



Instructor FAQs for Blackboard Vista Support

Enrolling Question: *How do I add someone to my course?*

Adding Student, TA, Auditor and Course Designer: First you must have Instructor access to the course. This means you have access to the **TEACH** tab. In the **TEACH** tab go to the **Gradebook**. Once you are in the **Gradebook**, click on **ENROLL MEMBERS** at the top of the screen. Type in their UID number which is their u0xxxxxx number, select their **Role**, **Enroll** them and then click **Save** at the bottom of the page.

Adding Course Instructor: If you want to add another section instructor to the course, email us at webct-admin@lists.utah.edu and we will add them to the course. This is currently not an option for instructors to do themselves.

Enrollment Question: *Do I have to add my students to the course(s) I am teaching each semester?*

Semester-based Courses: An instructor does not have to add students to a semester-based course. The Blackboard Vista staff will do that automatically based on the registration for a given course each semester. This will happen on the Wednesday before the semester begins.

Non Semester-based Courses or Specialty Courses: If this course is a special one or not semester-based you will need to enroll them yourselves. If you have more than 30 people you can email us at webct-admin@lists.utah.edu with a .csv file of your students' id numbers, first and last name and what course they should be added to.

Logging In Question: *I am having troubles logging in. It keeps saying my password is invalid.*

Campus Information System Login: Remember that your login and password information is the same as your login and password for the CIS (Campus Information System), where you see the rolls for your classes and enter final grades. The login is **CASE SENSITIVE**. Make sure you are typing in your password correctly.

If you have never logged into CIS then you will need to go there first and set a password so it can sync up with Blackboard Vista. Go to the University homepage at <http://www.utah.edu>. Under **Students**, click on the link for **Campus Information System**. Type in your u0xxxx number and then your default

password will be the mm/dd/yr of your birthday; a 6 digit number. Once you type that in you will be prompted to change your password. After that password has been set you should be able to login to Blackboard Vista within 10-15minutes.

People Soft Roles: If you currently have People Soft roles and want to use Blackboard Vista you will need to have a separate password set for this. Contact the Campus Help Desk at 581-4000. Press option 1 in the phone tree. Tell them you need a password to use Blackboard Vista because you have People Soft roles.

Adjunct Faculty: If you are teaching as an adjunct at the U, sometimes your roles do not take affect until the day you actually start classes. This means we will need to create a guest account for you to get your course(s) set up. In this case email us at webct-admin@lists.utah.edu.

If you can't login through <http://webct.utah.edu> try logging in through the student portal at <http://my.utah.edu>. If you still cannot get it then contact us at webct-admin@lists.utah.edu.

My Computer Icon Question: *When I browse for a file to upload into Blackboard Vista, My Computer link doesn't show up. All I get is a red X. What do I do?*



Answer: The reason this is happening may be due to the JAVA on your computer. Remember to always accept/run JAVA when it pops up on your screen. This will help ensure that the **My Computer** link shows up for you.

There are two things you can do to help this. First, add the correct JAVA to your computer. Directions on how to do that are in the following questions below. Second, you can change the settings for **My Computer**. To do this, go to the **BUILD** tab> **Manage Course**> **Settings** and find **My Computer** in the first column list. After clicking on **My Computer**, you will have two options. Make the first option False and then save values. The **My Computer** icon should now show up.

Computer Requirements Question: *What are the computer requirements to help Blackboard Vista run on my computer?*

- Acceptable Browsers:** To find the list of acceptable browsers:
- Login to Blackboard Vista.
 - Click on **Browser Check** in the top right-hand corner.
 - Click on the **Browser Tune-up Page** link at the top.
 - In the right-hand menu box titled **Browser Information**, click on the top link **Supported Browsers**.
 - Under **Supported Browsers** click on [Vista 8.0 and Campus Edition 8.0](#)

****Note: Avoid Internet Explorer Beta 8:** Do not try Internet Explorer 8 in its current release (a beta release). It causes a lot of problems with your use of Blackboard Vista.

Fortunately, it's easy to roll back from it. Head to your control panel, choose "add and remove programs" and you can choose to uninstall "Windows Internet Explorer 8 Beta". This will roll you back to IE7.

Supported Java Run-Time Versions:

Blackboard supports the following versions of the Java Run-Time Environment:

| | |
|---------------------------------------|--------------------|
| Sun 1.4.2 (1.4.2_06 minimum) | Apple 1.3.x |
| Sun 1.4.3 | Apple 1.4.x |
| Sun 1.5.x (excluding 1.5.0_02) | IBM 1.4.x |
| Sun 1.6.x | |

Note: Some clients have experienced difficulties with the latest version of the Java Run-Time Environment (1.6). It is recommended that an older iteration of 1.6 be used if problems occur.

Download Java Versions: To download the correct version of Java for your platform, do the following:

- Go to <http://www.java.com> .
- Click on the Download option at the top of the page.
- The site will try to automatically run Java on your computer and will guide you through the next steps.
- If you are a MAC user do a search for java for the MAC and follow the same process for downloading java.

Pop-up Windows: Blackboard Vista takes advantage of pop-up windows as a powerful way to deliver content in an organized fashion. Please disable your pop-up blocker when using Blackboard Vista. You can go to your blocker settings in your menu bar and add **online.uen.org** as a trusted site to receive pop-ups from.

JavaScript: Almost every part of Blackboard Vista relies on JavaScript for the ability to generate interactive web pages. You must have JavaScript enabled to do anything in Blackboard Vista. This can also be accessed through the menu bar of the browser and it's usually under Tools> Internet Options> Security. Also, when logging in to Blackboard Vista always accept the Java or certificate windows that may pop-up. If you do not, your course will not run properly. You will need to quit the browser and log in again.

Printing Question: *I am having trouble printing my course materials.*

Pop-up Windows: Blackboard Vista takes advantage of pop-up windows as a powerful way to deliver content in an organized fashion. Please disable your pop-

up blocker when using Blackboard Vista. You can go to your blocker settings in your menu bar and add **online.uen.org** as a trusted site to receive pop-ups from.

Internet Explorer 6-7: For those of you using Internet Explorer, the browser may be blocking your file download. Go to **Tools> Internet Options>Security> Custom Level**. About halfway down the list you will see a section called **Downloads**. The first two options under that should be enabled for the browser to work properly. Then click **Ok**. Now, as you click on files a window should pop-up that asked you whether you want to open or save the document.

Mail Forwarding Question: *How do I forward my Blackboard Vista email account to my yahoo, hotmail, etc.?*

Directions: This applies to mail in all of your courses. If you had mail forwarding set in the old system, you need to set it again in the new system:



Start in **My Settings** (the link at the top right while on the **My WebCT** page).

- Click the **Edit Profile** button and enter the email address to receive the forwarded mail (you do not need to make it public), then click **Save**.

- Click on the **My Tool Options** tab, and under the **Mail** header check the box for "Forward all mail...", then click **Save** at the bottom of the page.

Note: This lets you see a copy of your messages received within Blackboard Vista courses, but cannot be replied to from outside of the system. You need to go to the course within Blackboard Vista in order to reply to any message.

Viewing All Students Question: *How can I view the list of all my students in the Gradebook, Assignment Dropbox, Assessment Manager and the Mail tool?*

Paging Preference: At the bottom of the page for the Gradebook, Assignment Dropbox and Assessment Manager, you will see the following **paging preferences** icon . Click on this icon and type in the number of students you have, counting yourself and your TA's or other instructors, and save. It will then display all the students. By default, the paging preference is set to 10 items per page. For the **Mail** tool, click on **Create Message> Browse for Recipients** and you will find a paging preferences icon  at the bottom of the page. Type in the number of the students you have, counting yourself and your TA's or other instructors, and save.

My Settings Option: There is a default setting in My Settings that will do this for all your courses and all the tools. Login to Blackboard Vista. Click on **My Settings** in the top right-hand corner of the myWebCT page. Click on **My Tool Options**. Scroll down the page until you get to the **Paging** area. Change the number there to reflect the number of your highest class size plus 10. It can go up to 999. Once you set this number and then click **Save** at the bottom of the page all

of your tools within your courses will be set to that number and you will be able to see all items on the page in one scroll.

Tools with Bugs in Blackboard Vista

Gradebook: Gradebook Column Statistics (12/23/08)

A bug was recently discovered in the gradebook that makes the column statistics incorrect. It counts those who have been unenrolled as well as those still in the class. An enhancement request has been sent. We are not sure when this will be fixed. So, instructors and students you cannot rely on those stats to be accurate.

Assessments/Quizzes: Warning—Check quiz question value totals (9/8/08)

We have discovered that there is a problem that affects quiz question scores in courses brought over from the old system to the new system. If any questions had fractional values (e.g. 2.5 points) , then the copy of the course in the new system lost that fraction part of all question scores (e.g. now only 2 points). If you look at the quiz points total in your assessment list, it does not indicate a problem. You have to go into the assessment where you see the list of questions with their values to see the problem. You will need to manually change all question point values back to what they originally were if they had fractional values. Any assessments already taken by students will need to be adjusted to compensate. Once you have changed the values of the question scores, in the student attempts list, just click "Update Grade" (in EACH student assessment attempt). We are sorry about this problem.

SafeAssign: Problems with MAC browsers (11/18/08)

If you are experiencing errors when you use SafeAssign in your course, such as an error telling you that you are not logged in, please try the following:

Try to clear out the cookies from your browser. Also you may have to clear temporary Internet files, and the java temporary files. Click on this link to give you instructions for both MAC/PC platforms. <http://www.deakin.edu.au/dso/student/guides/qg-java-clear-cache-pc-mac.html>

The problem has mostly been with Firefox and Safari on the MAC. Please report any problems you are having to webct-admin@lists.utah.edu.

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