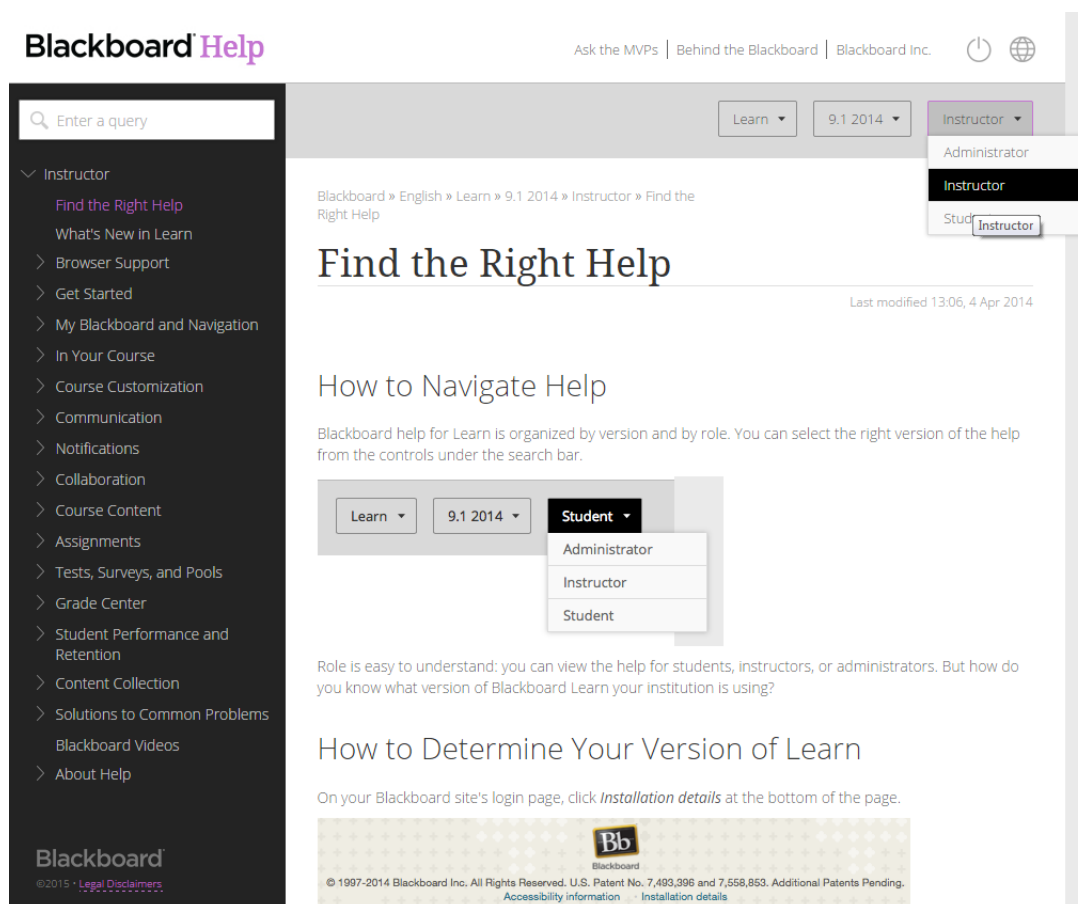


## Obtaining help from the Blackboard Help website

Blackboard Inc provides a wealth of generic Blackboard Learn support resources located at their help website. These resources are current and cover all of the Blackboard technologies. They are available by visiting [help.blackboard.com](http://help.blackboard.com).

When you arrive at the Blackboard Help website, you can type keywords into the search engine, but you will obtain better results if you first select the version of Blackboard Learn in use at SCU (**9.1 April 2014** as of Session 1 2015) and select **Instructor** as the type of help you are seeking.



The screenshot shows the Blackboard Help website interface. At the top, there is a search bar with the text "Enter a query". To the right of the search bar are three dropdown menus: "Learn", "9.1 2014", and "Instructor". The "Instructor" dropdown is open, showing options for "Administrator", "Instructor", and "Student". Below the search bar, the page title is "Find the Right Help" and the date "Last modified 13:06, 4 Apr 2014" is displayed. The main content area is titled "How to Navigate Help" and explains that Blackboard help is organized by version and by role. Below this, there is a smaller version of the search filters with the "Student" dropdown open, showing options for "Administrator", "Instructor", and "Student". The page also includes a section titled "How to Determine Your Version of Learn" and a footer with copyright information and links for "Accessibility information" and "Installation details".

This will provide better search results as support that applies only to older versions of Blackboard, as well as support for administrators and students, will be removed from the search results. Also be aware that in addition to the Americanised language used on the Blackboard Help site, there are the following fundamental differences between the generic support provided and the MySCU environment:

- MySCU uses the term "Learning Site" (or "Site") instead of Blackboard's generic term "Course".
- MySCU uses the term "Lecturer" instead of Blackboard's generic "Instructor".
- MySCU sites are based upon the SCU Unit Template which disables or discourages some visual and navigational options.

- MySCU does not offer all tools available from Blackboard, notably the Alignments and Goals tool, the Lesson Plan tool, the Syllabus tool and the Textbook Information tool.
- MySCU uses Turnitin for Originality Checking instead of Blackboard's SafeAssign – support from Blackboard for using Turnitin is very limited.
- MySCU uses Mediasite for lecture recording and support for using Mediasite inside MySCU is not available from Blackboard.

## Blackboard help videos on YouTube

Blackboard Inc provides several YouTube playlists containing short video tutorials, organised into categories of Assessing Learners, Communicating and Collaborating, Building your Course, and Data, Reporting and Reuse in Blackboard Learn. A page containing links to these videos is available at [Blackboard Videos](#) at Blackboard Help.