

## How to Get Help for Blackboard

When in Blackboard, if you come across a problem, or have a question, it is important to know where to get help, if needed. Here are instructions on how to contact the UMES Help Desk through Blackboard, how to get Blackboard help through the Instructional Technology website, and how to get help through the Blackboard website.

### How to Get Blackboard Help through the UMES Help Desk

1. Log into Blackboard using your *personal* UMES username and password.
2. Click on the Global Navigation Menu, with your name displayed, in the upper-right corner.
3. Click on the question mark (?) at the bottom of the drop-down menu.
4. Sign in using your personal UMES username and password.
5. Complete the form that appears.
6. Save the “ticket” and verify that you have received a confirmation email.



**Help Request**

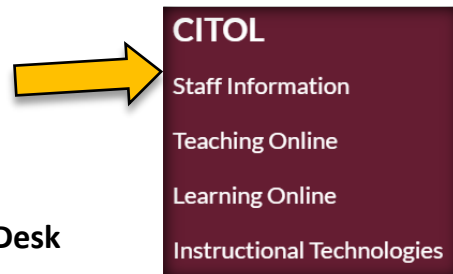
Request Type

Subject

Request Detail

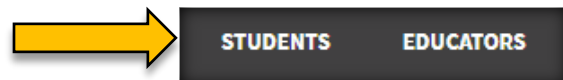
### How to Get Blackboard Help through the Instructional Technology Website

1. Visit <https://umes.edu/CITOL>.
2. Select Instructional Technologies in the left pane.
3. Click on Student Support beside Blackboard Learn, Blackboard Mobile, or Blackboard Collaborate.



### How to Get Blackboard Help through the UMES Help Desk

1. Visit <http://www.blackboard.com>.
2. Select the Students tab at the top of the screen. This will direct you to the Student Resources.
3. Click on the option where you require help.



**Note:** If you still feel the need help, call the **UMES Center for Instructional Technology and Online Learning** at (410) 651-6557. Also, hit Ctrl + Click, to access all URL’s located on this document.

### Warning

Google Chrome was used to create these instructions. If you are using a different browser, the instructions may differ. Please do not use Internet Explorer for Blackboard.