If you see a blue ball, you did not select the Submit button when you were finished. If you see a yellow exclamation point, the instructor has not graded the assignment yet.

#### *I do not see my test! Where is it?*

Use the preferred method of communication listed in the syllabus and contact your course instructor.

#### *How do I see my grades?*

To view grades in a Blackboard course, select the Grades link in the course menu. To see grades for all courses using Blackboard, select the My Grades link in the Tools module on the Blackboard home page.

#### *I have a grade missing. What do I do?*

Make sure you submitted the assignment, return to the assignment and check the date submitted. If you submitted the assignment and the grade does not show on the Grades link, contact the instructor via the preferred method of communication listed in the syllabus.

## Blackboard Login Issues

### *What are My Blackboard Username And Password?*

The username and password are the same as the username and password used for BannerWeb, Student Portal, Gateway, and CGTC Network account. Your username is the first part of your CGTC Student email address, before the @. For example if your email is jtitan@student.centralgatech.edu, your username is jtitan.

### *Where Do I Locate My Blackboard Username?*

You can locate your username using our [information lookup page](#). Or contact the Customer Call Center at 478-988-6800 (Press 1). This page will also display your network username, student ID number, and your college email. If you are a new student or do not know your password, you must reset your password before you will be able to login.

*I can't login to Blackboard, what do I do now?*

1. If you are a new student, there is up to a 1-hour delay after you receive your acceptance email before you can login to Blackboard.
2. Use the [information lookup page](#) to verify you are using the correct login name.
3. Use the password reset page to reset your password (please note, this will reset your password for all college resources – BannerWeb, student email, student portal, DegreeWorks, Gateway, network account, etc).
4. If you still cannot login, please contact the Customer Call Center at 478-988-6800 (Press 1).

*How Do I Reset My Blackboard Password?*

From the [Blackboard home page](#), click the "[Forgot Your Password?](#)" link to open the CGTC Password Reset page.

The screenshot shows the 'CGTC Student Portal' password reset form. It includes a 'Back to Login Page' link, a 'Password Reset' heading, and instructions: 'Please use the form below to reset your network password. This will reset the password that you use to log into CGTC computers, email, and the student portal. This form WILL NOT reset your BlackBoard or other external passwords!'. A note states 'All fields are required!'. The form contains input fields for 'CGTC Student ID (910 number)', 'Last Name (as entered in BANNER)', 'Birthday' (with dropdowns for month, day, and year), 'Last four of SSN', and 'Zip code (as entered in BANNER)'. A green 'Reset Password' button is at the bottom, followed by a note: 'Please note - it may take several seconds to process your password reset, please do not click the submit button more than once!'. A final 'Back to Login Page' link is at the very bottom.

Enter the requested information. Select "Reset Password" and a new password will be generated:

The screenshot shows the 'CGTC Student Portal' with a success message in a blue box: 'Your password has been reset! Your user name is **jtitan** and your password is **1234\_456789**.' A 'Back to Login Page' link is visible above the message box.

If you are still unable to login to Blackboard, please contact our Customer Call Center at 478-988-6800 (Press 1).

*I see my Blackboard class but I cannot see any of the assignments. Why not?*

Check the Welcome announcement, syllabus, and/or the course schedule for instructions on what you are to complete prior to being able to access your course work. If you have completed all of these requirements and the course content is still unavailable contact the course instructor.

*I am having trouble with a class website. What do I do?*

If you are experiencing problems with a class website, such as MyMathLab, SAM, GDP, Connect, or CourseMate contact your course instructor.

#### Additional Blackboard Information

For additional Blackboard resources visit

- [CGTC Distance Education](#) webpage
- [Blackboard Tour](#) by Georgia Virtual Technical Connection
- [Blackboard Help for Students](#)

Central Georgia Technical College (CGTC) does not discriminate on the basis of race, color, national origin, gender, age or disability. The Title VI/Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director of Conduct, Appeals & Compliance; Room A-136, 80 Cohen Walker Drive, Warner Robins, GA 31088; Phone: (478) 218-3309; Fax: (478) 471-5197; Email: [cjohnson@centralgatech.edu](mailto:cjohnson@centralgatech.edu).