



You will NOT have access to Blackboard CE until the first day of classes.

Please Save This Document!

Blackboard Campus Edition is BCC's Learning Management Systems (LMS). Your instructor will be using this system to create a virtual classroom environment. You will have access to your syllabus, course calendar, assignments and other course materials and functions via Blackboard CE. Blackboard CE is a web-based program -- you need a computer with Internet access and an Internet browser to use Blackboard CE in your course.

First Steps – Check Your Computer System and Browser

The very first thing you should do **before** logging in is to confirm that your computer hardware and software and settings are correct and compatible with requirements to take a distance learning course and be able to run the LMS.

To avoid common problems, you should check to make sure you have:

➤ The basic hardware that is required:

For PC computers:

- Pentium II (Pentium III recommended)
- Windows 2000, 2003, NT, ME, or XP

For Macintosh computers:

- OS X

For all computers:

- 64 MB of RAM (128 MB+ recommended)
- 1 G of free disk space
- CD-ROM Drive
- Sound card and speakers
- Printer
- 56 K or greater modem (DSL or cable recommended)

➤ The software and settings that are required (Run the **Browser Check**) – so you have:

- A compatible version of an Internet browser that can be used with Blackboard CE (**Firefox 2.0** is recommended. See Browser Check for details on others.)
- Cookies and JavaScript must be enabled
- Pop-up blocker is turned off
- Java 2 Runtime Environment version 1.5 or 1.6
- Automatic-updates NOT set to be done (to your browser, Java Runtime, etc.)

Check Browser

Run the Check Browser program before you even log into Blackboard.

1. Go to the website where you log into Blackboard CE (see below).
2. Click on **Log In**, click **Check Browser** to start the Browser Checker.

This **Check Browser** program will check to make sure your computer is using a supported browser and additional applications and settings (Firefox 2.0.x is your browser, Cookies are enabled, Java version 1.5 or 1.6 is enabled, Pop-up blocker is turned off) that are needed to run Blackboard CE.

Read the results and errors noted. If the browser is not compatible or there are other compatibility errors, follow screen directions using the following **Definitions and Troubleshooting** information to correct your computer system applications and settings.

Blackboard CE Log In Steps

1. Log in to the Internet
2. Go to <http://www.berkshirecc.edu>
3. Click on **Distance Learning**
4. Click on **Blackboard CE LOGIN**
5. (This is the screen to Bookmark. You must click Log In for Blackboard to accept your User name and Password)

Bookmark this screen:

Or this screen:

Do **not** bookmark this screen:

Click on **Log In**

6. Enter your **User name**
User name: (where 0000000 is your Student ID number)
Your Student ID number can be found on your course schedule next to "Student ID."
For example, if your Student ID is listed on your schedule as 0012345, your User name would be s0012345.
7. Enter your **Password**
Password: (all lower case)
Note that both the User name and Password are case sensitive.
If you had a Blackboard account previously, the password is reset to 'password' at the beginning of each semester.
8. Click **OK**
9. First time users will be prompted to change their password. Follow the prompts. The new Password must have a minimum of 6 alpha-numeric characters. User will be logged out and can log back in with their User name and new Password.

Blackboard CE Log Out

When you are finished working in Blackboard, be sure to Log out by clicking **Log out** in upper right corner.

[My Settings](#) | [Check Browser](#) | [Help](#) | [Log out](#)



Technical Help

For technical help, including help accessing and moving around in Blackboard CE you can:

- Refer to the following **Definitions and Troubleshooting** pages of this User Guide.
- Refer to the **Distance Learning** Quick Link from the BCC homepage (<http://www.berkshirecc.edu>) for tutorials, information and resources.
- Refer to the **Blackboard Best Practices** list in the Campus Announcements on you're My Blackboard tab.
- Email the Distance Learning Help Desk at DLhelp@berkshirecc.edu with your full name, student ID number, the course you are in, and the problem you're having. It is important that you type **DL Help** in the Subject line or your email may be seen as spam and deleted. CC your instructor so they are aware that you are having technical problems.
- Call 413-499-4660, ext. 6501 or ext. 2165.
- Stop by the Academic Computer Lab in F102/F107 or South County Campus during lab hours.

Academic Computer Lab hours:

Monday – Thursday 8:00 AM – 8:00 PM
Friday 8:00 AM – 4:00 PM

South County Campus, 343 Main Street, Great Barrington hours:

Please check the South County Center Schedule for hours
Contact: 413-528-4521

Definitions and Troubleshooting

Internet Browsers

An Internet browser is software that allows you to move about on the Internet. If you have an Internet connection, then you also have a browser.

Computer System	Browsers	Recommended Versions	Not Recommended
Windows (PC)	Firefox	2.0*	3.0
	Microsoft IE	--	All versions
	AOL	--	All versions
	Netscape	--	All versions
Mac	Firefox	2.0*	3.0
	Safari	2	--
	Microsoft IE	--	All versions
	AOL	--	All versions
	Netscape	--	All versions

*We recommend using the Mozilla Firefox 2.0 browser to access your course on Blackboard.
(Note that Internet Explorer is recommended to access BCC web resources, such as WebAdvisor. So you will need two browsers accessible from your computer desktop.)

If you need the Mozilla Firefox 2.0 browser, the following web site will be of help:

- <http://www.mozilla.com/en-US/firefox/all-older.html>

Browser Settings - Mozilla Firefox Settings

1. Log on to the Internet and launch Mozilla Firefox
2. From the Firefox Tool bar click **Tools**, click **Add-ons** and **Uninstall** any listed add-ons

3. From the Firefox Tool bar click **Tools**, click **Options**
 - Click Main:
 - Home Page: <http://www.berkshirecc.edu/> (optional)
 - Under System Defaults: **unchecked** - Always check to see if Firefox is the default browser on startup
 - Click Content: **unchecked** - Block pop-up windows
 - Click Privacy:
 - Under Cookies: **check** - Accept cookies from sites
 - Under Cookies: Keep until: **they expire**
 - Click Security:
 - **Check** - Warn me when sites try to install add-ons
 - **Check** - Tell me if the site I'm visiting is a suspected forgery
 - Click Advanced: Click Update:
 - **Check** - Firefox
 - **Check** - Installed Add-ons
 - **Check** - Search Engines
 - **Check** - Ask me what I want to do (So your computer will not automatically update to Firefox 3.0)
4. Click OK to accept all of these browser options

Browser Plug-Ins

Blackboard courses use browser plug-ins. For example, to view portions of courses, you will need Java Runtime Environment. You may need one or more plug-ins, such as Adobe Reader, Flash, or Windows Media Player. Browsers will generally automatically download any plug-in required by a particular page.

Plug-in Versions

The most current version of a plug-in may not yet be supported by Blackboard. Automatically updating plug-in applications may need to be disabled, and unsupported older and newer versions removed, allowing the version you have on your computer to run effectively.

Security

From the moment you click on **OK** to Log In, the information you transmit – including your user name and password – is encrypted. Any information you exchange using Blackboard is secure.

A security certificate window may appear each time you log on. Simply click on **Yes**.

Pop-Up Blocking

One of the most common problems students have is with pop-up blocking software preventing them from doing things in Blackboard. Pop-up blockers can be temporarily enabled or disabled (allowed or not allowed) by following the screen prompts to temporarily enable pop-ups. These prompts are located in a bar at the top of the Blackboard window's screen, under the menu bar.

If you continue to have trouble:

- Email Distance Learning Support at DLhelp@berkshirecc.edu. Remember to include your full name, student ID number, the course you are in, and the problem you're having. It is important that you type **DL Help** in the Subject line or your email may be seen as spam and deleted. CC your instructor so they are aware that you are having technical problems.
- Call 413-499-4660, ext. 6501 or ext. 2165.
- Stop by the Academic Computer Lab in F102/F107.

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