

Hierarchy of Communication for Troubleshooting the Blackboard Tool for the CIU # 10 Consortium

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Master System Administrator**

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Teacher

Go to:

Instructor's User Manual:
<http://help.blackboard.com/>

Tutorial videos: <http://ondemand.blackboard.com>

How to archive a course:
http://ondemand.blackboard.com/r91/movies/bb9_1_utilities_copy_archive_course_package.htm

How to selectively export course content:
http://ondemand.blackboard.com/r91/movies/bb9_1_utilities_copy_export_course_package.htm

How to import course content:
http://ondemand.blackboard.com/r91/movies/bb9_1_utilities_importing_a_course_package.htm

Forgot Your Password/Username

Step 1: Champion Teacher – Tier I Support

<http://www.ciu10.org/Page/902>

OR

Step 2: School Entity Technology System Administrator – Tier 2 Support

Each teacher is recommended to send a "Trouble Ticket" email to the local System Administrator. If needed, each System Administrator is authorized to create a "Case" to Behind the Blackboard.

(Utilize the PLC of the CIU # 10 Online Consortium for support.)

Step 3: Tom Rowles or Ed Catherman – Tier 3 Support

If needed, gain support by emailing

Tom Rowles or Ed Catherman

trowles@ciu10.org

or

edcatherman@ciu10.org

Step 4: BLACKBOARD – Tier 4 Support

If Tom Rowles or Ed Catherman cannot troubleshoot, one of them will contact Blackboard directly.

Internal Blackboard Support:

Tier I Support

Tier II Support

Tier III Support