Blackboard Learn Help for Students Taking CCI Courses

What is an Internet Browser?

An internet browser is the program or application or app that you use to browse the internet on your computer. Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Internet Explorer usually work fine for most users of Bb Learn.

Edge Internet Browser Should Not Be Used

Microsoft Edge is the internet browser that is pre-installed with Windows 10 computers, but a bug was discovered with Edge around 10/27/16. On webpages where you upload a file, if you have that file open in another program, the file you upload will be blank. This is not an issue with Bb Learn. Blackboard has reported the issue with Microsoft, but there is no estimate on when Microsoft will implement a fix. Until this issue is fixed by Microsoft, the Microsoft Edge internet browser should not be used with Bb Learn, or with Drexel CCI coursework in general.

Use one of the following internet browsers instead: Firefox, Chrome, Internet Explorer (Windows), or Safari (Mac).

Unable to Login to Bb Learn or Access Bb Learn

This section provides help with those having issues accessing the Blackboard (Bb) Learn home webpage or logging into Bb Learn.

Try Visiting the Drexel Bb Learn Website Directly

Try visiting the Drexel Bb Learn website directly, and when you do so, make sure you using one of the URLs or web addresses below. You will login with the same credentials that you use to login to Drexel One (http://one.drexel.edu).

1. http://learn.drexel.edu
2. https://learn.dcollege.net

If this doesn't help, proceed to the next section.

Bb Learn Website Still Not Accessible?
1. If you can’t get the Bb Learn website to load at all in your internet browser, try a different internet browser. Only use one of the internet browsers listed below on a laptop or desktop computer for this. These browsers are either free downloads or come pre-installed on computers.
   b. Chrome (https://www.google.com/chrome/)
   c. Safari (on a Mac -- pre-installed)
   d. Internet Explorer (on a PC -- pre-installed)

2. If you get the same results in a different internet browser, then you may want to proceed to contact Drexel ITG Blackboard Support for further assistance and/or you can try the following.
   a. Use Drexel’s VPN and then try accessing Bb Learn again.
      i. Click link above to collapse this area.
      A VPN (Virtual Private Network) is a way for you to be on Drexel’s network even when you are not physically on Drexel’s campus, and this can sometimes help you access Drexel online resources that aren’t normally available to you.

      Look under “Get AnyConnect Secure Mobility Client For Your Operating System” at the link below and choose the appropriate operating system, install Drexel’s VPN client, and login with it to Drexel’s network. Instructions for installation and use of this client are below.

      - http://drexel.edu/irt/help/a-z/VPN/

      If you don’t know your operating system, visit the following link on your computer or mobile device and look under the line that says “YOUR WEB BROWSER IS.”

      - https://www.whatismybrowser.com/

   b. Trying a different internet network (if available to you) and/or using the internet network you use on your mobile device when you are not using WiFi (if available to you and data rates may apply).
      i. For accessing Bb Learn on your mobile device, see the following webpage.
         1. Bb Learn on Mobile Devices
   c. Use Drexel’s VPN on your computer and/or mobile device on the new network.
      i. Click link above to collapse this area.
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      If you don’t know your operating system, visit the following link on your computer or mobile device and look under the line that says “YOUR WEB BROWSER IS.”

      - https://www.whatismybrowser.com/
   d. If none of the above steps help you, contact Drexel ITG Blackboard Support for further assistance.

Login Issues?

Follow these steps if you cannot login to the Bb Learn home webpage, but the Bb Learn home webpage does load in your internet browser.

If you forgot your Bb Learn password, see the following webpage.

* Bb Learn Misc -- Password Resetting for Blackboard and DrexelOne

If your Bb Learn login credentials (username and password) aren’t working, then contact the Drexel Accounts Office using one of the methods below.

1. Drexel Accounts Office Phone: 215-895-2020
2. Drexel Accounts Office Email: accounts@drexel.edu
3. Drexel Accounts Office Website: http://drexel.edu/it/help/a-z/accounts/
Class Recordings or Live Broadcasts

See the following pages for help accessing echo360 on-campus class recordings or live broadcasts.

Note that some echo360 recordings may only be available with instructor permission for students who have legitimate reasons for not attending class on-campus.

And some on-campus classes may not be recorded at all.

- echo360 -- First Use in Bb Learn
- echo360 -- Troubleshooting Recording Playback Issues
- echo360 -- Troubleshooting Live Broadcast Issues

Assignment and Discussion Board Submission Help

The following webpages provide assistance to anyone trying to submit an assignment or test in Bb Learn.

Discussion Board Help

- Video -- Discussion Board Use
- Bb Learn Discussion Boards -- Subscribing by Email, or Email Notifications
- Bb Learn Discussion Boards -- Adding a Link to a Post
- Bb Learn Discussion Boards -- Attaching a File to a Post
- Bb Learn Discussion Boards -- Tree View

Bb Learn Assignment Help

- Bb Learn Assignments -- How Students Submit
  - The above webpage will help with many common submission issues.

Turnitin Direct Assignment Help

- Turnitin Direct -- How Students Submit
- Turnitin Direct -- How Students Verify Submissions

ApprenNet or Practice Assignment Help

- Practice -- Help for Students

Help Creating a, or Converting to, Word or Excel or Powerpoint or PDF File

- Bb Learn Misc -- How Students Can Create Word, Excel, PowerPoint, or PDF Files

Find Feedback, Comments, or Grades

The following webpages provide assistance to anyone trying to find grades on assignments or tests, or looking for feedback or comments from instructors on submissions.

- Bb Learn Assignments -- How Students View Feedback
- Bb Learn Discussion Boards -- Troubleshooting
- Bb Learn Grade Center -- How Students View Grades
  - Same page as Bb Learn Assignments -- How Students View Feedback

Email Issues
If you have any issues with Drexel email, see the following webpages.

- Bb Learn Misc -- Drexel Email Forwarding
- Bb Learn Misc -- Password Resetting for Blackboard and DrexelOne

If you still need Drexel email assistance, contact the DU IT Accounts Office using the information below.

- Drexel Accounts Office Phone: 215-895-2020
- Drexel Accounts Office Email: accounts@drexel.edu
- DU IT's Email Setup webpage: http://drexel.edu/it/connect/email/

Profile Picture

See the following webpage if you want a picture of you (or whatever really) to appear next to discussion board posts, Wiki posts, and other similar contributions in Bb Learn.

- Bb Learn Profile -- Picture -- Posting

See the following webpage to change your profile picture.

- Bb Learn Profile -- Picture -- Changing

Other Bb Learn Technical Issues

If you are having other technical issues than the ones mentioned above, then follow the instructions below.

1. Clear your internet browser history, close and reopen your internet browser, try logging into Bb Learn again, and see if you experience the same issues.

   a. Not sure what internet browser you are using?

      i. Visit the following webpage on your computer in a new tab or window in your internet browser.

         1. https://www.whatismybrowser.com/

         ii. Look under the line that says “YOUR WEB BROWSER IS.”

         iii. Record that line in Microsoft Word or a similar document.

   b. Clear your cache in Chrome: https://support.google.com/chrome/answer/95582?hl=en
   d. Clear your cache in Internet Explorer 11: https://kb.wisc.edu/helpdesk/page.php?id=15141
   e. Clear your cache in Safari: https://kb.wisc.edu/page.php?id=45060

2. If you still experience the same issue:

   a. Do not log out of Bb Learn or close your internet browser.
   b. Write down the date and time of the error in a Word or a similar document.
   c. Take a screenshot of any error message that you see on the screen.

      i. The following webpage will tell you how to take a screenshot.

      1. Bb Learn Misc -- Assignments Outside of Bb Learn -- Screenshot Instructions
   d. Click the "Tech Support" link at the top of Bb Learn.
   e. From the "Tech Support" area, record the "Hostname" near the error date & time in your document.
f. Record what internet browser and browser version number you are using.
   i. Not sure what internet browser you are using?

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<td>2. Look under the line that says &quot;YOUR WEB BROWSER IS.&quot;</td>
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<td>3. Record that line in Microsoft Word or a similar document.</td>
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g. Logout of Bb Learn, and now close your internet browser.

h. Login to Bb Learn and, in using one of the following internet browsers, and see if you experience the same issue.
   ii. If you don't experience the same issue, great!
      i. If you want, report the issue to Drexel ITG Blackboard Support for further assistance with your first internet browser info, and provide them with any information or screenshots you recorded, and describe the issue to them.
      ii. When emailing Drexel ITG, please include your Drexel username, course, and your hostname.

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<tr>
<td>Visit the webpage below for how to find system specs for your Windows, Mac/Apple, or Linux computer.</td>
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<tr>
<td>a. In the &quot;4 Methods&quot; line under &quot;4 Ways to Find System Specs,&quot; click the type of computer or device you have.</td>
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<td>2. For Windows, only follow steps 1-3 in the &quot;Windows&quot; section.</td>
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<td>3. For Mac or Apple laptops, follow steps 1-2 for all Macs and only follow step 3 for older Macs (OS X Mavericks or 10.9 and below) in the &quot;Macs&quot; section.</td>
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<tr>
<td>4. For Linux, only follows steps 1-4 in the &quot;Linux&quot; section.</td>
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<td>5. Do not follow Android instructions.</td>
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To find system specs for an **Android mobile device**, follow the instructions below:

1. Go to your "Settings."
   a. You usually can find your Android "Settings" by swiping your finger down from the top of the mobile device display, and then clicking a gear icon or something that says "Settings."
   b. If that doesn't work, you also usually can find your Android "Settings" by visiting the webpage where all your apps are listed, and looking for a gear icon labeled "Settings."
   c. If neither of those options work, try installing the app below on your Android device.
   d. After installing, explore the apps for the settings you need to find, and do not proceed further with these instructions.
2. Look for a "Storage" or "Memory" area. Click them if no information is listed in these areas. Use the back arrow to go back to see another area if more information is needed.
3. If neither area appears, move to the next step. Look for an "About phone" or "About device" option and tap it if you need more information.
   a. If you couldn't find a "Storage or "Memory" area before, look for them now and click them if necessary to find information.
4. If you still cannot find the information you are looking for, try installing the app below on your Android device.
   b. After installing, explore the apps for the settings you need to find

To find system specs for an **Apple (iOS) mobile device**, follow the instructions below:

1. Find the "Settings" app or button that looks like overlapping gears.
2. Click the "General" option with the gear icon.
3. Click "About."
   a. "Version" displays your operating system (OS) version number.
   b. Add "Capacity" and "Available" together to get your total storage.
   c. For additional information, try searching on Google for your model information or searching on [http://www.everymac.com/](http://www.everymac.com/) with your model or serial number information.
3. If you still experience the same issue in a different internet browser:

a. Don't log out of Bb Learn or close the new internet browser.
b. Write down the date and time of the error in your Word or similar document.
c. Take a screenshot of any error message that you see on the screen near the error date & time in your document.
   i. The following webpage will tell you how to take a screenshot.

   1. Bb Learn Misc -- Assignments Outside of Bb Learn -- Screenshot Instructions
   2. Click the "Tech Support" link at the top of Bb Learn.
   3. From the "Node Information" area, record the "Hostname" in Microsoft Word or a similar document.
   4. Visit the following webpage on your computer in a new tab or window in your new internet browser, look under the line that says "YOUR WEB BROWSER IS", and record that line on your Word or similar document.
      i. https://www.whatsmybrowser.com/
   5. Contact Drexel ITG Blackboard Support for further assistance, providing them with any information or screenshots you recorded and describing the issue to them.
      i. When emailing Drexel ITG, please include your Drexel username, course, and your hostname.

To find system specs for an Apple (iOS) mobile device, follow the instructions below:

1. Find the "Settings" app or button that looks like overlapping gears.
2. Click the "General" option with the gear icon.
3. Click "About." a. "Version" displays your operating system (OS) version number.
   b. Add "Capacity" and "Available" together to get your total storage.
   c. For additional information, try searching on Google for your model information or searching on http://www.everymac.com/ with your model or serial number information.
Drexel ITG Blackboard frequently helps students and instructors with Bb Learn technical issues.

Students, please provide Drexel ITG Blackboard Support with any information you recorded from following the above instructions and describe the issue to them.

Below are the various ways to contact Drexel ITG Blackboard Support.

- **Phone:** (215) 895-1224 (24/7 availability).
  - If you are out of the country, international phone charges may apply.
  - If you still do not get help, please try the email below to get assistance from more highly trained support staff.
- **Email:** itg@drexel.edu
  - When emailing Drexel ITG, please include your Drexel username, course, and your hostname.
    - The last is found under "Node Information" under the "Tech Support" tab or link at the top of Drexel Learn or Bb Learn.
- **Web:** [http://drexel.edu/it/help/a-z/learn/](http://drexel.edu/it/help/a-z/learn/)