



Student FAQ

Blackboard v8 (previously called WebCT)

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How do I log in and find my course

- Go to <http://mydouglas.douglas.bc.ca> (link is on the College home page) and log in using your 9-digit Student ID number and PIN (how you registered and is usually your birthdate (format DDMMYY). Occasionally it may be the last six digits of your Student ID number.
- Click on the **My Courses** tab, then on **Click here to...** (left side). Your courses are listed by semester
- If you do not see any courses listed for the semester, please contact the Help Desk and tell them the name of the course space you are looking for

I logged in to myDouglas but my course isn't there

- You will see your course on the first day of the semester
- Check that your instructor is using Blackboard
- If you've only just registered you may have to wait up to 24 hours before you are added to the course and can see the link

- If it is later in the semester, you've registered and your instructor is using Blackboard, contact the Help Desk at helpdesk@douglas.bc.ca or 604-527-5330, give them your student ID number and tell them what course and section is missing

I don't have any courses this semester but need to reach my Communication Centre

If you don't have any course links to click on in myDouglas that take you to Blackboard and your Communication Centre space, click on the new channel, "Blackboard Communication Centres." You will go to My Blackboard, will have to log in again, then can click on your course link. If you have difficulties, contact the Help Desk directly with your student ID # and course name.

My course is empty and doesn't look like Blackboard

If, when you log in to myDouglas and click on your course name link, you still see myDouglas at the top of the screen, then your instructor may need to "switch" to WebCT (Blackboard)

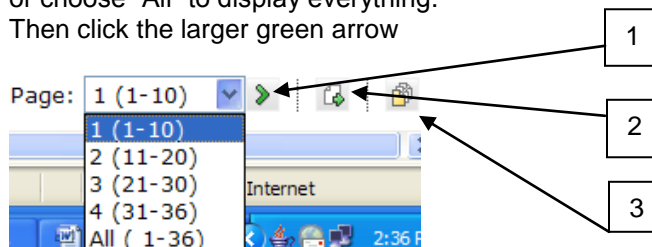
- Confirm with your instructor that they are using Blackboard
- Your instructor may have chosen to not yet switch over to Blackboard

I click on "Check Browser" but nothing happens

Most likely you have an incorrect version of Java. Go to <http://www2.blackboard.com/tuneup> and follow the instructions. You may also have a pop-up blocker installed. See [When I click on the link of some lecture notes, nothing happens](#)

I can only see ten discussion postings or threads, Learning Modules or Quizzes

1. By default, Blackboard only displays ten items on a page. Look at the bottom right corner (you may have to scroll down) and click on the drop-down menu to select a specific page or choose "All" to display everything. Then click the larger green arrow



2. Instead you could click on the small green arrow to go to the next page
3. To view more by default either click on the yellow square of stacked pages at the bottom, far right, or choose **My Settings** (in My Blackboard), **My Tool Options** and the number of items you wish to see on a page

When I click on the link to some lecture notes, nothing happens

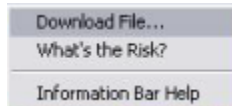
A **pop-up blocker** may be installed in your browser which blocks your being able to open or download the file

To **open or download the file this one time** only:

- i. Look for a pale yellow (beige) bar at the top of the browser window that says something similar to: "To help protect your security, Internet Explorer blocked this site..."



- ii. Click in this bar, then choose Download File...



- Note: you may have to click on the file link again

To **always allow file downloads** from Blackboard in Internet Explorer:

- i. Click **Tools** menu, **Internet Options...**, **Security** tab, then **Trusted sites**. Add *.douglas.bc.ca as a trusted site

To **always allow pop-ups** from Blackboard, do the following:

1. In Internet Explorer, click **Tools** menu, then **Pop-up blocker**, then **Pop-up blocker settings**. Add the site *.douglas.bc.ca (do not forget the asterisk *)
 - You may have to click on the file link again
- In Mozilla or Firefox, click **Tools** menu, then **Options**, then **Pop-up Manager**, then **Allow Pop-ups from this Site**. Add the site *.douglas.bc.ca (do not forget the asterisk *)
 - You may have to click on the file link again

How can I change my name in the course?

Your name comes from the Student Information System and is your legal name. To make a change, you must go to the Registrar's Office in person at either campus location during regular office hours. In order to change your name, you must present one of the following:

- Canadian Legal Name Change document
- Birth certificate
- Marriage certificate

In addition, you must show one piece of picture identification

I want to search for something

Note, your instructor must have made the **Search** tool available in the **Course** Tools menu

1. Click on the **Search** link
2. Click and type in a keyword of what you want to look for in the **Search for:** text box
3. Click in the appropriate check boxes in **Search area:**
4. Click the drop down arrow under **Search tool:** to specify where you want to search for your keyword or phrase
5. Choose a **Date:**
 - a. If you choose a date make sure you also click in the **Specify date range** radio button
6. Click **Search**

Note that you may have more than ten results, so do not forget to scroll to the bottom of the page and choose to display All results (See "[I can only see ten discussion postings or threads, Learning Modules or Quizzes](#)" above)

Where can I see my marks?

Log in to your course. Look for **My Tools** (left side) and click on the **My Grades** link underneath.
Note:

- You can only see your own marks. Your instructor may choose to display some or all class statistics
- You can only see marks that your instructor has added and chosen to make visible
- Your instructor may have added some comments
- If you do not see a My Grades under My Tools check with your instructor

How do I submit my assignment?

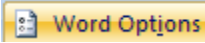
The quick steps are:

1. Click on **Assignments** link
2. Click **Inbox** tab
3. Click on the **Assignment** name in the list
4. Click **Add Attachment** button then **Browse**, then **My Computer** icon to locate the assignment file on your computer
5. Click on **Submit**
6. You will get confirmation of the time/date you submitted the assignment.
7. If you click the **Submitted** tab, you will see your submission details
8. To view the graded assignments, mark and any instructor comments, click **Graded** tab when you see a green “blob” on the Assignments link (left side)

My instructor wants me to submit my assignment as a Word 2003 file but I have Office 2007

1. Click the Microsoft Office drop down menu (large round logo at very top left)
2. Click **Save As**
3. Click **Word 97–2003 Document**

To make this a **permanent change so all documents are saved as Word 2003**, follow the steps below:

1. Click the Microsoft Office drop down menu (large round logo at very top left)
2. Click “Word Options” button (bottom of the “Office” drop down menu) 
3. Choose **Save**
4. In **Save files in this** format, click on the drop down arrow and choose “**Word 97-2003 Document (*.doc)**”
5. Click “OK”

Chat (or Whiteboard) isn't working properly

Your web browser must have Java enabled for Chat (also Whiteboard) to work properly.

- Click **My Blackboard** link (top right)
- Click the **Check Browser** link (top right)
- If there is a large red “X” click the link to troubleshoot

If you still cannot get Chat to work correctly, try using a lab computer

How can I print out several selected postings or messages?

You can create a “printable view” of selected (or all) posted messages (Mail or Discussions)

The quick steps are:

1. Click Discussions (or Mail, or Learning Modules)
2. Expand to display all postings (they should not be buried inside a collapsed Discussion thread)
3. Click in the check box of each item you want to include
4. Click **Printable View** button (bottom)
 - a. Note, in a Learning Module the little printer icon (for Printable View) displays at the top right side

My messages have disappeared; how can I get them back?

In Mail or Discussions you can choose to display **All** or **Unread** messages. “All” displays both new messages and ones you have already read; “Unread” displays only the new messages you have not yet read

- At the top of the Mail or Discussion list, right side, click on either **All** or **Unread** to change how much displays

Note, you can set up how your messages will always display. See Set up how Mail, Discussions, etc., always display

Set up how Mail, Discussions, etc., always display

To customize how various tools display when you log in to your Blackboard course:


1. In My Blackboard, click My Settings link (top right)



My Settings | Help | Log out

2. Click the “My Tool Options” tab
(Note, check your email in My Profile tab and correct if necessary)

My Settings



My Profile My Tool Options My Roles

3. Make your selections, then scroll down and click “Save” at the bottom



Save Cancel