After Hours Blackboard Support

To help provide students and faculty with Blackboard support when the campus Help Desks are closed and Blackboard administrators are unavailable, CUNY has contracted with Blackboard for overnight and weekend telephone support.

> ***Note:***
> This is a contracted support service that should only be used when the issue cannot wait for regular campus Help Desk or Blackboard administrator support or cannot be addressed by searching CUNY IT Help, reading the CUNY Blackboard student and faculty user guides, FAQs and Help/Support web pages, or visiting your college website.

Blackboard Weekday Support

Generally, your campus help desk or Blackboard administrator will provide support on weekdays between 8:00am and 8:00pm. See the following links in CUNY IT Help for your college's Blackboard support and help desk contact information and hours of operation:

- Blackboard support by college
- Campus Help Desks

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

What IS/IS NOT Covered by After Hours Blackboard Support

After hours Blackboard support is focused on helping students and faculty use Blackboard. If you contact after hours Blackboard support with issues that can only be addressed by your campus help desk or Blackboard administrator, the support agent will collect your information and forward your issue to your campus help desk or campus Blackboard administrator for resolution.

The following table provides examples of what is and what isn't covered by after hours Blackboard support.

Examples of Issues Covered by After Hours Blackboard Support	Examples of Issues Not Covered by After Hours Blackboard Support
For students, help with topics like: ▪ Finding your course(s) ▪ Finding course materials ▪ Submitting an assignment	Difficulty logging into Blackboard See also <u>Difficulty Logging into Blackboard</u> in CUNY IT Help
For faculty, help with topics like: ▪ Uploading course content ▪ Making courses available to students ▪ Recording lectures for student playback ▪ Creating and managing discussions, blogs, journals and wikis ▪ Creating and managing group work ▪ Announcements and messages ▪ Creating and managing assignments ▪ Creating and managing tests ▪ Grading ▪ Sharing your content	CUNY Login issues: ▪ Account activation ▪ Forgotten password ▪ Forgotten username ▪ Changing password See also <u>What CUNY Login documentation is available?</u> In CUNY IT Help

Note:

After hours Blackboard support will not be able to help with Blackboard "slowness" or service interruption issues as these may be symptoms of poor network connectivity or bandwidth limitations between your computer and your Internet service provider.

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.