

## ***Frequently Asked Questions***

### **What is Blackboard?**

A: Blackboard is a course management system that MPCC uses to conduct online, hybrid and traditional college classes

### **Where do I go to login?**

A. We encourage you to go to the MPCC CampusWeb site and login from there. <https://campus.mpcc.edu>, then click on [Online Classes - Blackboard login](#) Once you get to the login page, save it to your favorites.

Or <http://mpcc.blackboard.com> is the direct access link. Save that to your “favorites” or bookmark it for easy access.

### **What is my username?**

A: your student ID number: ex:43865

### **What is my password?**

A: Your last name first initial. Ex: Bob Smith = smithb

### **What if I can't login?**

A: Try it one more time. If that doesn't work then call the toll free technical support number at: 1-800-658-4308 Ext.3718  
Or email [BBHelp@mpcc.edu](mailto:BBHelp@mpcc.edu)

### **When can I access my online/hybrid course?**

A: If it is an online/hybrid course it will be available by 8:00 am CST on the first scheduled day of class.

### **What if the MPCC CampusWeb site isn't working?**

A: Blackboard is probably still working, use the direct access link: <http://mpcc.blackboard.com/>

### **What do I do first after entering my class?**

A: Email your instructor and tell them you are in your class and ready to learn! Then navigate around using the buttons or links on the left side of the page to view your syllabus and course content.

### **Can I access Blackboard from anywhere?**

A: Yes! All you need is a computer and internet access.

### **Who do I call for Technical Support ?**

**A:** If you have a question about your course, an assignment, or test be sure to contact your instructor first.

If you are having technical problems call our toll free support number at: 1-800-658-4308 ext 3718, or email: [BBHelp@mpcc.edu](mailto:BBHelp@mpcc.edu)

Hours: 8:00 AM – 5:30 PM Monday thru Friday

Please leave a message with your name, course you are enrolled in, name of instructor, state the problem. Make sure to leave a return phone number.

### **What are the different types classes mentioned?**

**A:** Online classes are held entirely on the internet.

Hybrid is a course offered partly online and partly on campus

Traditional classes are held completely on campus.

### **I dropped a course, why does it still appear in my course list?**

**A:** Once the instructor removes you from the course it usually take about another week before the course no longer show up on you course tab.

### **I am enrolled in an online course, why isn't it appearing in blackboard?**

**A:** It may not be available to you if you are attempting to access the course prior to the start time of 8:00 am CST on the first day of the course.

If the course has started contact Technical Support as seen below.

1-800-658-4308 ext 3718, or email: [BBHelp@mpcc.edu](mailto:BBHelp@mpcc.edu)

Hours: 8:00 AM – 5:30 PM Monday thru Friday

Please leave a message with your name, course you are enrolled in, name of instructor, state the problem. Make sure to leave a return phone number.

### **How do I change my personal information in Blackboard?**

**A:** Once you log into Blackboard. You will see **My Places** located at the top of the page. Click on this and you can change your information.



**Can I change my password?**

A: NO, passwords are set in Blackboard by the System Administrator.

**I did not complete a quiz the first time and now it won't let me finish, what do I do?**

A: Your instructor must clear your attempt and allow you to retake the quiz.

**What is the software requirements for Blackboard?**

A: For Windows you may use:

Internet explorer web browser version 6 or higher, or Mozilla Firefox 3.5 or higher

For MAC users the preference is Mozilla Firefox. Or you can use Safari

**For further details see chart below.**

Make sure you have your **pop up blockers** disabled whenever you are in your course.

Make sure your Java is the latest version and your critical updates are current for your browsers.

**Web Browser Chart  
Supported Technologies 9.1 SP6**

Blackboard™ Learn Release 9.1 was tested with a variety of platform technologies as well as common client-side technologies.

**Certified:** fully tested and supported.

**Compatible:** partially tested but should function properly.

**Unsupported:** either impossible or not tested.

**Provisional:** (Client Technologies ONLY) future technologies considered supported by Blackboard Support

Microsoft® Windows® Operating System					
	Internet Explorer® 9	Internet Explorer 8	Firefox (Final Release Channel)	Firefox 3.6	Chrome (Stable Channel)
Windows®	Unsupported	Compatible	Compatible	Compatible	Compatible

<b>XP (32-bit)</b>					
<b>Windows Vista® (32-bit)</b>	<b>Certified</b>	Compatible	<b>Certified</b>	Compatible	Compatible
<b>Windows Vista (64-bit)</b>	Compatible	Compatible	Compatible	Compatible	Compatible
<b>Windows 7 (32-bit)</b>	<b>Certified</b>	Compatible	<b>Certified</b>	Compatible	<b>Certified</b>
<b>Windows 7 (64-bit)</b>	Compatible	Compatible	Compatible	Compatible	Compatible

### Apple® Mac OS® Operating System

	<b>Safari® 5.0</b>	<b>Safari 4.0</b>	<b>Firefox (Final Release Channel)</b>	<b>Firefox 3.6</b>	<b>Chrome (Stable Channel)</b>
<b>Mac OS X 10.5 "Leopard®"</b>	Compatible	Compatible	Compatible	Compatible	Compatible
<b>Mac OS X 10.6 "Snow Leopard®"</b>	<b>Certified</b>	Compatible	<b>Certified</b>	Compatible	<b>Certified</b>

- Blackboard strives to make all its products as accessible as possible. JAWS for Windows 11 and 12 were used during accessibility testing.
- Blackboard Learn requires the latest version of Sun JRE 6. The JRE can be downloaded from <http://java.sun.com/javase/downloads/index.jsp>.
- The following technologies are not supported:  
Internet Explorer 6 and Internet Explorer 7  
Firefox 1.x, 2.0, 3.0, and 3.5  
Safari 2.0, 3.x (or any version on Windows)  
Mac OS X 10.4 "Tiger"  
Java 5
- Internet Explorer 8 and Internet Explorer 9 are tested in Standards Mode. Some known issues can be resolved by using Compatibility Mode (emulates IE7 behavior).
- Both Google Chrome and Mozilla Firefox have moved to a rapid release cycle. At the time of testing, Chrome 10.0 and Firefox 4.0 were the latest available versions. Since then, new stable versions have been released and widely adopted. Blackboard is supporting all newer stable versions of Chrome and Firefox.