

HOW TO USE THE BLACKBOARD SUPPORT CENTER

The Blackboard Support Center is where you can get help and find answers to your questions about Blackboard 24/7. Once you have logged into Blackboard, you will see the Blackboard Support button on the top frame.

Hovering over the Blackboard Support button and clicking on “**Blackboard Support**” launches the Support Center dashboard which appears as an overlay on the page.

The screenshot shows the Blackboard Support Center interface. At the top right, a button labeled "Blackboard Support" with a question mark icon is highlighted. Below it, the navigation menu includes "MyCourses", "Content Collection", and "Student Support". The main content area is titled "How can we help you?" and features a search bar with a magnifying glass and a close button. Below the search bar, there are three sections of topic tiles: "Select one of the topics below", "How do I?", and "Please specify". The "Select one of the topics below" section includes tiles for "Getting Started", "Set up courses", "Work with Course Content", "Hand in assignments", "Grading", "View grades", "Use Communication Tools", "Collaborate with others", "Give feedback", "Share Knowledge and Skills", "Take a test or survey", and "More...". The "How do I?" section includes tiles for "Use Announcements", "Use Discussions", "Use Groups", "Use Email", "Use Blogs", "Use Collaborate", "Use Messages", "Use Journals", "Use Wikis", and "Email with Qwickly". The "Please specify" section has a dropdown menu with the text "Select one of the available options". Below these sections, there is a "Suggested Help for 'Use Discussions'" section with a video player and social sharing icons. At the bottom, there is a "Couldn't find your answer?" section with contact options: "Email/Ticket", "Call", and "Chat". The footer includes the text "Powered by EasySoft".

Blackboard Support ?

MyCourses Content Collection Student Support

UT Rio Grande Valley

How can we help you?

Select one of the topics below

Getting Started Set up courses Work with Course Content Hand in assignments

Grading View grades Use Communication Tools Collaborate with others

Give feedback Share Knowledge and Skills Take a test or survey More...

How do I?

Use Announcements Use Discussions Use Groups Use Email Use Blogs

Use Collaborate Use Messages Use Journals Use Wikis Email with Qwickly

Please specify

Select one of the available options

Suggested Help for "Use Discussions"

Watch a video about discussions

Couldn't find your answer?

We can help you personally, how would you like to contact us?

Email/Ticket Call Chat

Powered by EasySoft

You can use this search bar to look up specific help items or you can click on a topic listed below.

Based on where you are in Blackboard, the most relevant help topic will be highlighted. If you want to jump to a different topic, you can use these tiles to make your selection.

More specific topics can be selected here.

Here, you will see related help items. These items include articles, videos, and hints.

If you still need further assistance, you can contact Blackboard support directly by choosing one of the available contact options and entering the required info.

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