

Blackboard Basics

To Access Blackboard

- Navigate to <http://pc.my.vccs.edu/>.
- Enter your username. If you do not know your username, click on the link titled "I cannot access my account" and then the "what is my username" link. Follow the on-screen instructions.
- Enter your password.
 - If you are a new user, you will be prompted to enter information that will identify you with our system included your first name, last name, date of birth, and social security number. If the information that you entered on your application does not match what you enter at this prompted, you will need to contact Computing Services for assistance.
- Click on "Log In."
- Click on "Blackboard."

To Submit an Assignment through Blackboard

- Access the course that contains the assignment.
- Locate the assignment that needs to be completed; most of the time this is located in the "Assignments" content area; however, this may differ depending on the course/instructor.
- Click on the title of the assignment.
- Read the instructions listed under the title of the assignment.
- Click on "Browse Local File" button and locate the file on your computer.
- Click Open after selecting the file. Multiple files can be added in a similar manner.
 - It is possible to type or copy/paste your assignment directly in the submission box area but only do so if specified by your instructor; **most instructors prefer a separate attachment for assignments.**
- Enter any comments you may have in the comments area. In the very least, enter the assignment name and your name.
- Click "Submit" to send the assignment to the instructor.
 - "Save" will only save it to your Blackboard account; it does NOT go to the instructor.

To Take a Quiz, Test, Exam, or Survey

- Access the course that contains the quiz, test, exam, or survey (collectively referred to as assessments from this point forward).
- Click on the button and/or folder which contains the assessment that you are about to take; most professors have a content area named "Tests" or "Quizzes." Some instructors may put assessments in different folders so check with your instructor for specific folder locations as this may vary depending on the course/instructor.
- Locate the assessment in the folder.
- Click on the title of the assessment.
- Click "begin" ONLY if you are ready to take the assessment. Most instructors only allow one attempt. If you need an assessment reset, you will need to contact your instructor.

- Answer all questions to the best of your ability.
- Click Submit. If the Save option is available, it is suggested that you save every five minutes to update your progress.
- Click on "ok."
- Your grade will immediately be recorded in your online grade book. If you would like to see specific details, you can click on your grade in your grade book. If you see a grade of "!" it means that the instructor will need to check part of your quiz before you see a final grade.

To Zip/Compress Files with Windows 7/8/8.1/10

- Locate the file(s) that need to be zipped. This can be in a folder or on your Desktop.
- Highlight each file either by using the mouse and highlighting a group of files or by holding down CTRL and single left clicking each file name. It is easier if all of the files are in the same directory.
- Right click on the group of highlighted files.
- Select "Send To" on the context sensitive menu that appears.
- Select "Compressed (zipped folder)."
- Rename the .zip file to match that of the assignment for which is being submitted. Do not forget the .zip filename extension when renaming the file.

How do I get help with Blackboard?

If you are having difficulty accessing Blackboard, please contact:

Zakary F. Wade

zwade@pdc.edu

757.569.6718

To Submit a Help Ticket for Blackboard support:

- Enter <https://support.vccs.edu/support/jsp/index.jsp> in the address bar.
- Click on "Paul D. Camp."
- Fill out the form with the requested information and be sure to choose "Blackboard" in the "With which product do you need support" section.
- Click the "Request Support" button.

Information needed when submitted a help ticket (calling or email):

- Your Name.
- Your VCCS ID (username)
- Your EMPLID.
- Your e-mail address.
- Your date of birth.
- The time of the error.
- A brief description of what happened and what you were doing at the time the error occurred.
- Any actual text that was displayed when the error occurred.
- What internet browser you are using.
- What Internet Service Provider you are using.



Help can also be found by visiting the following websites:

- Blackboard 9.1 Student Manual
https://help.blackboard.com/en-us/Learn/9.1_2014_04/Student/040_In_Your_Course
- Blackboard 9.1 Student Tutorial Videos
https://en-us.help.blackboard.com/Learn/Reference/Blackboard_Learn_Videos/Student_Videos
- Blackboard 9.1 Instructor Manual
<http://library.blackboard.com/ref/a86c3648-80a5-43cc-8fed-b3f5d24518ce/>
- Blackboard 9.1 Instructor Tutorial Videos
https://en-us.help.blackboard.com/Learn/Reference/Blackboard_Learn_Videos/Instructor_Videos
- Blackboard Knowledge Base
<http://kb.blackboard.com/dashboard.action>

How do I get help concerning my Student Email?

If you are having difficulty accessing Student Email, please contact:

Computer Labs Franklin Campus	757.569.6788
Suffolk Campus	757.925.6318

To Submit a Help Ticket for email support:

- Enter <https://support.vccs.edu/support/jsp/index.jsp> in the address bar.
- Click on "Paul D. Camp."
- Fill out the form with the requested information and be sure to choose "@mail (email)" in the "With which product do you need support" section.
- Click the "Request Support" button.

How do I get help with VCCS SIS: Student Information System?

If you are having difficulty accessing VCCS SIS: Student Information System, please contact:

Admissions Office Franklin Campus	757.569.6707	757.569.6722
Suffolk Campus	757.925.6312	757.925.6313

To Submit a Help Ticket for VCCS SIS: Student Information System:

- Enter <https://support.vccs.edu/support/jsp/index.jsp> in the address bar.
- Click on "Paul D. Camp."
- Fill out the form with the requested information and be sure to choose "Student Information System" in the "With which product do you need support" section.
- Click the "Request Support" button.

Where can I access Distance Learning Orientation materials online?



- Go to the Paul D. Camp Community College homepage: <http://www.pdc.edu/>.
- Click on “Distance Education.”
- View the “Distance Education Orientation” section.

