

FAQs and Troubleshooting for Start of Year / Semester

FAQs

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FAQs

1. When are Blackboard course spaces made available and withdrawn?

For students, Blackboard course spaces are normally available from one week before the scheduled course date until the end of the exam resit period. Previous years' courses are available via the "Past Years' Courses" tab on the Blackboard homepage. Students have access to all Blackboard courses on which they were enrolled in previous years. In general, staff have access to courses for up to 5 years.

2. How do I access my courses?

Staff: Log into the my.manchester.ac.uk portal. From here, there are two routes to reach your Blackboard courses:

1. Click on the '**Blackboard**' link under the '**Teaching**' area of the **my.manchester** home page, or
2. Click on the **A-Z** link in the top right corner of the **my.manchester** home page. Search for 'M' and then 'My Courses'. The 'My Courses' portlet will load. Until the start of semester, all of the upcoming academic year's courses will be under the **Future tab** in the My Courses portlet. At the start of semester, this year's courses will appear in the **Current tab**. Click the **course name** to enter Blackboard and access your course space.

Students: Log into the my.manchester.ac.uk portal. Click on the '**My Blackboard**' tab.

Organisation spaces can be accessed via Blackboard and are listed under the My Communities heading on the Blackboard home page.

3. How are students enrolled onto a Blackboard course?

All student enrolments are via Campus Solutions so you will not be able to add students manually to courses via Blackboard. If there is an issue with student enrolments, please contact the School Undergraduate or Postgraduate Administrator.

4. Can staff or students view courses they are not enrolled on?

Students and staff will not automatically be able to view any other courses except those they are registered for in Campus Solutions. Students who are auditing or sitting in on a course may be granted guest access, and some Schools have specific arrangements regarding guest access for staff - please contact your Faculty eLearning team for further information.

5. How can staff get further help?

Support for eLearning and Blackboard is provided through the University's [Support Portal](#) or from the help button on the Global Navigation menu in Bb9. Blackboard also have their own help pages for [instructors](#).

If you require any support with rolling forward your course or getting it ready for your students for the start of year or semester 2, please contact your Faculty eLearning team via the [Support Portal](#).

Any additional support, including bespoke one-to-one staff training and development, student inductions, etc. will be publicised through your Faculty eLearning team.

6. How can students get further help?

All Blackboard support for students is via the Virtual Service Desk: www.manchester.ac.uk/servicedesk. Students can contact the Virtual Service Desk using the online form available via the Knowledge Base, or by phone: 0161 306 5544 (including out of hours support). Blackboard also have their own help pages for [students](#).

Troubleshooting

1. How to correct errors made during course activation

Following activation of a Blackboard space ([How to activate Blackboard courses \(STAFF\)](#)), you may discover that some of the information selected from the drop-down options during the activation process was incorrect. This may include:

- An incorrect start date or end date which will affect the availability of the course space to students
- An incorrectly selected course template (for example you have an empty Blackboard space but you wanted the Standard Course Structure; or your previous year's course

hasn't rolled forward; or you have unwanted content when you need an empty space)

Your Faculty eLearning Team will be able to advise you or make the necessary changes for you. In the meantime, please do not do any development work in the course until this has been addressed. Please contact your Faculty eLearning team by raising a ticket in the [Support Portal](#).

2. How to set up and activate Class Combinations in Campus Solutions and Blackboard

For full guidance on Class Combinations for Blackboard, Administrators should use the [Campus Solutions and Blackboard Integration Guide](#). For more detailed guidance on troubleshooting Combined Courses, see the article [FAQs: Blackboard Course Spaces for Combined Courses \(STAFF\)](#).

3. How to extend course unit end dates in Blackboard

The end date options offered during activation of Blackboard course spaces are selected from a drop-down menu and cannot be altered by academic staff in the portal. In a limited number of cases, there is a need for Blackboard course space end dates to be set to a date beyond the normal academic term dates, e.g. ending beyond the summer resit period for dissertation submission extensions.

Such changes require access to Campus Solutions with permission to change course unit end dates (the School-based Campus Solutions administrator) and access to the MLE-CI tool (certain members of eLearning teams).

NOTE FOR ADMINISTRATORS:

The end date for the course unit should be changed manually in Campus Solutions to be the desired new end date.

In the MLE-CI, search for the Blackboard course space ID and edit the End Date field to be 'Course end date as recorded in Campus Solutions'.

More information about eLearning - Contact us:

For further information and advice about eLearning, please contact your Faculty eLearning team via the Support Centre:

[Click here to Request eLearning Support](#)