



M S C o E
LIFELONG LEARNING CENTER

BlackBoard®
Quick Start Guide

Helpful Information &
Configuring your Computer
with Blackboard®



Help Desk

Monday 0730-1630
Tuesday-Friday 0730-2230
Saturday 0900-1700 (CST)
~Excluding Federal Holidays~

(877)208-1229



BEFORE YOU BEGIN

- Confirm that your machine meets the [system requirements](#).
- Confirm that the [required plug-ins](#) are installed.
- Confirm that you have the most compatible version of [Java](#) installed.
- Confirm that the browser allows [pop-ups](#) and accepts [cookies](#).
- Confirm the [Enable the next-generation Java Plug-in](#) is **NOT** checked.
- Confirm Internet Explorer 8 or 9 is set to [Compatibility View](#).
- Locate the [Point of Contact](#) for the course(s) you are taking.

MINIMUM SYSTEM REQUIREMENTS

- Windows OS
- Minimum of 256 MB RAM
- 1 GB of free disk space
- 1 GHz or faster processor
- 56K modem or better Internet access
- Monitor capable of at least 800 x 600 resolution
- Microsoft Internet Explorer 7, 8 or 9.
- [Flash Player](#) (*download page opens in new window*)
- [Java Version 6 Update 27](#) (*download page opens in new window*)
- Adobe [Acrobat Reader](#) (*download page opens in new window*)
- Additional suggested software:
 - Microsoft Office 2000 or higher
(or Microsoft Office Converters and Viewers)
 - Windows Media Player

TECHNICAL ASSISTANCE

MSCoE Lifelong Learning Center

(877) 208-1229 (toll-free)

(573) 563-5577

leon.llchelp@conus.army.mil

Hours of Operation:

Monday 0730-1630

Tuesday-Friday 0730-2230

Saturday 0900-1700 (CST)

~excluding Federal holidays~





COMPUTER & BROWSER CONFIGURATION

[back to 'BEFORE YOU BEGIN'](#)

We want to make sure your system is configured so that it is most compatible with your Blackboard course. The following are recommended for peak performance:

- **Internet Explorer 7, 8 or 9**
- **Most recent version of Flash Player**
To download the most recent version, click here: [Flash Player Download](#) (UNCHECK, 'Yes, install Google Toolbar')
Download page will open in a new window.
- **Most recent version of Acrobat Reader**
To download the most recent Acrobat Reader, click here: [Acrobat Reader Download](#) (UNCHECK, 'Yes, install Google Toolbar')
- **Java Run-Time Environment Version 6 Update 27**
Java Version 6 Update 27 is the most compatible with Blackboard. If you have a later version, it is possible that it will cause problems when viewing course material. Click on the links below for the most compatible version. If you have another version, you must uninstall that version and restart your computer before installing the correct version.

[For Internet Explorer \(64-bit\)](#) [For Internet Explorer \(32-bit\)](#)

download will open click 'Run', then **RESTART** your computer

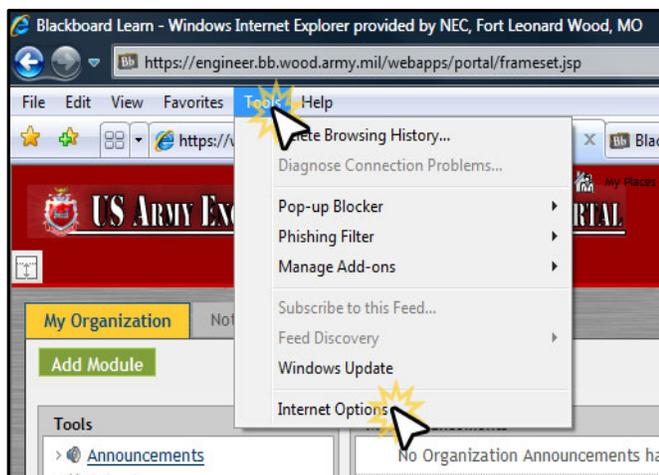
 How do I figure out which [Internet Explorer](#) I am using?

Disable Pop-Up Blockers [back to 'BEFORE YOU BEGIN'](#)

Turn off the pop-up blocker **or** allow pop-ups from the URL: *.army.mil

To set Internet Explorer to allow pop-ups:

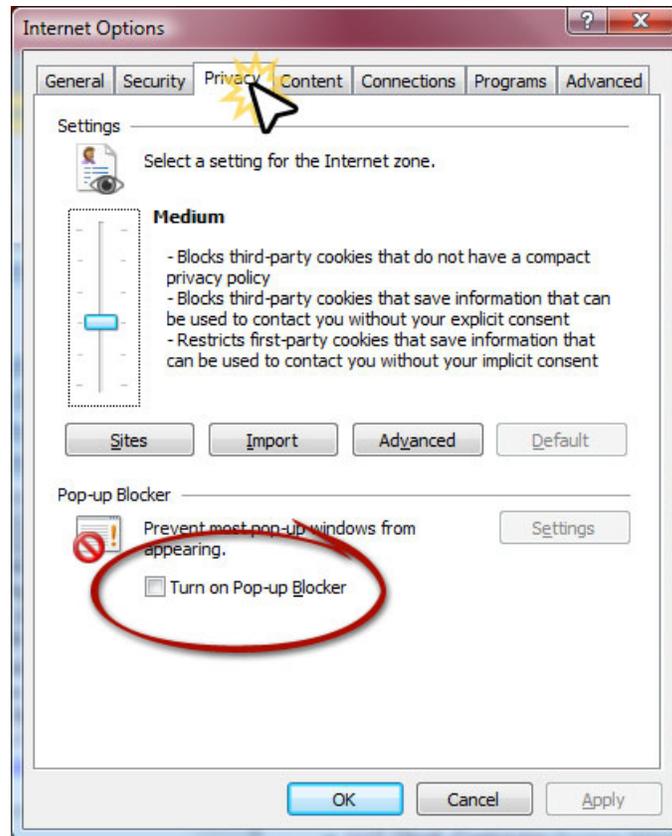
1. Click **Tools**.
2. Click **Internet Options**.



Pop-Ups (cont'd.) [back to 'BEFORE YOU BEGIN'](#)



3. The 'Internet Options' window displays.
4. Click the **Privacy** tab.
5. Confirm that the **Turn on Pop-up Blocker** box is NOT checked (as shown).



6. Click on **Apply** and then **OK**.

COMPUTER & BROWSER CONFIGURATION *continued...*

[back to 'BEFORE YOU BEGIN'](#)



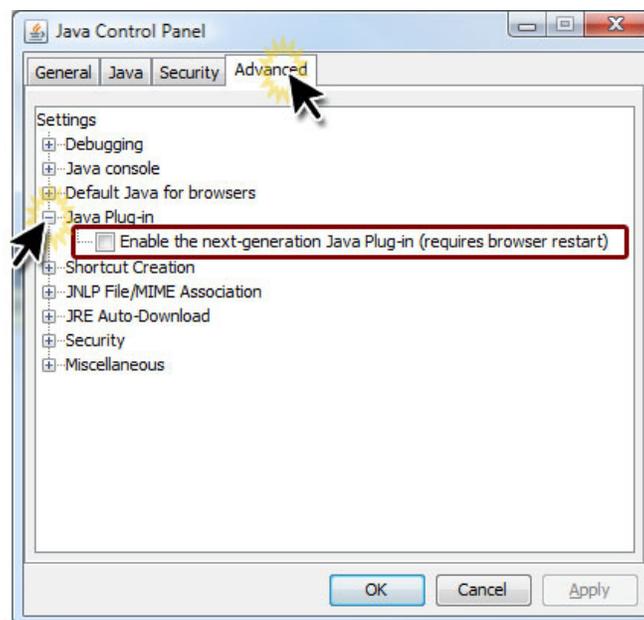
Disable Java Next-Generation Plug-In

In order for most of the courseware to be viewable, you must disable the Java Next-Generation Plug-In:

1. Click the Windows **Start** Button.
2. Click on **Control Panel**.
3. Look for the **Java** icon.
*If you don't see the Java icon, click either **Classic View** or **View as: Large Icons** depending on the version of Windows you have.*
4. Double click on the **Java** icon.



5. The **Java Control Panel** appears.
6. Click on the **Advanced Tab**.
7. Click on the "+" next to **Java Plug-in**.
8. Make sure **Enable the next-generation Java Plug-in** is NOT checked (*as shown*).



9. If you make changes make sure to close all Internet Explorer browsers and then open one back up again ("browser restart").

COMPUTER & BROWSER CONFIGURATION *continued...*

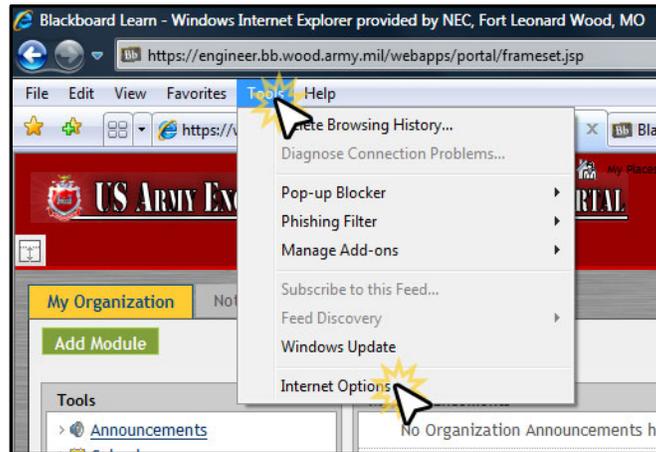
[back to 'BEFORE YOU BEGIN'](#)



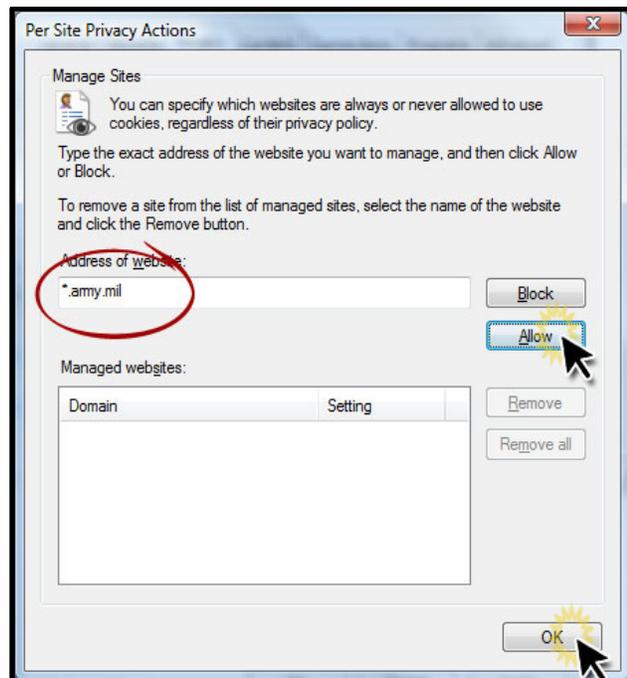
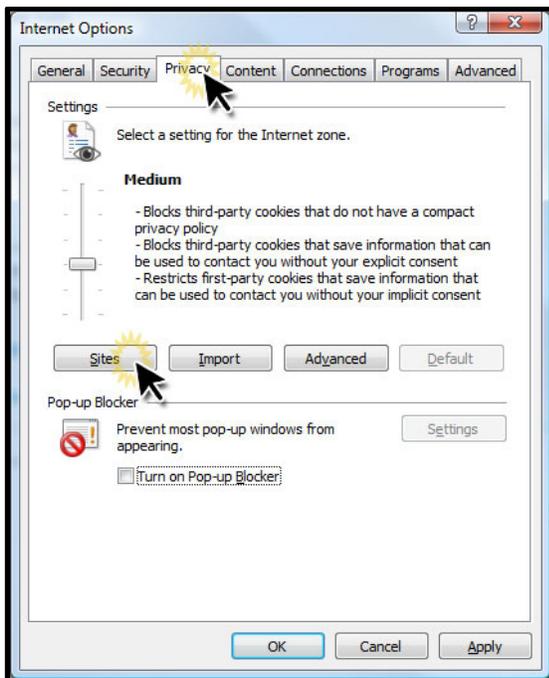
Allow Cookies

The web browser must allow "cookies" to identify and authenticate you throughout your session. To set Internet Explorer to accept cookies:

1. Click **Tools** in Internet Explorer.
2. Click **Internet Options**.



3. The **Internet Options** window displays
4. Click the **Privacy** tab.
5. Click **Sites**.
6. The **Per Site Privacy Actions** window displays.
7. Type *.army.mil in the **Address of Web site**:
8. Click **Allow**.



9. Click **OK** to close both windows.

COMPUTER & BROWSER CONFIGURATION *continued...*

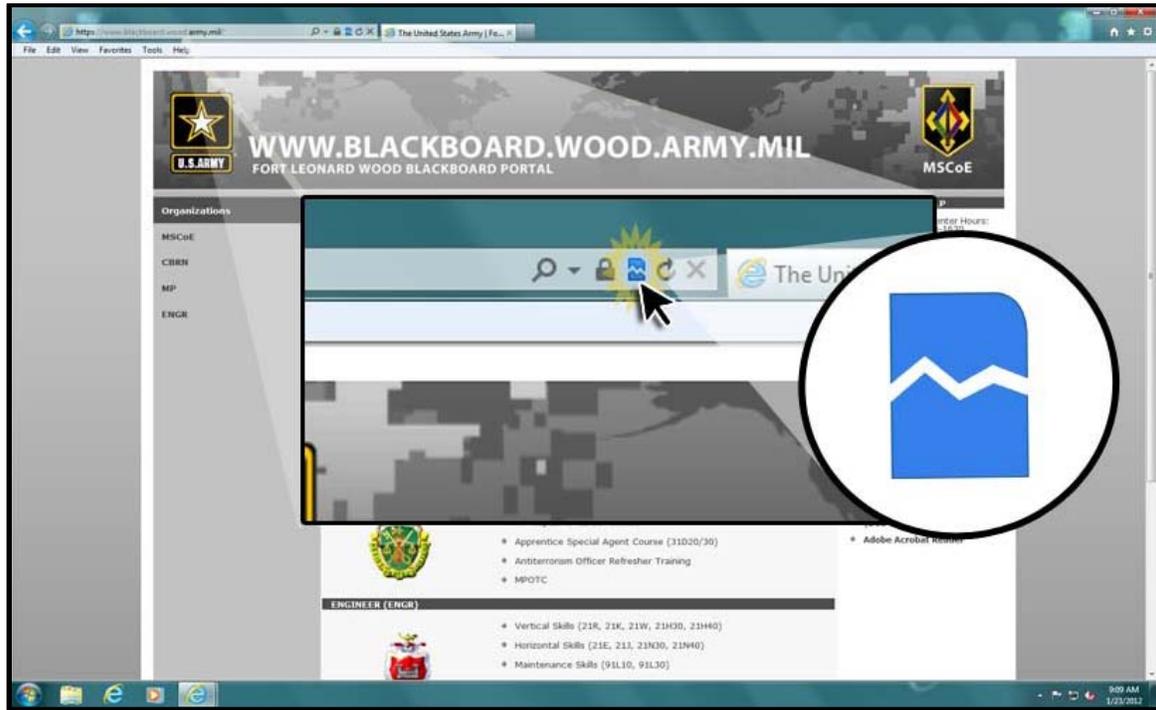
[back to 'BEFORE YOU BEGIN'](#)



Compatibility View (Internet Explorer 8 or 9)

Websites designed for other browsers will often look better and problems such as out-of-place menus, images and text or small content will be corrected.

Simply click the icon in your address bar that looks like a ripped sheet of paper.



NOTE: If you are running Internet Explorer 8 or 9 the compatibility view icon may not show up in the address bar. If you do not see it, go to **Tools** and select **Compatibility View**.

Security Alert

In order to access sites enabled with a DoD PKI certificate without being prompted to accept the DoD Certificate chain at each log on, DoD certificates must be loaded into the *Internet Explorer* browser. Please call our [Helpdesk](#) to have them e-mail you the DoD Certificate.

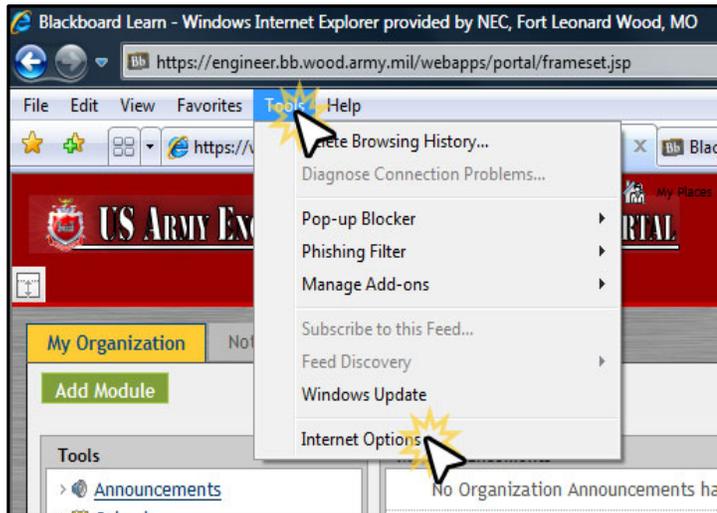
COMPUTER & BROWSER CONFIGURATION *continued...*

[back to 'BEFORE YOU BEGIN'](#)

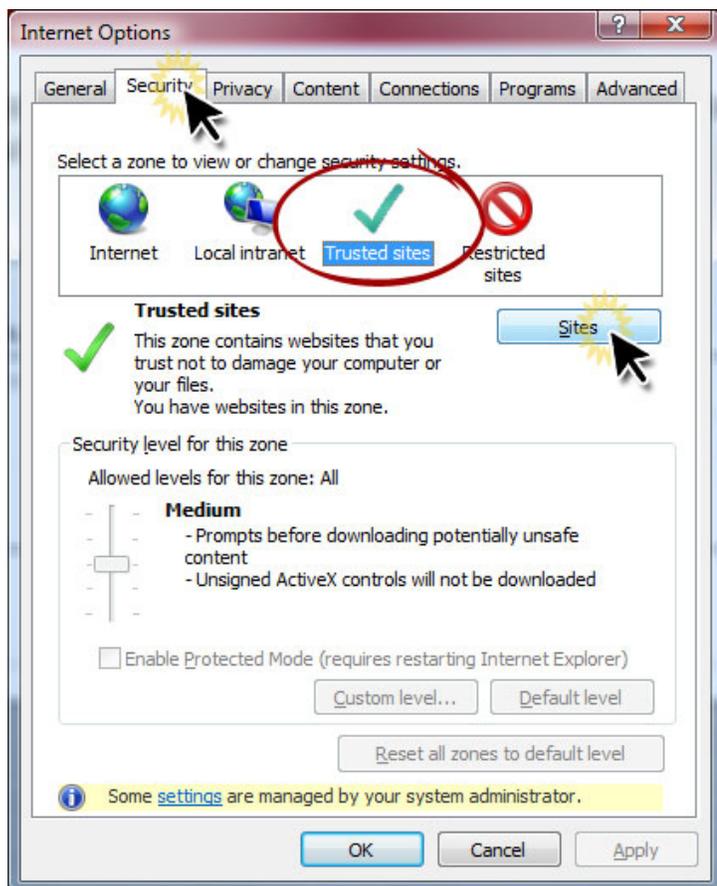


Trusted sites: To set *Internet Explorer* to identify a trusted site:

1. Click **Tools**.
2. Click **Internet Options**.



- A. The *Internet Options* window displays.
- B. Click the **Security** tab.
- C. Click **Trusted sites**.
- D. Click **Sites....**



COMPUTER & BROWSER CONFIGURATION *continued...*

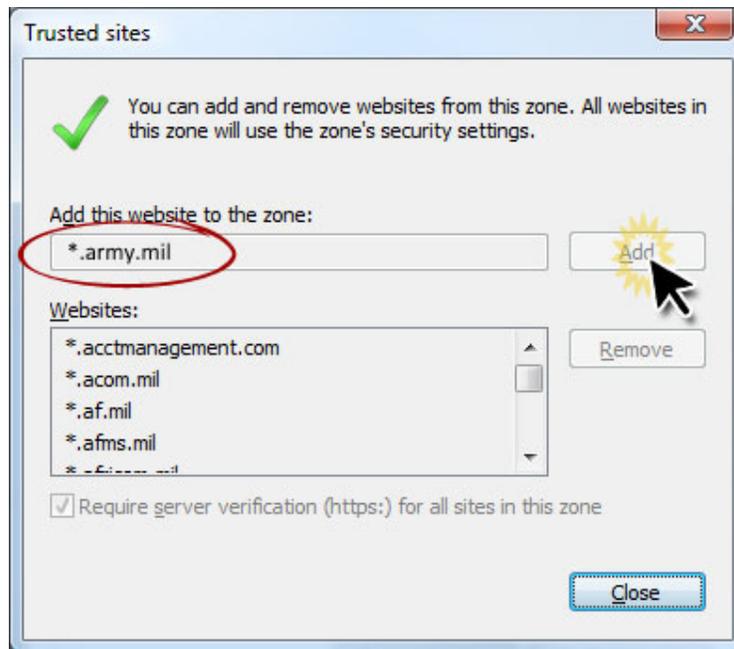
[back to 'BEFORE YOU BEGIN'](#)



Trusted sites (continued)

In the **Add this Web site to the zone:** box type: *.army.mil
some computers will require the full address: https://www.blackboard.wood.army.mil

- E. Click **Add**.
- F. Click **OK** in the *Trusted sites* window.
- G. Click **OK** in the Internet Options window.



COMPUTER & BROWSER CONFIGURATION *continued...*

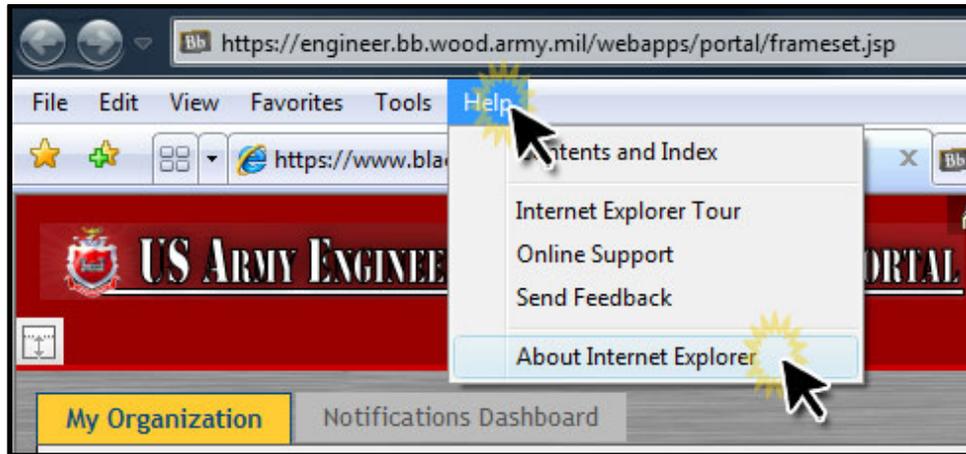
[back to 'BEFORE YOU BEGIN'](#)



Browser Version

Often it is necessary to know your browser version. To check the *Internet Explorer* browser version:

1. Click **Help**.
2. Click **About Internet Explorer**.



- A. The **About Internet Explorer** window displays.
- B. Take note of your **Version** and **Cipher Strength** for future reference.
- C. Click **OK** to close the **About Internet Explorer** window.



NAVIGATING THE BLACKBOARD PORTAL

[back to 'BEFORE YOU BEGIN'](#)



COURSEWARE ACCESS

1. Type <https://www.blackboard.wood.army.mil> in the address bar of Internet Explorer. Note: *Only the Internet Explorer browser and the Windows operating systems are supported by the U.S. Army.*
2. If a Security Alert displays, click **yes**.
3. Click on the appropriate regimental crest.
4. If a Security Alert displays, click **yes**.
5. When prompted with Log-in, enter your AKO user name and password.
6. At the 'Home' tab, the [My Courses](#) box on the right displays links to the course(s) that you are enrolled in.
7. Click on the appropriate *course title* in the [My Courses](#) box to access your lesson material.

***Continue reading for detailed information
on how to navigate your course.***

 The 'My Courses' box does not show the correct course(s). How do I get [enrolled](#) into a course(s)?

 How do I get [technical/system assistance](#) (i.e., course content not available, browser configuration...)?

 How do I get [academic/instructional assistance](#) (i.e., reset exams, understanding course material...)?

[Click Here for a Directory of Course Instructors/Managers](#)

ENROLLMENT

ALL ENROLLMENTS ARE TAKEN DIRECTLY FROM the Army Training Requirements Resources System (ATTRS) ROSTER. If you are not enrolled in a course, contact your unit training supervisor/manager to confirm your enrollment or that you have a *reserved seat* or are in a *waiting status*.

For the following courses:

12N10, 12N30, 12N40, 12R, 12K, 12W, 12H30, 12H40, 12V, 12T, 91L10, 91L30

you can also contact the [Registrar's Office](#) once you have been enrolled via ATTRS.

NAVIGATING THE BLACKBOARD PORTAL *continued...*

[back to 'BEFORE YOU BEGIN'](#)



A Upon successful sign-in, the BlackBoard learning environment will display: **Tools, Announcements, My Courses, Points of Contact** along with some other useful information. More information is given on some of the sections below.

B The **Tools** box contains shortcuts to commonly used items:

- **Announcement:** Timely information critical to course and system-wide.
- **Calendar:** View and add personal events by day, week, month, or year.
- **Tasks:** Add personal tasks and view all tasks assigned to you. Instructors have the ability to post tasks to users in their course.
- **Send Email:** Clicking on the course title will display the following (not all options may be available).
 - *All Users:* All users in the course.
 - *All Groups:* All groups in the course.
 - *All Student Users:* All students in the course.
 - *All Teaching Assistant Users:* All of the teaching assistants in the course.
 - *All Instructor Users:* All of the instructors for a specified course.
 - *Select Users:* Single user or select users in a specified course.
 - *Select Groups:* Single group or select groups in a course.
- **User Directory:** Search users that have chosen *List my information in the User Directory* in the *Set Privacy Options* page.
- **Address Book:** Empty until a profile has been added even if the contact is a Blackboard Academic Suite user.
- **Personal Information:** Information that appears throughout the system.

NAVIGATING THE BLACKBOARD PORTAL *continued...*

[back to 'BEFORE YOU BEGIN'](#)



When accessed from the home page, all **Announcements** of interest to the user appear (including all courses and system-wide announcements).

Announcements are organized and displayed by:

- Current date.
- Last 7 days.
- Last 30 days.
- All course announcements.



The **My Courses** box lists the courses in which you are enrolled. Click on a course title to access the course.



The **Points of Contact** box lists who to contact with questions and concerns for the MSCoE schools.

NAVIGATING YOUR BLACKBOARD COURSE

- Click the course title of a course to access the course.
- The Course will look something like the one below. Take some time to familiarize yourself with the layout.
- Important **Announcements** pertaining to the course will be in the main box upon launching your course.

NAVIGATING THE BLACKBOARD PORTAL *continued...*

[back to 'BEFORE YOU BEGIN'](#)



It is strongly recommended that you complete the **Getting Started Tutorial** to familiarize yourself with course navigation and terms used in the courseware:

1. Click the **Getting Started** button (*may be called Start Here or other variation*)
2. Click the **Click to Launch** link (*may be stated differently*)
3. The tutorial will open in a new window.

If you are prompted with an **Authentication Required** Java pop-up, simply click **Cancel**. The box will disappear and your content will load.



If you are prompted with a Security Information message, choose the option that allows the courseware to proceed, usually **Yes** or **OK**.

NAVIGATING THE BLACKBOARD PORTAL *continued...*



Clicking the **Staff Information** or **Contacts** button displays, who to contact with questions and concerns specific to the course, such as:

- Resetting a test
- Content-related issues or concerns
- Who is the course manager/instructor
- Subject matter expert (SME).
- How to contact technical assistance (help desk).

Note: ONLY THE COURSE MANAGER HAS THE AUTHORITY TO RESET TESTS.

ACADEMIC/EDUCATIONAL INSTRUCTIONAL ASSISTANCE

Contact directory for all of the course managers/instructors



ENGINEER SCHOOL

Construction Engineer Instructors:

Chief, Construction Engineer Branch

Mr. Jeff Robertson
jeffrey.s.robertson@us.army.mil
(573)563-7553

Vertical Skills

SFC Kirk Duchesne
kirk.i.duchesne@us.army.mil
(573)563-7569

Vertical Skills

SFC Andrew Brown
andrew.s.brown1@us.army.mil
(573)563-7590

Horizontal Skills - 12N10

Mr. Tim Blake
timothy.blake1@us.army.mil
(573)563-7594

Horizontal Skills - 12N30

SFC Joseph Leone
joseph.e.leone@us.army.mil
(573)563-7590

Horizontal Skills - 12N40

SFC George Spies
george.frederick.spies@us.army.mil
(573)563-7562

Maintenance Skills - 91L30

Mr. Kelvin Clark
kelvin.d.clark@us.army.mil
(573)563-7595

Maintenance Skills - 91L10

SSG Joshua Clark
joshua.s.clark@us.army.mil
(573)563-6060

Geospatial & Mineral Products - 12T

SSG Larry Brizuela
larry.brizuela@us.army.mil
(573)563-7511

Combat Engineer Instructors:

Chief, Combat Engineer Branch

Mr. Gerald W. Jones
gerald.w.jones@us.army.mil
(573)563-7785

Chief, Combat Engineer Branch

Senior Training Developer
Mr. Ralph Turner
ralph.n.turner@us.army.mil
(573)563-6095

21B/C /Senior Leaders Course/ POI Manger

Mr. Vincent Cohran
vincent.cohran@us.army.mil
(573)563-7513

21B/C /Senior Leaders Course/ POI Manger

MSG Armando Cadena
Armando.cadena@us.army.mil
(573)563-2840

21B30/ Advanced Leaders Course/ POI Manager

Mr. Paul Zacher
paul.a.zacher@us.army.mil
(573)563-3972

21C30/ Advanced Leaders Course/ POI Manager

SFC Curley Weatherton
curley.weatherton@us.army.mil
(573)563-7602

Engineer Officer Course Instructors:

Engineer Captain Career Course

MR Jeremy Flynt
jeremy.flynt@us.army.mil
(573)563-5172

Engineer Basic Officer Leaders Course

SSG William Ezell
william.ezell@us.army.mil
(573)563-5655

ECCC-RC

MAJ David Henderson
david.j.henderson@us.army.mil
(573)563-7026

ECCC-RC

CPT Bradley Willis
bradley.shane.willis@us.army.mil
(573)563-7190

Joint Engineer Operations Course

Mr. Dwayne Boeres
dwayne.boeres@us.army.mil
(573)563-7065

Directorate of Environmental Integration:

Environmental Compliance Officer Course

Mr. Bruce Travis
bruce.e.travis@us.army.mil
(573)563-7670

Environmental Compliance Officer Course

Mr. Al Vargesco
albert.m.vargesco@us.army.mil
(573)563-7673



REGISTRAR'S OFFICE

Handles enrollment for the following courses:

12N10, 12N30, 12N40, 12R, 12K, 12W, 12H30, 12H40, 12V, 12T, 91L10, 91L30

(573)563-2508

CHEMICAL SCHOOL

Chemical School Instructors:

ASI L5 Distance Learning

Mr. Eric R. Hanson

eric.r.hanson1@us.army.mil

(573)563-7391

ASI L5 Distance Learning

SFC Howard Lovin

hman.lovin@us.army.mil

(573)563-7390

ASI L4 Distance Learning

Mr. John Feero

john.feero@us.army.mil

(573)563-7397

General Chemical School Questions

Ms. Meredith Jansen

meredith.jansen@us.army.mil

(573)563-7164

MP SCHOOL

MP School Instructors:

MPOTC / MP-CCC-R

MAJ David Leask

david.leask@us.army.mil

(573)563-7822

Anti-Terrorism Level 2 Refresher Training

Ms. Eva Jones

eva.j.jones@us.army.mil

(573)563-7248