



eLearning Programs and Support



Student Blackboard Frequently Asked Questions

1. How do I get into Blackboard (WebCT)?

Access this URL:

<http://webct6.calstatela.edu/webct/entryPageIns.dowebct>

2. How can I reach the Blackboard (WebCT) support?

Fill out the Blackboard Help Request form at:

http://www.calstatela.edu/academic/aa/ess/elps/elpsblackboard_helprequestform.php

3. Why can't I log into Blackboard (WebCT)?

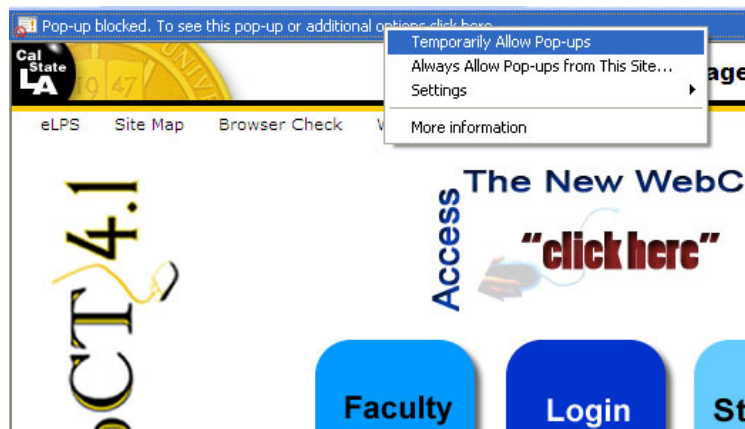
Blackboard (WebCT) makes use of your NIS account user name and password. You can receive your NIS account from ITS helpdesk located at the Palmer Wing of the Library. Tel: (323) 343-6170

4. I forgot my password, what do I do?

Contact ITS at the Palmer Wing of the Library Tel: (323) 343-6170

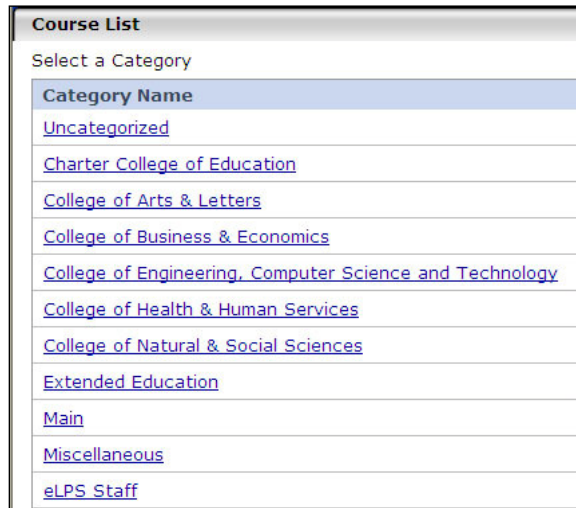
5. Why can't I download my assignments or my syllabus?

Make sure your pop-up blocker is turned off (temporarily allowed) for Blackboard (WebCT). In many browsers, when a pop-up is blocked, you are given the options to allow it. (see image)



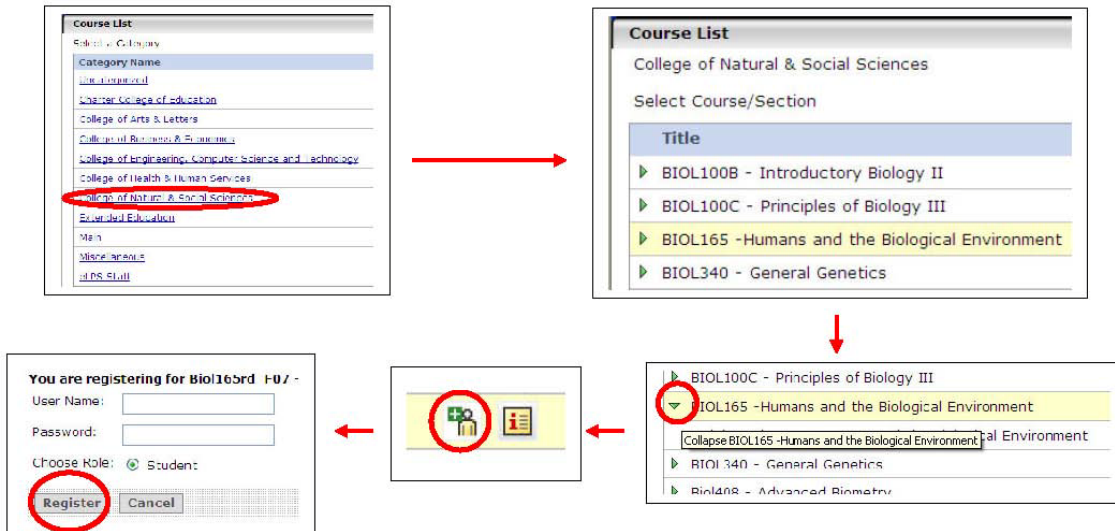
6. Which classes are available in Blackboard (WebCT)?

To browse the list of available courses, from the log-in page, select Course list > Department > Class > Section (See image)



7. How do I add a class?

Click the following Course list > Department > Class > Section; then click on the person with the “+” sign then enter your NIS information to self-register. (See image)



*If you know your course should be using Blackboard (WebCT) and an icon of the person with the plus sign is not present, contact your instructor to have the course switched on.

8. There are multiple classes with the same name, how do I know which one is mine?

Each course section name contains the following pieces of information, in order:

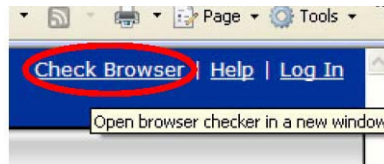
- Course number
- Faculty initials
- Section number
- Term
- College

Sample Section Names:

- ACCT310_rl_SEC01_FA09_CB&E
- COMM385&ENG385_ra_SEC01&SEC02_FA09_CA&L

9. What do I do if I can't seem to log-in to Blackboard (WebCT) or a blank page comes up after I log-in?

Click on the 'check browser' button on the log-in page; top right hand side of browser window.



10. I added the wrong class. How do I remove a class?

Fill out the Help form and request you be removed:

http://www.calstatela.edu/academic/aa/ess/elps/elpsblackboard_helprequestform.php

11. What is the preferred browser from Blackboard (WebCT)?

Firefox; errors occurs sometimes with Internet Explorer.

12. Can I access Blackboard (WebCT) from my home/office computer?

Yes, Blackboard (WebCT) is an online service like any other web service; it can be accessed from any computer which is connected to the internet using the link:

<http://webct6.calstatela.edu/webct/entryPageIns.dowebct>

However, if you are not able to access Blackboard (WebCT) from off campus, it is advised that you go to the ECST open access labs on campus to use Blackboard (WebCT).