Frequently Asked Questions

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General

What is E-Learning?

E-Learning is a web-based instruction package licensed by UMC as the standard campus e-learning platform. Faculty and instructors can use it to easily make available course materials, documents, chat environments, discussion boards and quizzes online. It is also known as Blackboard.

How do I login to E-Learning or Blackboard for the first time?

Start your Internet browser and type https://elearning.umc.edu into the address bar. After the Blackboard page has loaded, use your UMC email username and password to login.

If this doesn't work please contact the Information Systems Service Desk at 601-984-1145 or via e-mail at servicedesk@umc.edu for help.

Who are E-learning administrators?

E-learning administrators (ELA's) are instructors/faculty that have authority and knowledge to help with blackboard issues or questions. For a list of all E-learning administrators, see http://elearningdocs.umc.edu/documents/guides/elas.pdf .

What is my username?

Your username is your Outlook user name e.g: John Smith would be something like JSmith

I click on the Forget Password Link on the Blackboard logon page and get the error message "No user accounts were found that matched the information entered. Click here to search again", what do I do?

The forgot Password link will reset your UMC password. If you don't know the information needed to reset your password contact the Information Systems Service Desk at 601-984-1145 or via e-mail at servicedesk@umc.edu for help.

Am I in Blackboard?

If you have UMC Portal access you are automatically added to Blackboard as a student.

How do I change my password?

1. Go to https://elearning.umc.edu
2. Click on Forgot your password
3. Enter your UMC Network Login ID (UMC network ID is your Outlook user ID), Last 4 digits of your Social security number and your Day of your date of birth.
4. Click Reset my password

*The forgot Password link will reset your UMC password.

If this doesn't work please contact the Information Systems Service Desk at 984-1145 or via e-mail at servicedesk@umc.edu to have your password changed.

What to do if you don't know your E-mail address?

Please contact the Information Systems Service Desk at 984-1145 or via e-mail at servicedesk@umc.edu.

Where do I go for additional Support?

- Contact an E-Learning Administrator (ELA) for your school at http://elearningdocs.umc.edu/documents/guides/elas.pdf
- Contact the Information Systems Service Desk at 601-984-1145 or via e-mail at servicedesk@umc.edu
- Send an email to DIS-Elearning@umc.edu
- Contact Application Support Specialist, Teresa Walter twalter@umc.edu

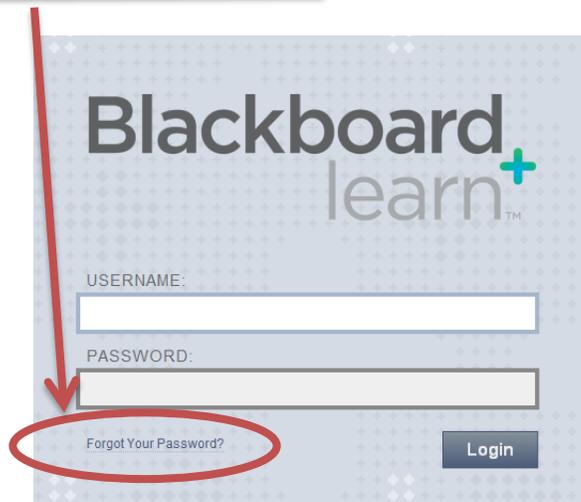## Does my E-Learning class have to be a Distance Education class?

No, most instructors use E-Learning to supplement face to face courses.

Who removes students from a course?

The instructors will delete any student from a course

Where is the Forget your Password Link?

What is an Assessment?

An assessment is a series of questions an instructor presents to students. The purpose of the assessment can be to evaluate concepts, provide drill and practice exercises, perform opinion polls or administer course evaluations.

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What is Respondus?

Respondus is a powerful tool for creating and managing exams that can be printed to paper or published directly to Blackboard. Exams can be created offline using a familiar Windows environment. UMC has a campus wide license available for all faculty members that can be downloaded by clicking on Respondus from the support tab at http://elearning.umc.edu/ (on campus only).

What is StudyMate?

StudyMate lets instructors create elearning activities and games that are in Flash format. The activities can be used with any web server or published directly to Blackboard. StudyMate will also import queries and glossaries from word processing files, making it easy to create activities from existing content. UMC has a campus wide license available for all faculty members that can be downloaded by clicking on StudyMate from the support tab at http://elearning.umc.edu/ (on campus only).

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What is Respondus LockDown Browser?

Respondus LockDown Browser is a custom browser that provides a secure testing environment within Blackboard, Desire2Learn or Moodle. Students are locked into the assessment and are unable to print, copy, go to another URL, or access other applications.

Updating Respondus LockDown Browser

For Windows users, start Respondus LockDown Browser, select the "i" button from the toolbar, and then click "Check for Newer Version". The version will be displayed and you will be able to download a newer version if one is available.

For Macintosh users, start Respondus LockDown Browser, select "About" from the toolbar, and then click "Check for Update." The version will be displayed and you will be able to download a newer version if one is available.

Is Respondus LockDown Browser compatible with Internet Explorer 8?

There were issues with an early versions of Internet Explorer 8, which caused problems Respondus LockDown Browser. These issues have been addressed by Microsoft in the latest IE8 update, so if you are encountering LockDown Browser issues with IE8 please upgrade to the latest version of IE8.

What is Impatica?

Impatica for PowerPoint is a software tool that allows Microsoft PowerPoint presentations to be played over the Internet or corporate intranets without plug-ins, at modem speeds as low as 28.8 kbps. More specifically, Impatica for PowerPoint is a standalone translator program, which runs on Windows 98/NT/2000/Me/XP*.

Impatica for PowerPoint reads and interprets the PowerPoint file and produces a compressed file that can be streamed over the Internet.

Impatica for PowerPoint extracts the various multimedia elements (text, graphic, audio, video, animation and interactivity) and their attributes and, where possible, converts them into a more efficient format for web delivery.

http://www.impatica.com/evaluation/

Is Blackboard unavailable anytime?

Yes. Blackboard has a weekly maintenance window for core network from Fridays, 1:00 AM to 5:00 AM CST. When service impacting maintenance is needed a campus wide email will be sent out.

What version of Blackboard is UMMC utilizing?

Blackboard Learn version 9.1 as a hosted model.

Technical

Timeout limit on assessments?

Blackboard assessments (aka: tests, quizzes, surveys) may timeout the user due to inactivity. This can lead to unsuccessful submissions and effectively loss of their work. The timeout time is 30 minutes. Blackboard recommends students to save their attempts every 10-15 minutes.

What is the difference between smart text, plain text, and HTML?

Smart Text: This option makes E-Learning recognize line breaks allowing you to present text in a paragraphed format. Smart text also recognizes HTML tags such as bold (<B>text here</B> and italics <I>text here</I>. Smart text will not automatically interpret a URL (web address) as an active link. To do so use the hyperlink tag in the following manner (<A HREF="enter URL here">enter text for the link</A>). If you do not wish to format text but you want active links, it may be easier to use plain text.

Plain Text: This option converts a URL (web address) to an active link but will not recognize other formatting such as line breaks or bold text. HTML tags will not be interpreted if you select plain text.

HTML: This option interprets all tags present in the text you enter. It is useful when you are pasting material from the source code of an HTML document, are knowledgeable about HTML, or wish to save the formatting in a word document by

- Saving the document as HTML
- Copying all text in the source code between the <BODY> and </BODY> tags
- Pasting it in to E-Learning

Note: Converting a document produced in another application to HTML can result in formatting problems. Make sure to verify that the information looks the way you want it to in E-Learning before making the file available to students.

How do I change a user's role in my Blackboard course?

1. Under the Control Panel Click on Users and Groups
2. Click on Users
3. Click on the user you want to edit
4. Click on the next to the user you want to edit
5. Click Change User's Role in Course

Student Passwords?

If students have UMC Portal access they are automatically added to Blackboard as a student. Student's username and password matches their UMC Portal username and password.

What is a course export?

The Export Course feature creates a package of the course content that can later be imported and used to teach another course with the same content. It is important to note that, unlike the Archive Course feature, Export Course does not include any user interactions with the course it only includes the content and the tools.

Export packages are downloaded as compressed .ZIP files and are imported in the same format. Do not unzip an Export package or remove files from the package, otherwise the package will not be imported correctly.

What is a course archive?

Archive Course creates a permanent record of a course including all the content and user interactions. Archived courses are saved as .zip files. Archiving a course does not remove it from the system.

How do I remove a student from my Blackboard course?

Removing students from your E-Learning course will not only remove the students from your course but will also remove any record of that student within that course, including chat logs, grades, and any discussion thread that may have been posted. You can remove a student by going to the course Control Panel, click Users and Groups, click Users, select the user you want to remove, and click Remove Users from Course.

How do I remove an instructor from a course?

I received the following message "You may not remove an instructor from a course. Only an administrator may remove an instructor."

In order to remove an instructor from a course, you must first change their role to a student and then remove them from the course.

What is a course cartridge?

Course cartridges are packages course materials distributed along with textbooks.

How do I get the adobe acrobat files to run full screen?

On page 50 of the Acrobat Reader 4.0 help file

- Define a new mime type and file type. The mime type should be application/pdf
- Rename or delete pdfviewer plugin from the netscape plug-in folder - the plugin is called nppdf32.dll.

What is an Assessment?

An assessment is a series of questions an instructor presents to students. The purpose of the assessment can be to evaluate concepts, provide drill and practice exercises, perform opinion polls or administer course evaluations.

Can I use special characters in file names?

Errors may arise when special characters are used in the names of files that are attached or uploaded to the Blackboard Learning System.

File names of items that are attached or uploaded to the Blackboard Learning System should only include the following characters:

- o Letters (upper case or lowercase 'A'-'Z')
- o Numbers ('0'-'9')
- o Underscore ('_')
- o Period ('.')

Power Point Presentation Slides do not appear after importing?

Go to the Windows Explorer and click on the View tab, then select Folder Options. Click on the File Types tab and locate Microsoft Power point presentation. Click on the Edit and check the Browse in same window option. Select Ok. Select Ok again. Try viewing your Power Point Presentation again.

What happens during the "Course Cartridge" download?

The Instructor Download key is validated with the central cartridge server, which happens real-time. The remainder of the steps occurs asynchronously, in background processes. This allows the user to perform other Blackboard tasks while the download process completes in the background or they may log off of their local Blackboard system.

Your local Blackboard system contacts the central Blackboard Cartridge Server to request the download. (The local Blackboard system will automatically retry the request multiple times if necessary.)

Once loaded, the local Blackboard system will send an email to the Instructor's email address, indicating that the cartridge download is complete.

The download process may take up to 24 hours or so to complete, depending on network conditions, file size, and server availability. Also it is not required that the user be logged on their Blackboard system for the cartridge processes to be completed successfully.

Receiving Errors while Importing Course Cartridge?

If the instructor is continuing to receive the email that the cartridge download has failed. The course will either have to be deleted to stop the spamming or if this course has content other than that of the cartridge, copy the course to get rid of the failed attempt.

Will Respondus LockDown Browser work correctly if the Internet Explorer browser (Windows) or Safari browser (Macintosh) isn't running correctly on the user's computer?

No. Respondus LockDown Browser relies on the underlying technology and security settings that are used by Internet Explorer (Windows) and Safari (Macintosh). If Internet Explorer or Safari have been corrupted by spyware, a virus or by some other cause, the Respondus LockDown Browser won't work properly on those computers.

What are the computer requirements for installations of Respondus LockDown Browser?

Respondus LockDown Browser is a "client" application that is installed to local computers.

The computer requirements for Windows computers are as follows:
- Windows 7, Windows Vista, Windows XP, Windows 8
- 4 MB of permanent space on the hard drive
- Internet Explorer 8 or higher (configured to the requirements for the course management system)

The computer requirements for Macintosh computers are as follows:
- Macintosh 10.5 or higher
- 4 MB of permanent space on the hard drive
- Safari browser 4.x or higher (configured to the requirements for the learning management system)
- 512 MB RAM

How do you copy information from one course to an existing course?

If you would like to copy users and groups, content, assessments and pools, and/or discussion boards from one course to an existing course follow the below instructions.

1. Go to the course that contains the content you want to copy
2. **Expand the Control Panel menu by clicking **Control Panel**, then click **Packages and Utilities**
3. Click on **Course Copy**
4. Choose **Copy Course Material into an Existing Course**
5. Click **browse** button to find the course you want to copy the content to
6. Select the Course Material you want to copy
7. Click submit
8. Once complete. Verify that the content copied correctly.

How do I download the course gradebook?

Follow the steps below to open the Download Grade book page.
1. Select Grade Center on the Control Panel.
2. Select **Full Grade Center**
3. Select **Work Offline**
4. Click **Download**

*Downloading a Grade book does not remove any information from the Grade book

Browser

What are the Browser Recommendations for Blackboard?

Firefox and Internet Explorer
A complete list of supported browsers are listed on the Blackboard help site

How do I clear the cache of my browser?

Internet Explorer 8, 9
1. Within IE 8, click Tools.
2. Select Delete Browsing History
3. Select the checkbox for Temporary Internet Files
4. Click the Delete button
5. Once the Files have been deleted, click Okay
6. Restart the Browser

Google Chrome
1. Within Chrome, Click Tools menu
2. Select OptionsClick the Personal Stuff tabClick Clear browsing dataSelect the checkboxes for the types of information you wish to removeUse the "Clear data from this period" menu to select the amount of data you wantClick Clear Browsing Data
3. Restart the Browser

Firefox 3.6.

1. Click the Tools menu
2. Select Clear Recent History
3. Under 'Time Range to Clear' select Everything
4. Select the 'Details' checkbox
5. Select the 'Cache' checkbox
6. Click the 'Clear Now' button
7. Restart the Browser

How do I turn cookies on within my browser?

Internet Explorer 8
1. Within IE8, Click on Tools and choose Internet Options
2. Choose the privacy tab
3. Click on the Advanced Button
4. Check the Over automatic cookie handling box
5. Choose Accept or Prompt for the first party and third part cookies
6. Click OK. Restart your browser.

Firefox
1. Within Firefox, Click on Tools and select Options
2. Select the Privacy tab and check the "Accept cookies from sites" box
3. Click OK. Restart your browser.

Google Chrome
1. Within Chrome, Click Tools menu
2. Select the Under the Hood tab and choose the drop down "Allow all cookies"
3. Click OK. Restart your browser.