

A Student Guide to BLACKBOARD IM

Blackboard IM (formerly known as Wimba Pronto) is an instant messaging service that allows you to communicate with staff and students on your courses. In some courses it is used to offer Online Office Hours providing an additional way of communicating with your tutors and receiving support and feedback online.

Accessing Blackboard IM

To use Blackboard IM you will need to do the following:

- Create a Blackboard IM account.
- If using your own computer (on or off campus) you will need to install and run Blackboard IM
- If using a university computer you will need to run Blackboard IM

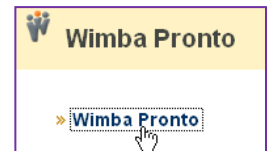
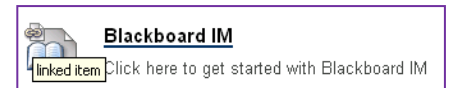
Getting Help

If you have a problem accessing Blackboard IM, access the **Knowledge Base** to search for solutions or report a problem via:

www.manchester.ac.uk/service desk

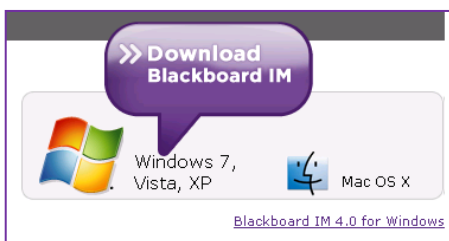
Create Your Account

1. Within your Blackboard 9 course find the link to “**Blackboard IM**” or ‘**Wimba Pronto**’. You may need to ask your lecturer where this is as it is up to individuals where to place this link (and some will not use it at all).
2. Next click on “>> **Wimba Pronto**”. You will be taken to the Blackboard Collaborate website to create your account. Fill in the form and click ‘**Submit**’. NB Where possible use your university username as your Blackboard IM ID.



Download and Install Blackboard IM (if using your own Computer)

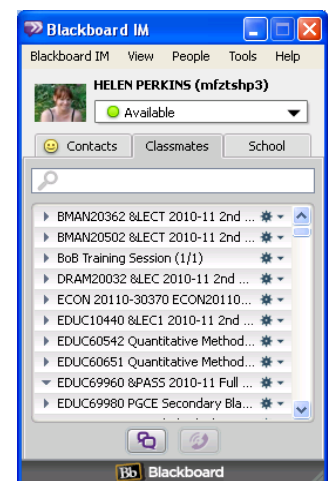
If you are using your own computer you can **download** and install **Blackboard IM** immediately after creating your account.



Run Blackboard IM on University Machines

If you are on a university PC on campus you can run Blackboard IM directly from the start menu. You will need your account details (see information above if you haven't already got a Blackboard IM account).

1. On the Start menu select All Programs> Site Licensed Applications>Elearning> Blackboard IM
2. The Blackboard IM window will open



Using Blackboard IM

Once you're using Blackboard IM you'll be able to start chats with staff and students, engage in groups chats, make audio/video calls, and share your screen with other users of Blackboard IM. More information can be found at <http://knowledgebasearticle????>