MSCoE
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 OVERVIEW

Hardware:	**Software:**
1 GB RAM	Windows OS – XP, Vista or Windows 7
1 GHz 32bit or 64bit or faster processor	Microsoft Internet Explorer 8 or 9
1024 x 768 minimum monitor resolution	Adobe Flash Player
16x CD-ROM	Adobe Acrobat Reader
Sound card with speakers or headphones	Adobe Shockwave Player
56K modem or better Internet access	Java Runtime Environment

Additional suggested software:

Microsoft Office 2000 or higher
Windows Media Player

TECHNICAL ASSISTANCE

MSCoE Lifelong Learning Center

(877) 208-1229 (toll-free)
(573) 563-5577
usarmy.leonardwood.mscoe.mbx.llc-help@mail.mil

Hours of Operation:

Monday 0730-1630
Tuesday-Friday 0730-2230
Saturday 0900-1700 (CST)
~excluding Federal holidays~

Construction Engineer Course Enrollments:

Jason Neal jason.a.neal4.civ@mail.mil
(573)563-7569

COMPUTER & BROWSER CONFIGURATION

back to 'BEFORE YOU BEGIN'

We want to make sure your system is configured so that it is compatible with your Blackboard course.

The following configurations are recommended for peak performance:

Note: *If you are working on a government computer, you may need to contact your local IT department or system administrator to configure your system properly.*

- **Windows OS – XP, Vista or Windows 7**
- **Internet Explorer 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')*
- **Most recent version of Adobe Shockwave Reader**
  To download the most recent Acrobat Reader, click here:
  Adobe Shockwave Player Download
- **Java Run-Time Environment**
  To download the most recent version of Java, click here:
  Java Download Download page will open in a new window. Click the big red button that says "Free Java Download". Click the big red button "Agree and Start Free Download". Click Run and begin installing java, accepting all prompts. After you have successfully installed Java, reboot your computer.

How do I find step-by-step instructions on how to install Java?

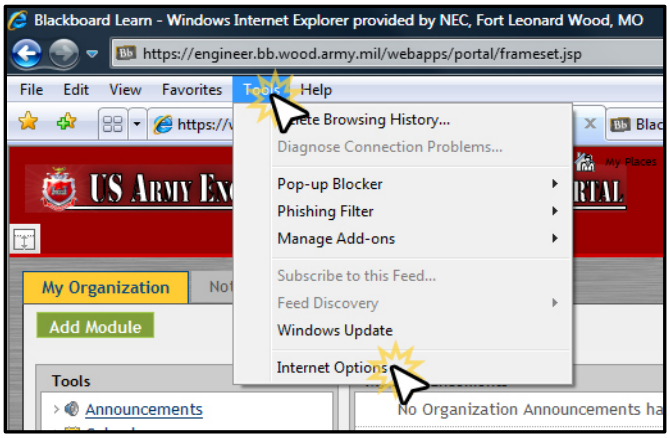
How do I figure out which Internet Explorer I am using?

Disable Pop-Up Blockers

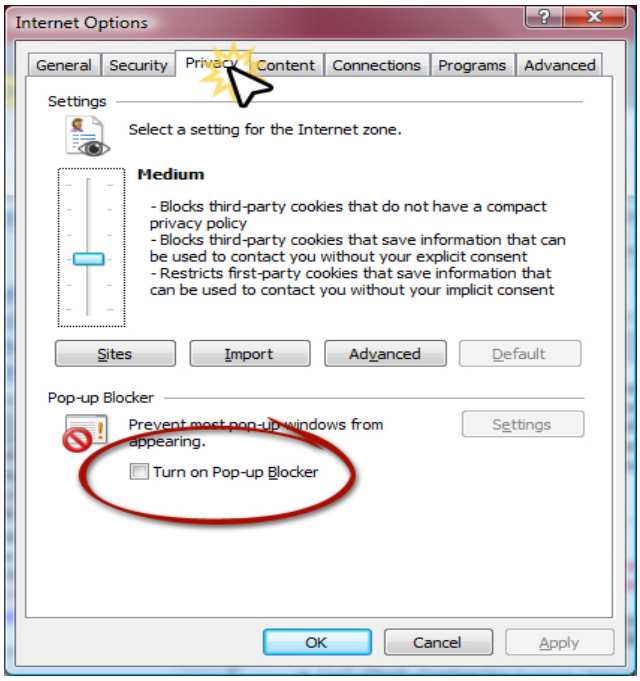
Turn off the pop-up blocker **or** allow pop-ups from the URL: *.army.mil

To set Internet Explorer to allow pop-ups:

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



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).

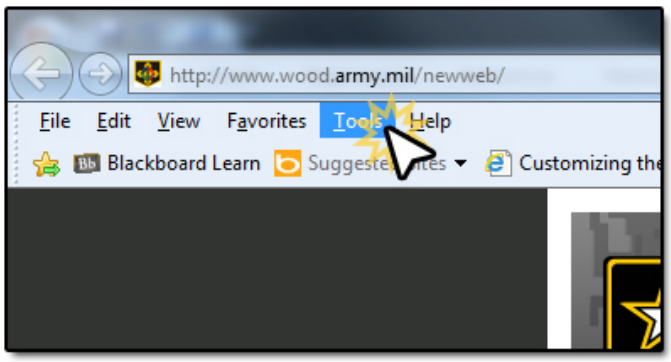


6. Click on **Apply** and then **OK**.

Disable Toolbars

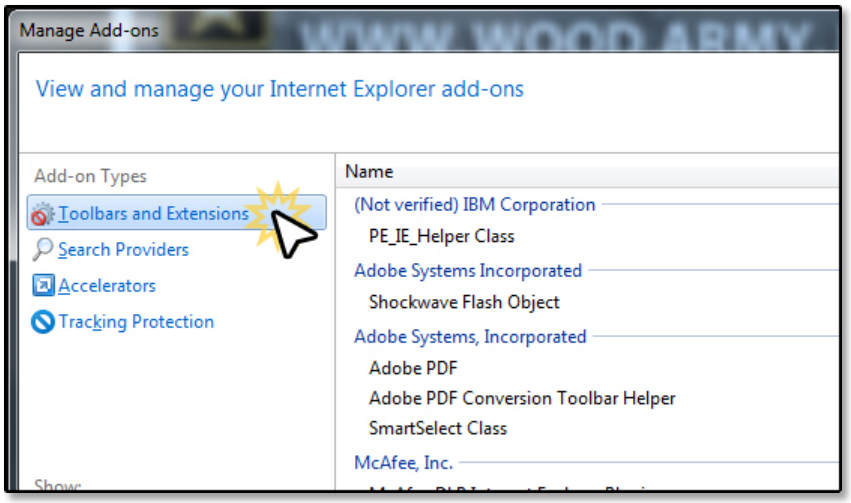
Toolbars are an issue we see a lot in preventing the course material from opening up. To disable your toolbars:

1. In Internet Explorer, in the menu bar, click Tools.
   If you do not have a menu bar, press ALT and T.



2. Click Manage Add-ons

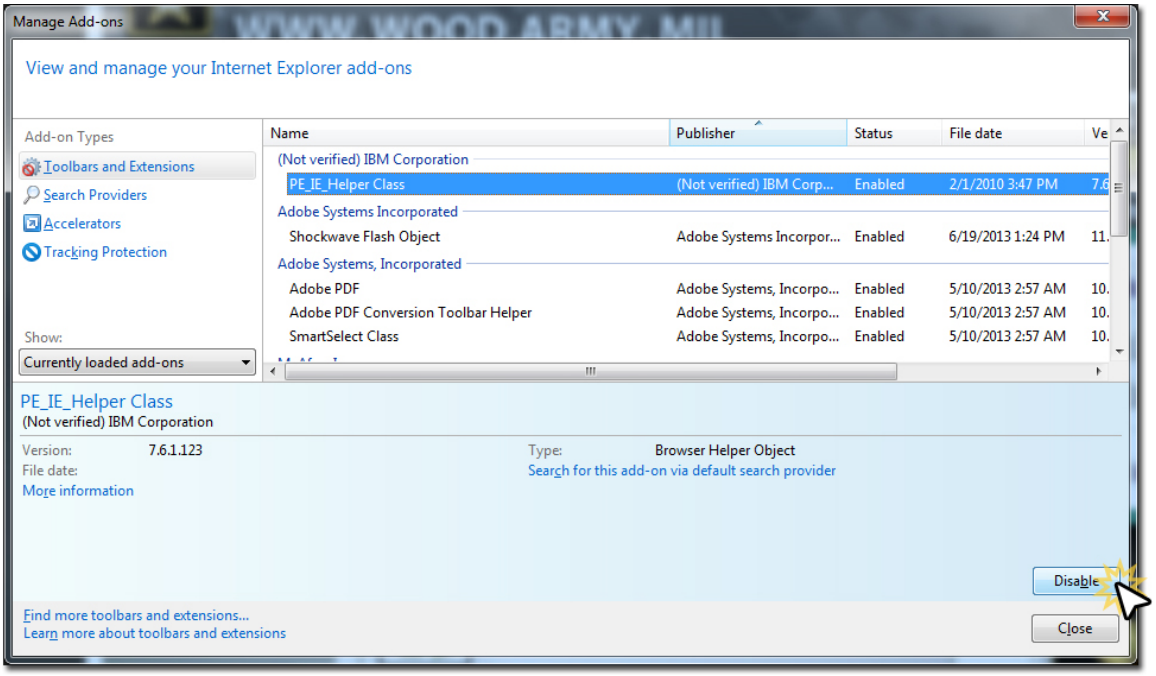
3. Under **Add-on Types** on the left, Click **Toolbars and Extensions**.



4. Ensure that **ALL** items with 'toolbar' in the name (ie. Google Toolbar) are DISABLED other than Java and Adobe. Java and Adobe should remain enabled.

Disable Toolbars *continued…*

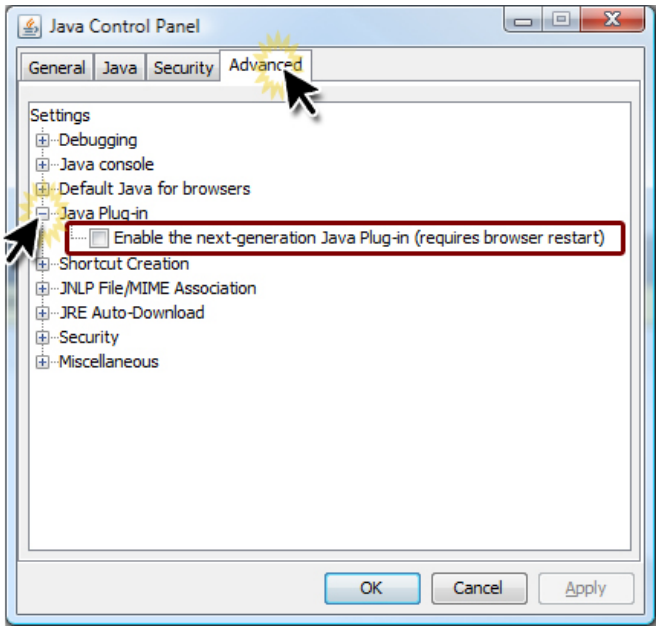
5. To disable a specific toolbar, select the toolbar and click **Disable**.



Disable Java Next-Generation Plug-In *(Not All Courses)*
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 so 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)*.

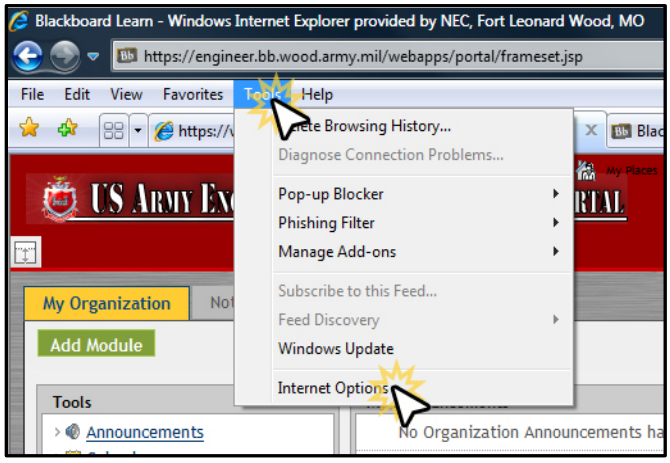


9. If you make changes make sure to close all Internet Explorer browsers and then open one back up again ("browser restart").

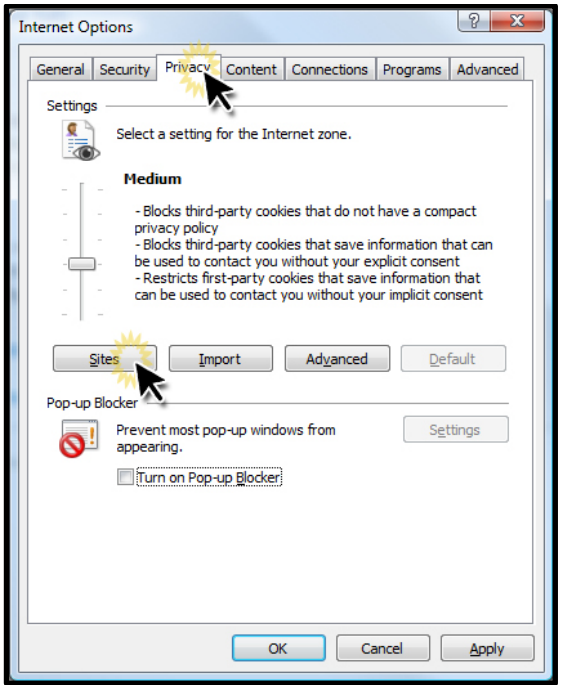
Allow Cookies

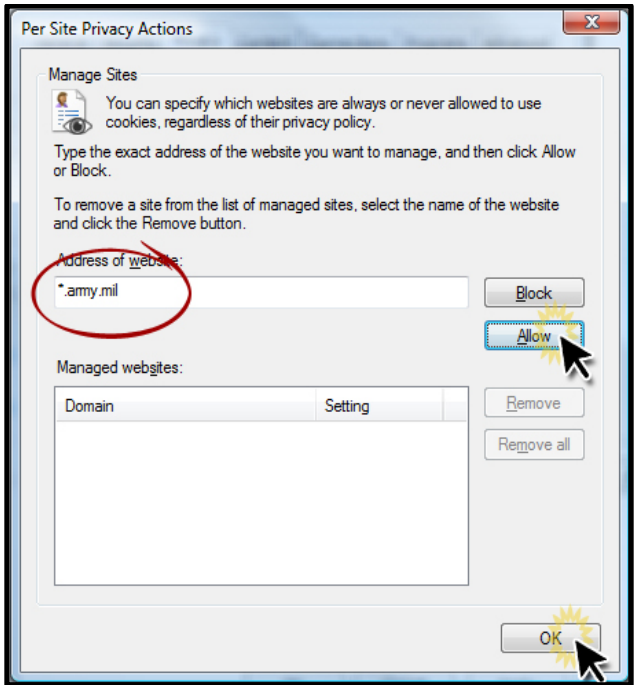
The web browser must allow "cookies" to identify and authenticate you throughout your session. To set Internet Explorer to accept cookies:

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**.



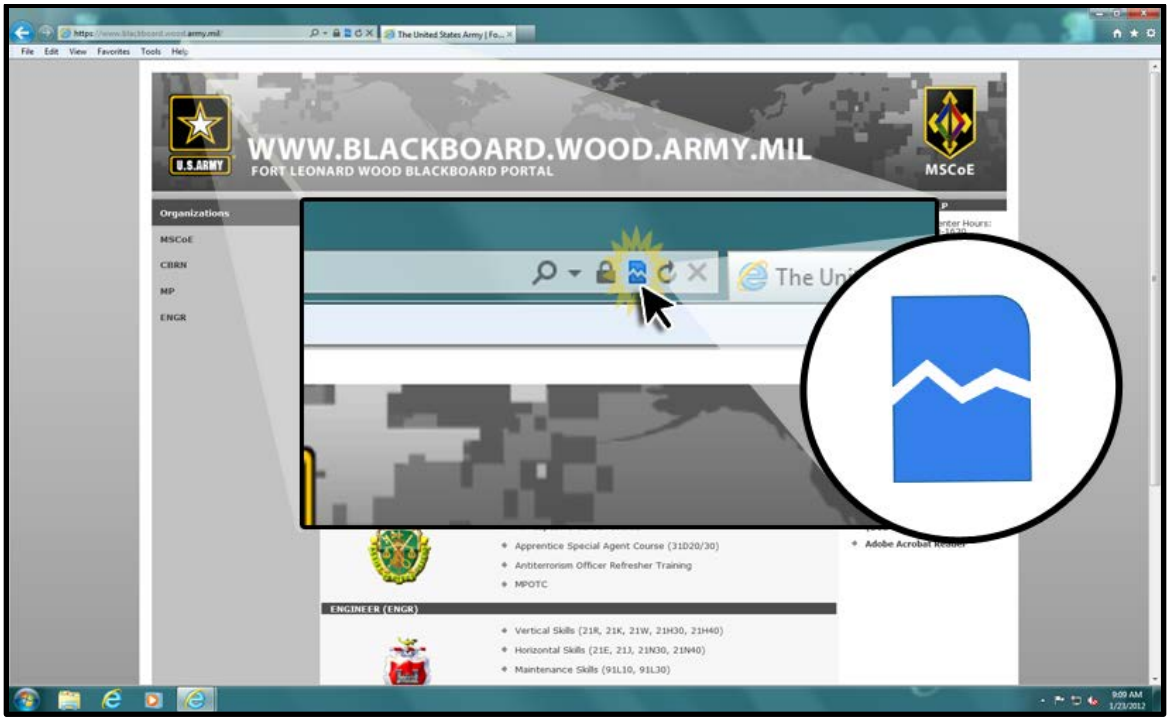


9. Click **OK** to close both windows.

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.



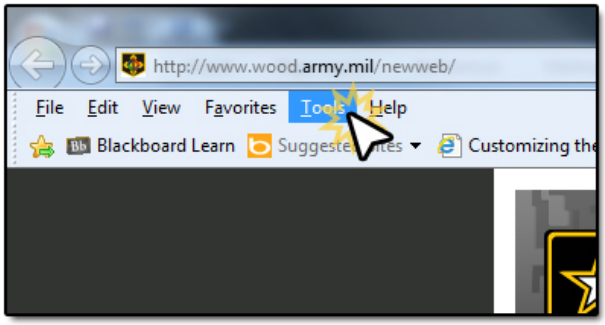
NOTE: *If you are running Internet Explorer 8 or 9 the compatibility view icon may not show up in the address bar. If you do not see it, go to* ***Tools*** *and select* ***Compatibility View****.*

CAC Login Issues

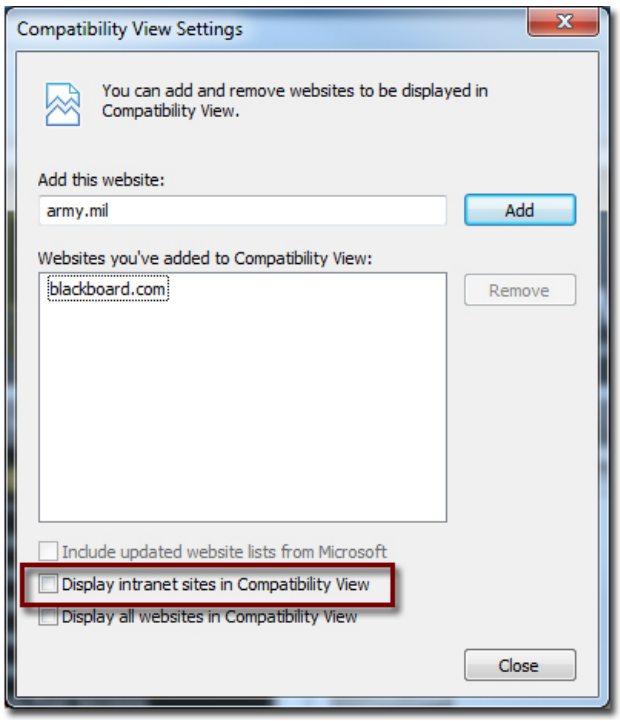
There were some changes made to the AKO CAC authentication and some users may experience errors (typically only users logging on from the Fort Leonard Wood installation). There are two ways to correct this issue at this time; one being to just refresh the page when you get this error, this should allow you to continue to go to Blackboard.

The other is option is to go into Internet Explorer and

1. Click on Tools.



2. Select Compatibility View Settings.
3. Once that new window is open you will need to uncheck the "Display intranet sites in Compatibility View" Check box as shown.



Security Alert – DoD Root Certificate

If you are using a personal computer you may not have a DOD root certificate installed and without the proper certificate it could cause problems (such as not being able to view course material). The DOD root certificate needs to be installed – if using a non-DOD computer, use this link:

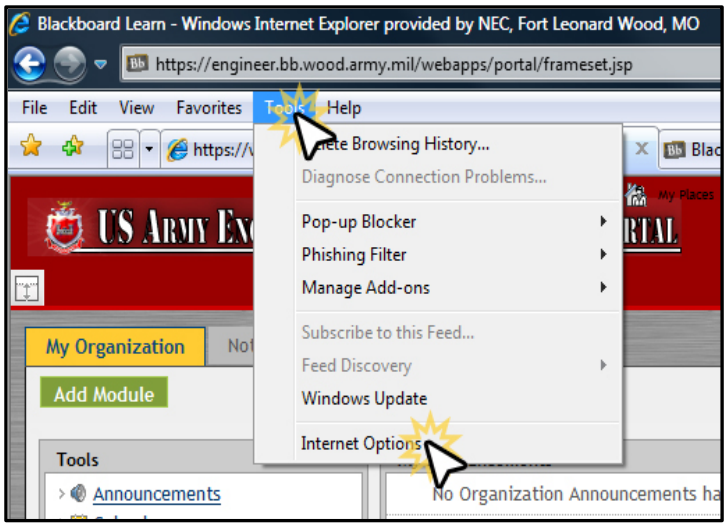
Click Here to install the DoD Root Certificate

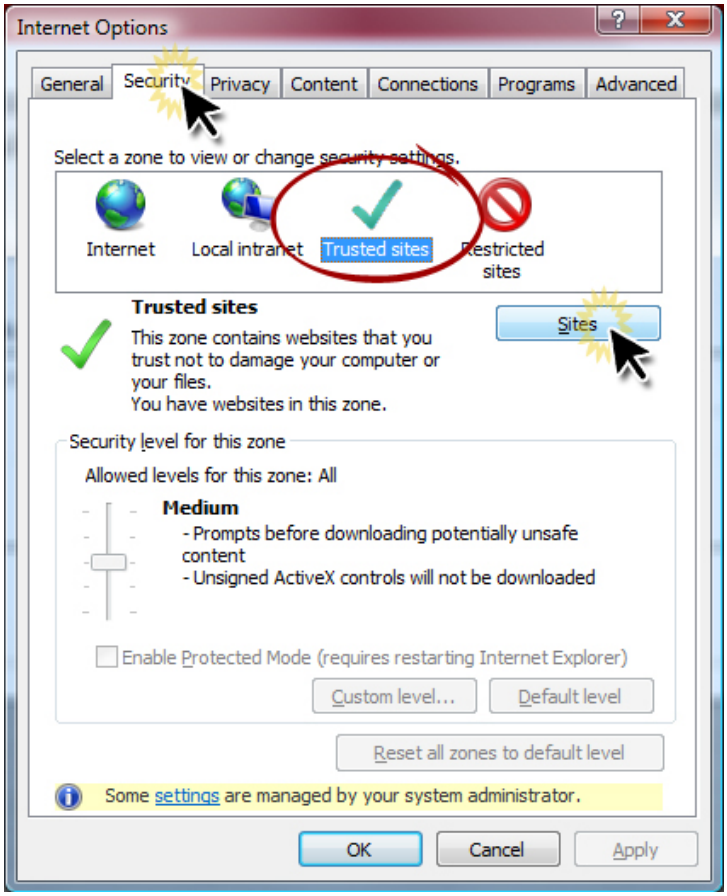
1. Trust Store Management
2. Click to install NIPR Windows Installer
3. Click (MSI Download)
4. Run

Trusted sites:

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

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

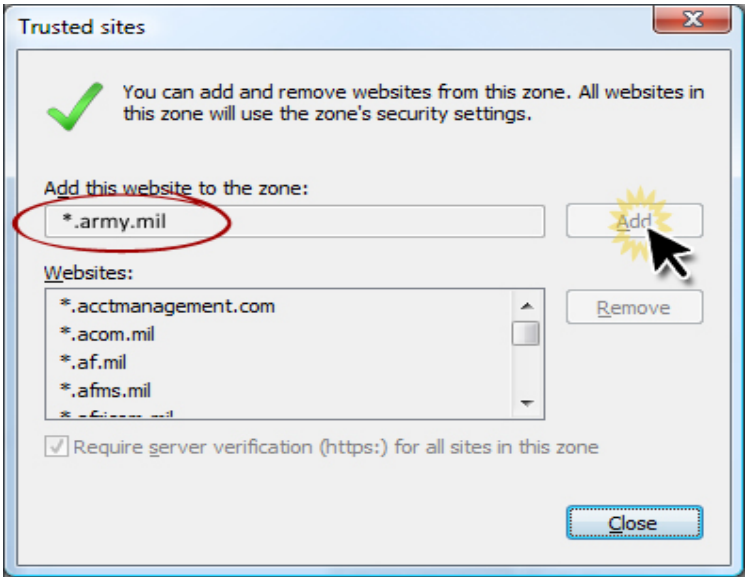




3. The *Internet Options* window displays.
4. Click the **Security** tab.
5. Click **Trusted sites**.
6. Click **Sites…**.

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

7. Click **Add**.
8. Click **Close** in the *Trusted sites* window.
9. Click **OK** in the Internet Options window.



Installing Java

To download the latest version of Java, follow these steps:

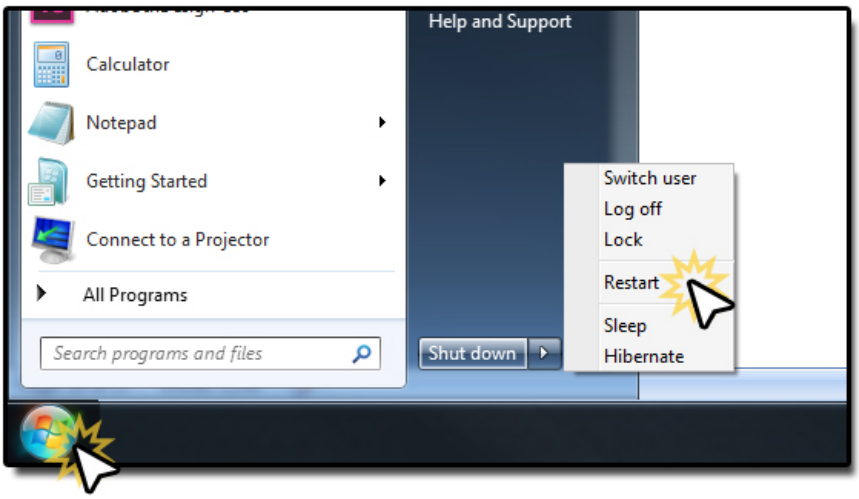
1. Click the following link: Java Download
   or copy and paste the following address into
   your browser's url address bar: http://java.com/en/

2. Click the big red button "Free Java Download"

3. Click the big red button "Agree and Start Free Download"

4. Click Run and begin installing Java, accepting all prompts.

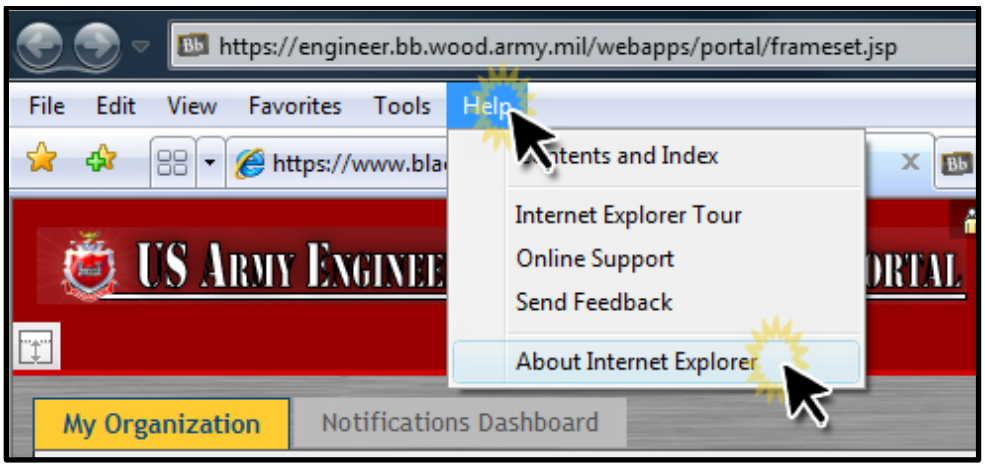
5. After you have successfully installed Java, reboot your computer.



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**.



3. The **About Internet Explorer** window displays.
4. Take note of your **Version** and **Cipher Strength** for future reference.
5. 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. It is very helpful to add the Blackboard portal to your favorites. This will help you so that you don't have to type in the address every time. Adding the site to your favorites is simple. On your toolbar click **Favorites** then **Add to Favorites**. A new window will appear. Click **Add**.
4. Click on the appropriate regimental crest.
5. If a **Security Alert** displays, click **yes**.
6. When prompted to log-in, enter your AKO user name and password. It is a good idea to make sure you have the correct AKO username and password beforehand. To double-check you can log into AKO without your CAC.
7. At the 'Home' or 'My Organization' tab, the My Courses box on the right displays links to the course(s) that you are enrolled in. *If no courses are shown in this box, please contact the course manager or if you are in a Construction Engineer course contact Jason Neal at 573-563-7569* jason.a.neal4.civ@mail.mil .
8. 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.

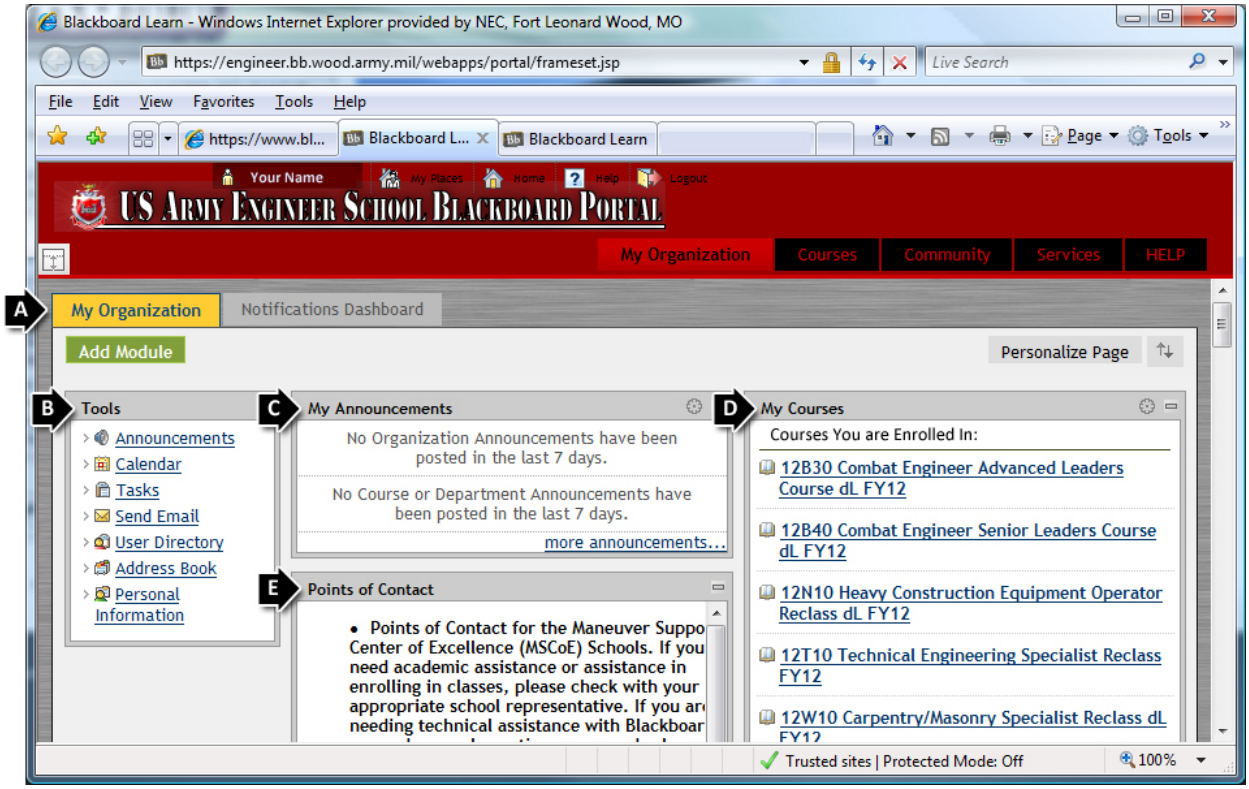
The 'My Courses' box does not show the correct course(s). How do I get enrolled into a course(s)?

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…)?

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:

- **Announcements***:* 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 Learner 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…*

C

The **My Announcements** box will show the announcements for all of the courses you are currently enrolled in and any system-wide announcements.

Announcements are organized and displayed by:

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

D

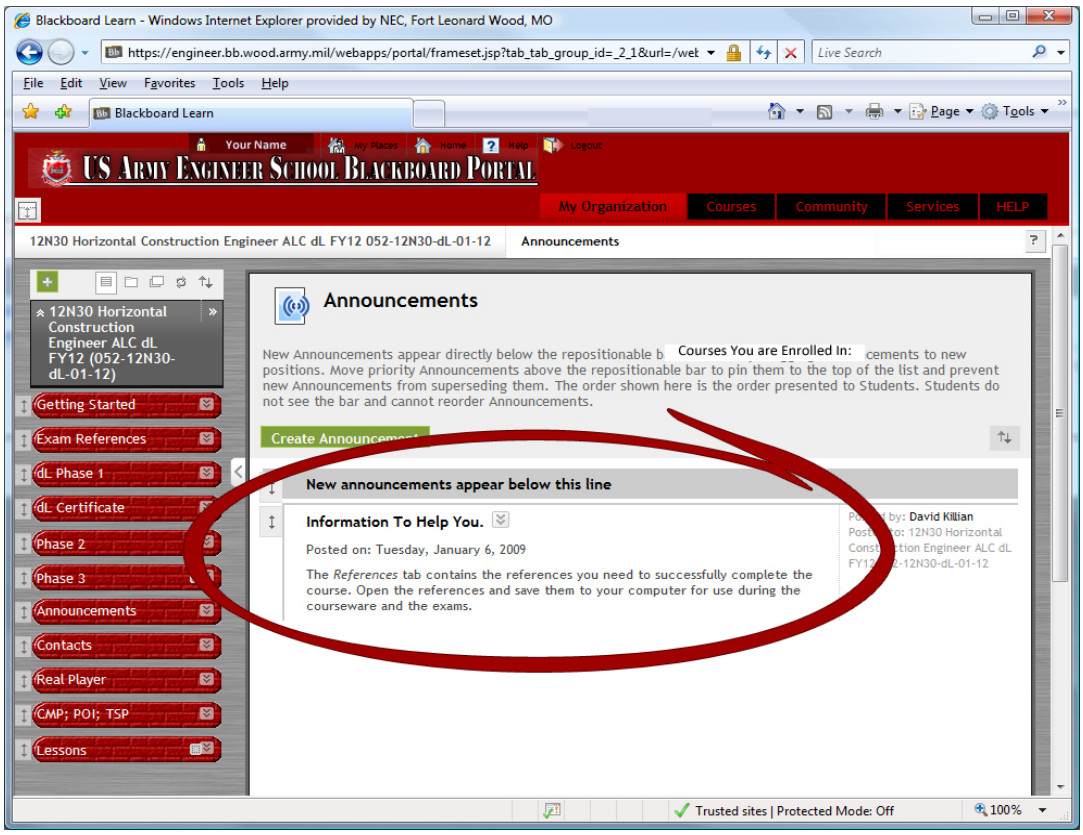
The **My Courses** box lists the courses in which you are enrolled. Click on a course title to access the course. *If no courses are shown in this box, please contact the course manager or if you are in a Construction Engineer course contact Jason Neal at 573-563-7569* jason.a.neal4.civ@mail.mil .

E

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 YOUR BLACKBOARD COURSE *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**.

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).

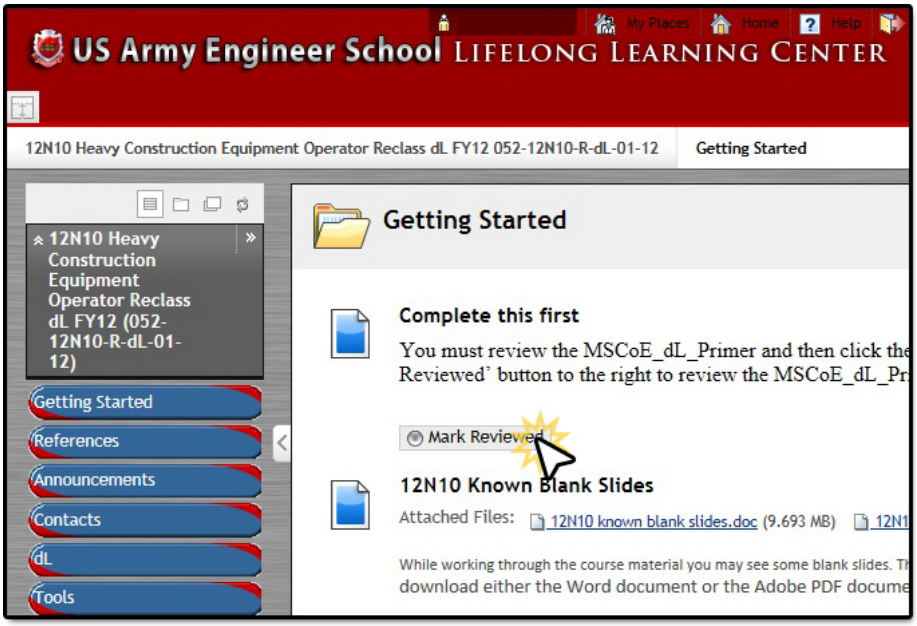
Notes on a Suggested Systematic Way of Navigating a Blackboard Course

An easy systematic way of making sure you access all lessons on the table of contents page is to start at the top and work your way to the bottom. This will ensure you access all of the material in the lesson.

It's advised that you keep track of where you left off in your course by making a note of the module you are in, which lesson inside the module, and which slide-show on the table of contents you were on. You will also need to note the number of the slide you were on.

When you re-enter the sub-folder (click to launch) this will launch the table of contents. You will want to wait a few seconds for the slide-show to automatically open. If it opens to the incorrect slide, please click the exit button located at the bottom right of the slide show to close this. Once it's closed, you will be able to click on the appropriate lesson on the left hand side of the table of contents. Once this is open, click the Go-to option and then click the correct slide.

*After you have gone through a lesson, it is important that you click the **Mark Reviewed** button in order for the next lesson to open up.*



NAVIGATING YOUR BLACKBOARD EXAMS

Each time you answer a question, it is recommended that you click on **Save all Answers** and then click **OK**. After answering all questions for an exam, click **Save and Submit** and then click **OK**.

All essay questions will be graded by an instructor, so you will not get your grade immediately.

If a log-in window appears, please enter your correct AKO username and password. This will ensure you are authenticated and get proper credit for your exam.

We have seen some issues where students have failed to re-authenticate because their AKO password has expired. This can be prevented by verifying your AKO password before beginning an exam. This can be prevented by logging into AKO to verify your password before beginning an exam.

If you fail to enter your AKO username and password correctly 3 times during this re-authentication process the login box will disappear and it will appear as though you can continue with the test. However, you have not truly re-authenticated with AKO/Blackboard and any and all answers you submit after this process will not be recorded.

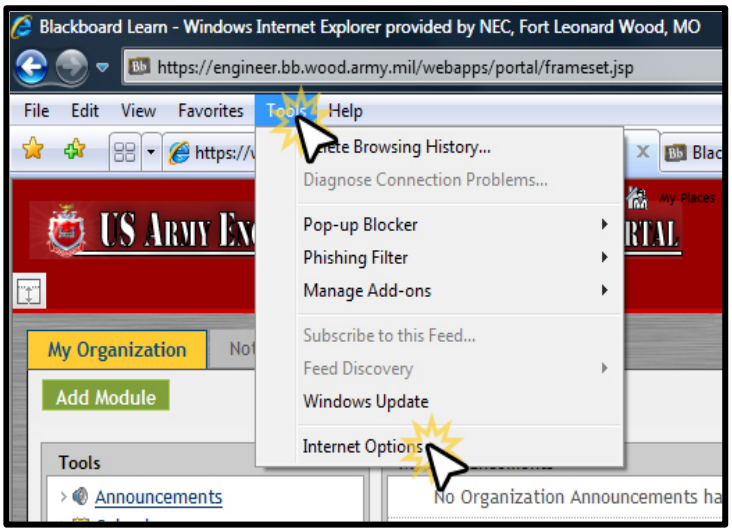
Note: ONLY THE COURSE MANAGER HAS THE AUTHORITY TO RESET TESTS.

BASIC TROUBLESHOOTING & HELPFUL HINTS

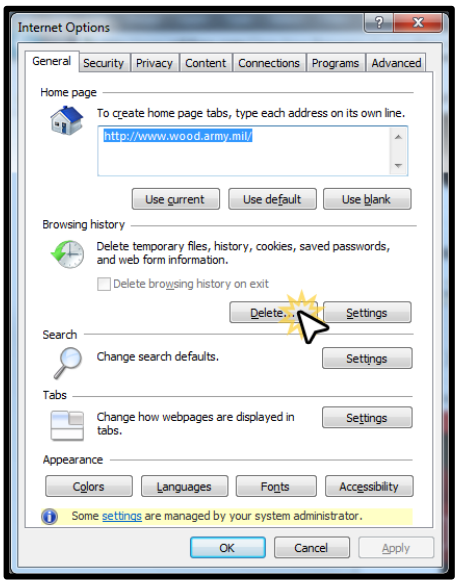
Clearing Your Cookies

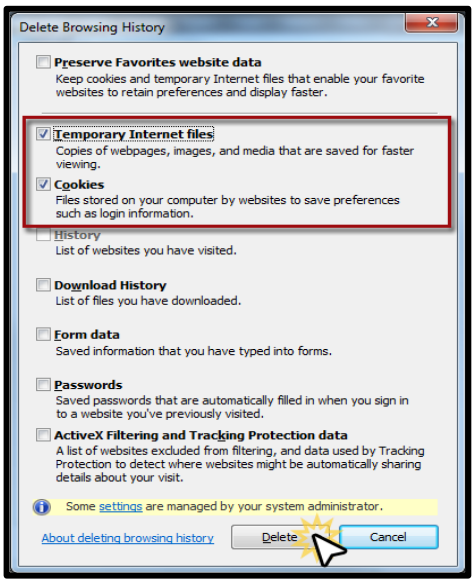
Sometimes all you need is to do some basic housekeeping in order for your courseware to be viewed properly. Clearing your "cookies" and your temporary files is a very simple fix that fixes a lot of common problems.

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



3. In the **General** tab go to **Browsing history** and click **Delete**.
4. In the **Delete Browsing History** window leave only the **Temporary Internet files** & **Cookies** checked.
5. Click **Delete**.
6. Close all open internet browsers and open a new one for changes to take effect.

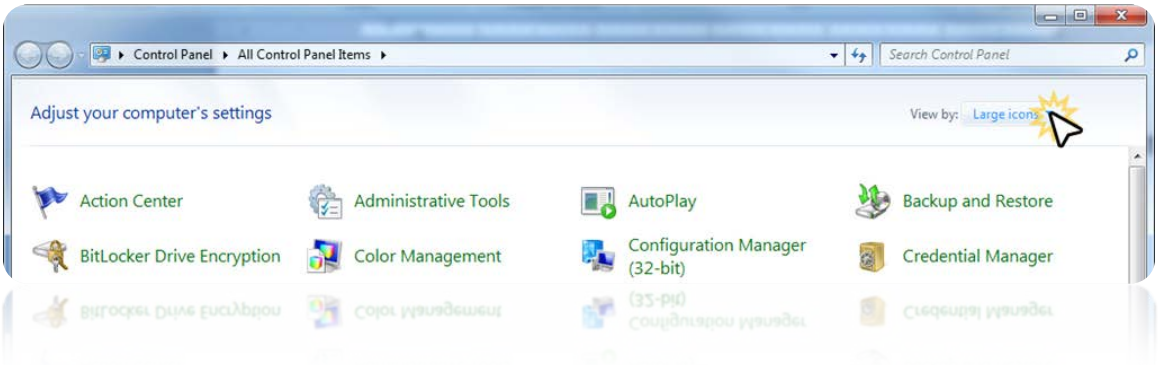




If your computer happens to have two or more different versions of Java installed, it can cause problems. The best practice is to uninstall **all** current fersions of Java so that a fresh version of the newest release can be installed.

How to Uninstall Java

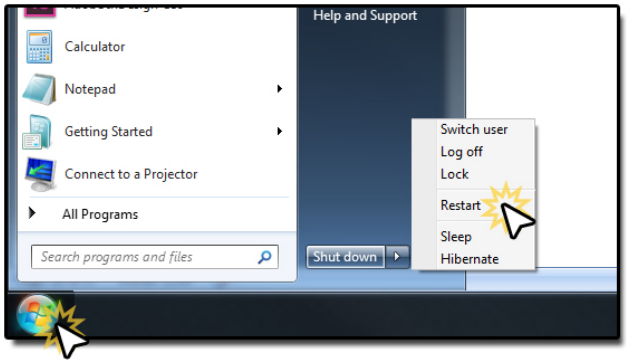
1. Go to the **Control Panel** by clicking **Start** then **Control Panel**
   If you are using ***Vista***, you will need to be in 'Classic View'.
   If you are using ***Windows 7***, you will need to go to the top right hand corner and switch the view from category to large icons.



2. Click on **Programs and Features**

3. Uninstall all versions of Java.
   Make sure that Java is no longer listed at all.

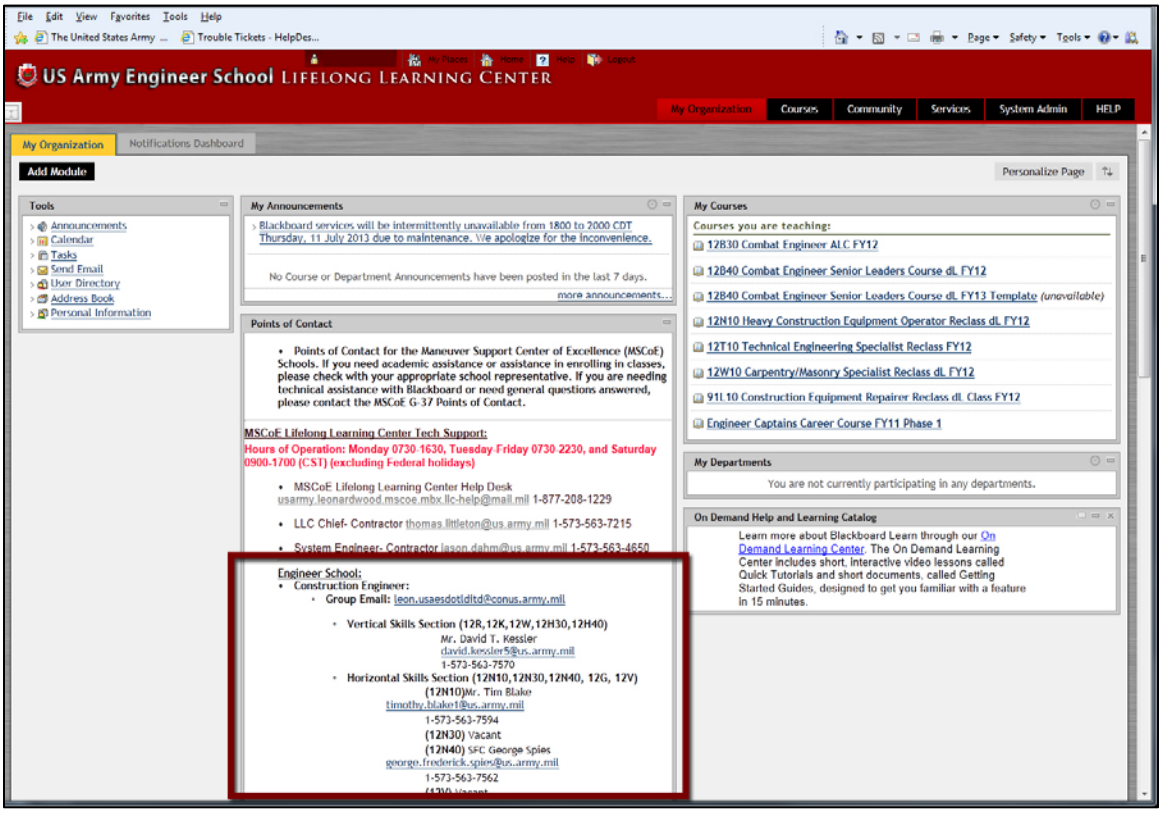
4. Reboot your computer



5. Then go to java.com to download the latest version of Java.

ACADEMIC/EDUCATIONAL INSTRUCTIONAL ASSISTANCE

How to find the information to contact your course managers/instructors

If you need to contact an instructor or course manager about content in your course, please refer to the **Points of Contact** box on your **My Organization** tab after you have logged into Blackboard.

If you are having trouble with enrolling in your course, contact your course manager *UNLESS* you are in a Construction Engineer course, then you should contact Jason Neal at 573-563-7569 jason.a.neal4.civ@mail.mil .