

FACULTY: To access Blackboard Faculty Resources, [click here](#).

If you have any questions about NEIUport , NetIDs, e-mail, passwords or login procedures (including logging into Blackboard, please call 773-442-4230. If you have any questions once you are in Blackboard, please send an e-mail message to etlt@neiu.edu or call 773-442-4467.

SPRING 2007 Q & A FOR BLACKBOARD COURSE INSTRUCTORS

Revised 01/23/2007

This document provides critical information for all Blackboard (Bb) instructors at NEIU. Please read through this document to prepare for the spring 2007 semester. If you have any questions about NEIUport , NetIDs, e-mail, passwords or login procedures (including logging into Blackboard, please call 773-442-4230. If you have any questions once you are in Blackboard, please send an e-mail message to etlt@neiu.edu or call 773-442-4467.

STUDENT ISSUES

NEW: Will my students still have to enroll in my spring 2007 Bb courses using the Bb online course catalog?

Yes. However this will likely be the last semester in which they will have to do so. [CLICK HERE FOR INSTRUCTIONS ON HOW TO ENROLL IN YOUR Bb COURSES](#)

NEW: A student can log into NEIUport, but not into Bb...why?

New Bb student accounts are generated by the student information system and logging into Bb is now managed by NEIUport. Each day, the Bb administrators receive a file from administrative computing with new student accounts and load it into the Bb system. Students who have recently registered for classes or who are first-time Blackboard users may not yet be in the Bb system. If they can get into NEIUport, but cannot log into Bb, please send an e-mail to etlt@neiu.edu with the following information. **If they have never logged into NEIUport, then they will not be able to log into Bb-- have them call 442-4230 for help on getting a NEIUport NetID and password. Do not have them contact etlt@neiu.edu before they log into NEIUport.**

- Your first & last name
- Your NetID (the one that you use to get into NEIUport)
- Your university (CARS) ID number (it is located on your student ID card)

We will be able to check whether you are in the Blackboard system. If not, we will send the information to Administrative computing so that you will be in the next file that we receive.

What happened to the Create User button on the Bb login page?

Since the NetID/Bb accounts are now managed through NEIUport and NEIU's student information system, users will no longer have to create their own Bb accounts. Users who forget their NetID or password, can retrieve it by following instructions on the NEIUport login page at <http://neiuport.neiu.edu>.

One of my students can log into NEIUport, but not into Bb...why?

New Bb student accounts are generated by the student information system and logging into Bb is now managed by NEIUp^{ort}. Each day, the Bb administrators receive a file from administrative computing with new student accounts and load it into the Bb system. Students who have recently registered for classes or who are first-time Blackboard users may not yet be in the Bb system. Please have patience with these students. Students having trouble logging in should call 442-4230.

Several of my students can still access their old Bb accounts. Why can't they just bypass the system and use an old account?

All Bb student accounts that have a username that is different than the NetID will be de-activated sometime during the Spring 2007 semester. **Therefore, it is extremely important that you let your students know that they must not try to "bypass the system" by continuing to use your non NetID account. If they do, you risk losing assignments and grading information in your Blackboard courses.**

Will my students still have to enroll for their spring 2007 Bb courses using the Bb online course catalog?

Yes. However this will likely be the last semester in which they will have to do so. [CLICK HERE FOR INSTRUCTIONS TO STUDENTS ON HOW TO ENROLL IN Bb COURSES](#)

In the past, my students have had a hard time finding my course in the Bb online catalog. Can something be done about all of the old Bb courses that are in there?

Yes. All Bb courses from Fall 2006 or earlier have been set to **unavailable**. This means that instructors will still be able to see all of their courses; however the courses will be invisible to students and will not show up in the Bb online course catalog. Your Bb courses will be listed in the "Courses You are Teaching" window in Bb with the word "unavailable" in bold and parentheses next to the course name. *Courses that have been requested for Spring 2007 using the New Course or Renew Course forms at www.neiu.edu/~ctl/blackboard.html will not be changed and will be set to **available**.*

Please set all of the Bb courses that you plan to offer in spring 2007 to **available**. This will insure that only courses for the spring 2007 semester will be included in the Bb online course catalog for students. To do this, go to the course Control Panel, click Settings > Course Availability, set availability to "Yes" and click Submit

FACULTY ISSUES

Why can I not log into Bb?

Logging into Blackboard is now controlled by the Identity Management System in NEIUp^{ort}. In order to log into Blackboard you must first set up your NetID and password in NEIUp^{ort} at <http://neiuport.neiu.edu>. **If you cannot get into NEIUp^{ort}, then you cannot get into Bb--call 442-4230 for help.** Once you log into NEIUp^{ort}., your login information is automatically set up in Bb and you can log in using your NetID and password.

Your NetID will become your permanent username for Bb. Your Bb courses themselves will not change--once you are in Bb, your courses will look and act the same as before and none of the content will be altered.

Will all of my Bb courses from my existing Bb account be in my new account?

Yes. Every course in our Bb system that lists you as instructor should be in your "NetID compatible" account. If you have been using a different Bb ID than the Net ID (or more than one), then each of your courses will now list two instructors (your existing Bb username and your NetID).

Is there a risk of losing any of my existing Bb courses?

No. No courses are being deleted from the system at this time (*see next question*).

What happened to my old Bb account?

All Bb faculty accounts that have a username that is different than the NetID have been made unavailable (but have not yet been deleted). If you attempt to log in to the old account, you will receive a message that states: "Access denied - your account access to the system is no longer available."

What happens if I have courses in my new account that I have never used or do not want anymore? Can I delete them?

Not yet. Since deleted Bb courses are GONE (we cannot retrieve a deleted course), we want to insure that nothing is deleted accidentally. During the spring 2007 semester, CTL staff will be contacting all faculty with courses in the Bb system to determine which courses they wish to keep, which courses should be archived and which should be deleted.

What if I have trouble with my NetID, password or logging into Bb?

Bb login is now managed by the NEU *port* identity management system, not by the Center for Teaching and Learning. Throughout the month of January, a special help team from University Computing is available at 442-4230.

For my spring 2007 Bb courses, do I still need to request new and renewed Bb courses using the forms at www.neiu.edu/~ctl/blackboard.html?

Yes. However, this will likely be the last semester in which you will have to do so (*see "What other changes can I expect in 2007?" below*).

The GOOD NEWS

All change (especially technology-based change) is difficult, while the systems are still being debugged and while everyone on campus gets used to how the new system runs. Fortunately, we should only have to go through this process once! By summer 2007, we anticipate that faculty will no longer have to request new Bb courses and that students will no longer have to register themselves into Bb courses.