Student FAQs

Getting Started
- How do I log in to Blackboard?
- What do I need to access Blackboard?
- Which browsers should I use to access Blackboard?
- What should I do if I cannot log in to Blackboard?
- Can Consortium students access Blackboard?
- Can students and alumni access Blackboard and Canvas after they graduate from Georgetown?

Course Sites
- Why can't I see my course site?
- What do I do if I lose access to a course site?
- What happened to the course menu for my course site?
- When do course sites become unavailable to students?
- How can I display, remove, and modify my course list?
- Can students access Blackboard after they leave Georgetown?
- Can students and alumni access Blackboard and Canvas after they graduate from Georgetown?

Course Materials
- Why can't I open files in Blackboard?
- How do I turn on Blackboard's Text Editor?
- What issues should I be aware of when working with Microsoft Office 2007?
- How do I access library reserves in my Blackboard course site?

Communication Tools
- How do I send emails in Blackboard?
- What do I do if I am not receiving emails my instructor sends me from Blackboard?
- How can I view a list of students in my course site?
- How do I use the Discussion Board?
- How do Blogs, Journals, and Wikis work in Blackboard?

Course Media
- How do I access course media through Blackboard?
- How do I access course media if my course does not use Blackboard?
- What are the system requirements for accessing the Media Service?
- How do I download all the media in a collection at once?
- Can I play all the audio in a folder with a single click?
- I click the play button in the QuickTime player and nothing happens. Why not?
- What is the Playlist?
How can I get more help with the Media Service?

Tests
What do students need to know about taking tests?
How do I access a copy of a test after I have taken it?

Grades
How do I access my grades in Blackboard?

Submitting Assignments
How do I submit an assignment to my instructor?

SafeAssign
I am not (my students are not) able to submit a Safe Assignment. What can I do?

Turnitin
As a student, how do I turn in my paper to a Turnitin assignment?

Blackboard Organizations
I don't see my organization sites on My Blackboard page. How do I access them?

Mobile Learn
What is Mobile Learn and how can I use it?