

Blackboard Student Frequently Asked Questions

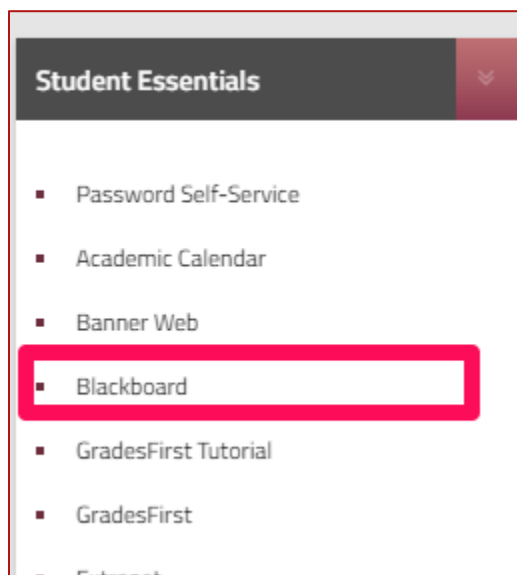
Contents

Access your Courses	2
How do I login to Blackboard?	2
When can I access my Blackboard courses?.....	2
My course list is incorrect.....	3
My course disappeared from my Course List.....	3
Content Issues	4
I cannot find the content, assignment or test link.....	4
I have submitted my assignment. How can I replace it?.....	4
How can I view my Grades?.....	4
There are no grades in the course.....	4
How do I respond to Course Evaluation Survey.....	4
Blackboard Exams	6
Where do I get the Respondus Lockdown Browser?.....	6
What should I prepare before the electronic exam date?	7
I cannot find the test link.	10
Lockdown Browser froze during a test and I cannot exit.	10
Error Saving Answers during Electronic Exam.....	11
Mac Notifications Centre and Siri not restarting after closing Lockdown Browser.....	12
General Questions.....	13
Are there any video tutorials available?.....	13
Is my browser compatible with Blackboard?.....	13
How do I get notifications from my Blackboard course?	13
How to contact IT Service Desk	15
Abu Dhabi.....	15
Dubai.....	15

Access your Courses

How do I login to Blackboard?

1. Please go to www.zu.ac.ae
2. Click the **Login link** at the top menu bar.
3. Click the **Blackboard** Link under **Student Essentials**.



4. Enter your Zayed University ID and password.

If you are logged into your Windows computer using your ZAYED ID and password, you can use <https://courses.zu.ac.ae> to automatically use your current credentials to access Blackboard without being asked to re-enter your credentials.

If you cannot remember your password, please contact [IT Service Desk](#).

When can I access my Blackboard courses?

Student will be able to access their Blackboard courses from the first day of the term.

My course list is incorrect.

1. Please verify your course list in Student Access Program (**SAP**) at www.zu.ac.ae – Login – Student Essentials – Student Access Program.
2. If your course registration is on the same day, please wait for Blackboard enrollments to update. Kindly check your Blackboard course after 1:00pm, 4:00pm, 7:00pm and 10:00pm.
3. Contact Registrar's office to verify your course registration.

My course disappeared from my Course List.

For Undergraduate students

- You cannot access courses from previous semesters.
- You cannot access courses that you've been withdrawn or dropped.

If you need access to materials, please contact your Instructor or the Registrar's office.

For Master's students

You should be able to access your courses except:

- If your enrollment is on Financial Hold (FH). Please check with Finance department.

Please verify your course list in Student Access Program (**SAP**) at www.zu.ac.ae – Login – Student Essentials – Student Access Program. Or please contact Registrar's office for inquiries.

Content Issues

I cannot find the content, assignment or test link.

Please contact your instructor if you're unable to locate or find the course content, assignment or tests.

The course content, assignment and tests can be made unavailable by the instructor until a certain date and time.

I have submitted my assignment. How can I replace it?

Please contact your instructor to allow additional attempt so you can submit again.

How can I view my Grades?

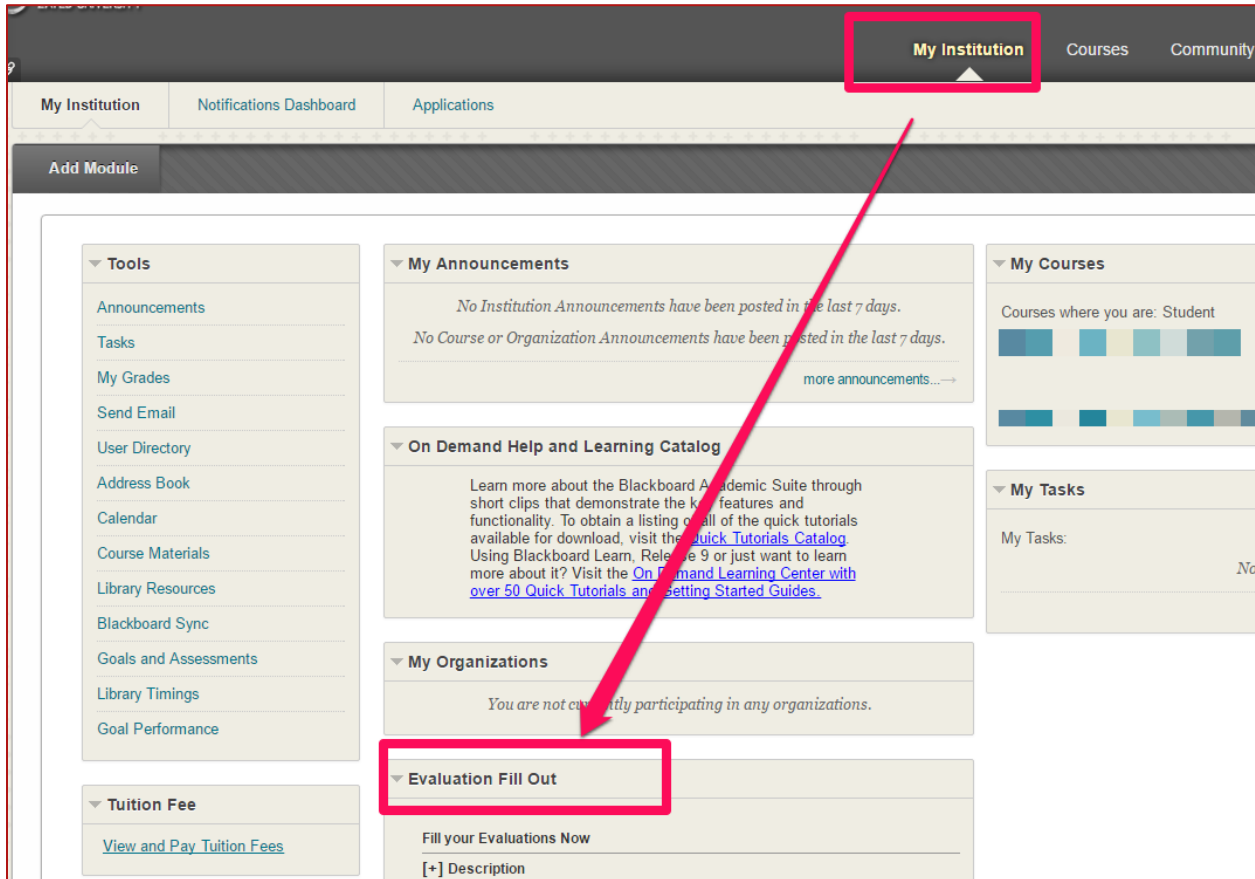
1. Please go to your Blackboard Course
2. Click Tools in left course menu.
3. Click My Grades

There are no grades in the course.

Please contact your instructor if the grades have been entered in the Blackboard gradebook.

How do I respond to Course Evaluation Survey

1. You'll receive an e-mail if there's a course evaluation survey to fill out.
2. Login to Blackboard
3. Under My Institution tab, please find **Evaluation Fill Out** box.



The screenshot shows the Blackboard user interface. At the top, the 'My Institution' tab is highlighted with a red box. A red arrow points from this box to the 'Evaluation Fill Out' section, which is also highlighted with a red box. The dashboard includes sections for Tools, My Announcements, On Demand Help and Learning Catalog, My Organizations, My Courses, and My Tasks.

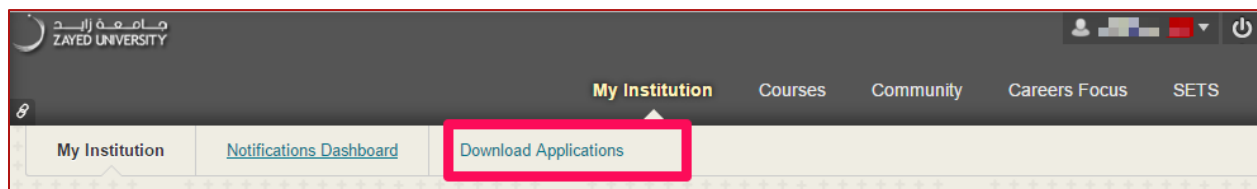
4. Click on the **course to be evaluated**. If the evaluation has been completed, you won't be able to click it.

Blackboard Exams

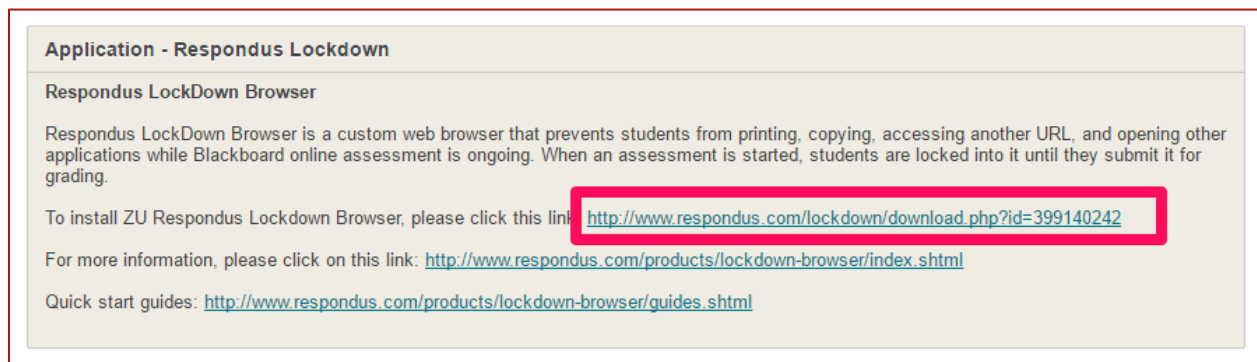
Where do I get the Respondus Lockdown Browser?

Respondus LockDown Browser is a locked browser for taking tests in Blackboard Learn. It prevents you from printing, copying, going to another URL, or accessing other applications during a test. If a Blackboard test requires that Respondus LockDown Browser be used, you will not be able to take the test with a standard web browser. You can the Lockdown Browser by following this guide:

1. Please login to Blackboard
2. In the My Institution Tab, please click Download Applications.



3. Please click the Respondus Installation link.



Or, please click this link to download Zayed University Respondus Lockdown Browser:

<http://www.respondus.com/lockdown/download.php?id=399140242>

Here is a video tutorial on how to Install LockDown Browser on **Window**:

<https://www.youtube.com/watch?v=pKvcE3oZF2I&feature=youtu.be>

Here is a video tutorial on how to Install LockDown Browser on **Mac**:
<https://www.youtube.com/watch?v=wW8kTxzaQBs&feature=youtu.be>

Please contact [IT Service Desk](#) for technical support.

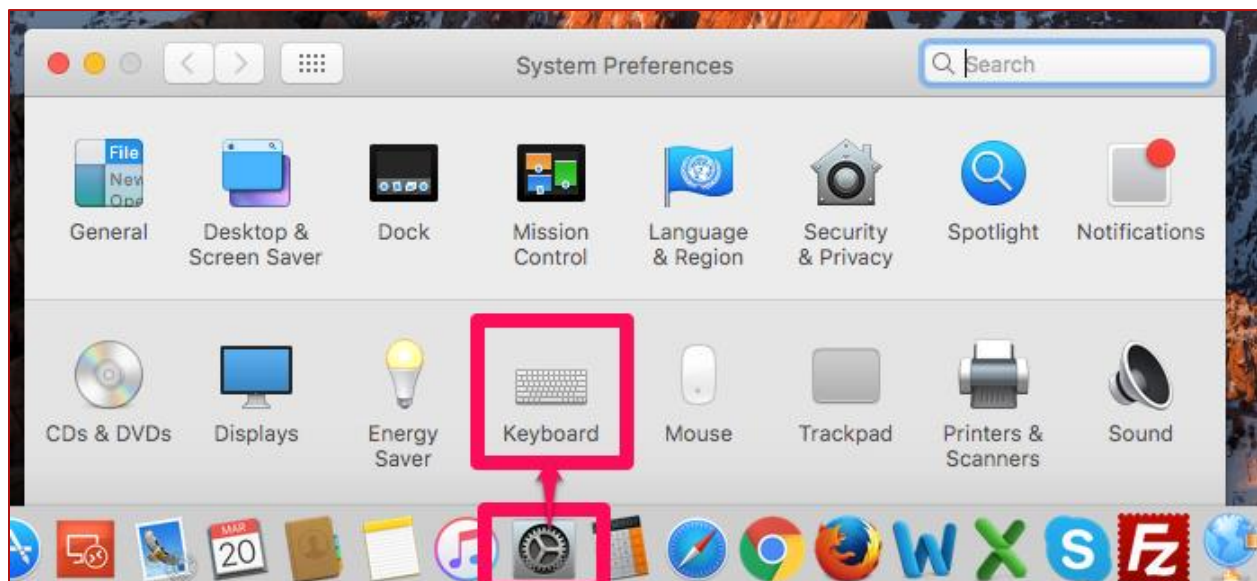
What should I prepare before the electronic exam date?

Your test may require Respondus Lockdown browser. So please prepare your computer with the following:

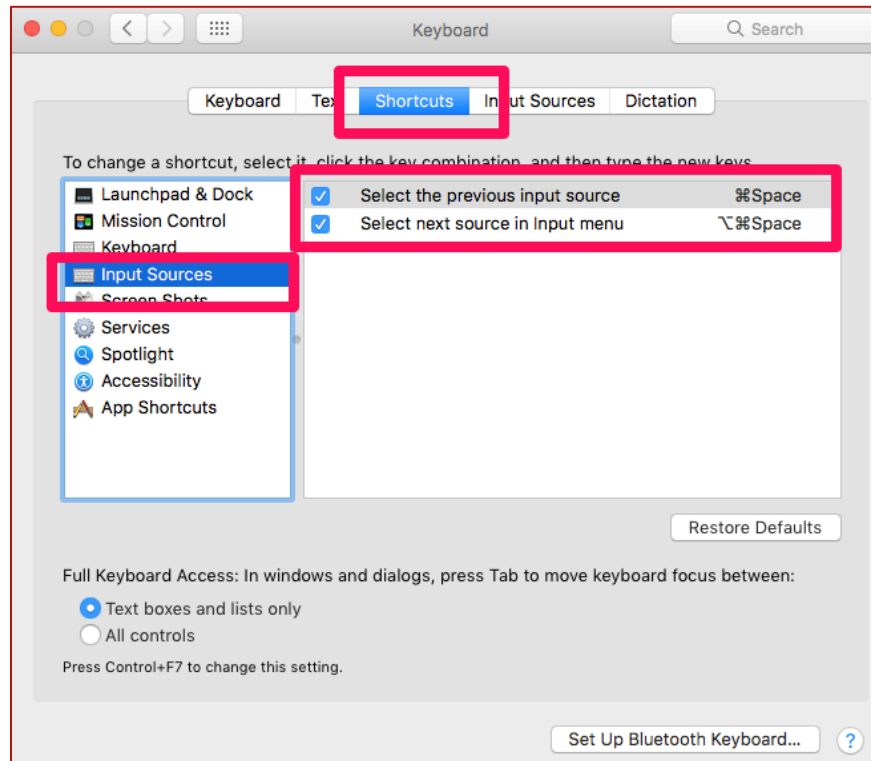
1. Please make sure you have Respondus Lockdown Browser installed in your computer. If you don't have Respondus lockdown browser installed, please check this [tutorial](#).
2. Update your Lockdown Browser.
 - a. For **Windows users**, please start the Lockdown Browser, select the “i” button from the toolbar. Click the “Check for Newer Version”.
 - b. For **Mac users**, click the “About” (Globe icon) from the toolbar, and then click “Check for Update”.

Start the Lockdown Browser again after the update to ensure it is working correctly. For technical support, kindly visit the IT Service Desk.

3. For Arabic exams, ensure that the language shortcut setting is enabled.
 - a. For Mac users:
 - i. Go to **Settings – Keyboard**

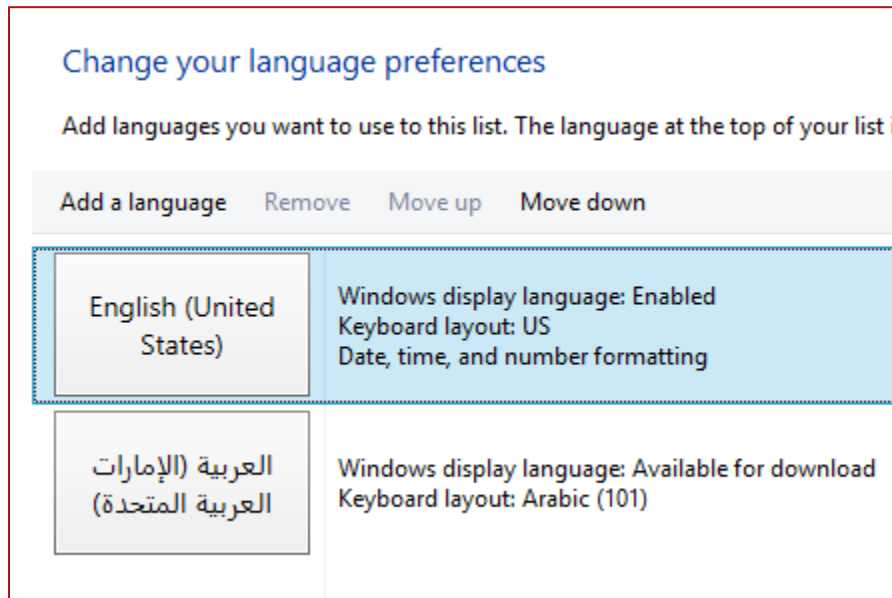


- ii. Click the **Shortcuts** – Input Sources.
- iii. Tick the English and Arabic languages. Please take note of the shortcut commands such as **command + space** or **ctrl + space**.

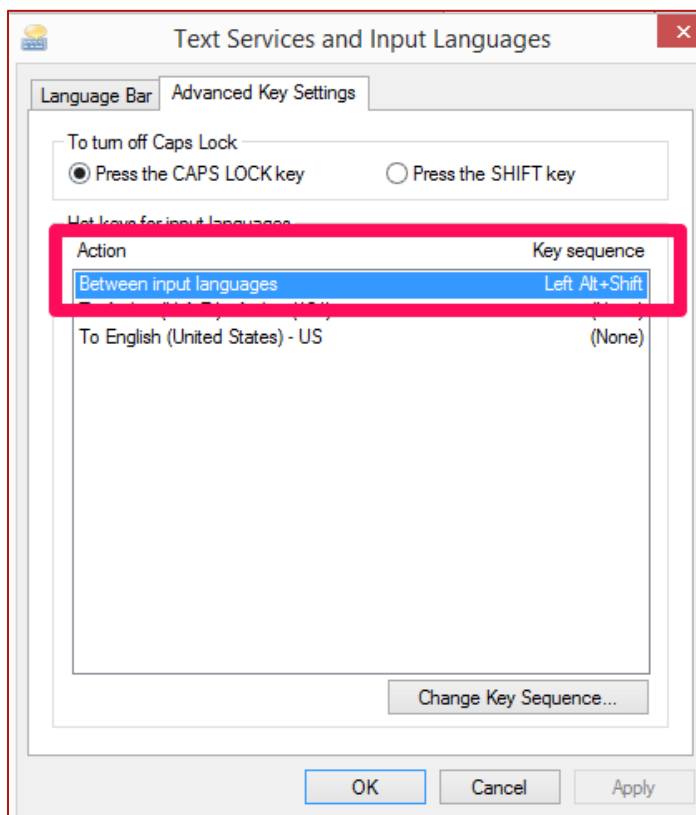


- iv. During the test, you can use the shortcut to switch language.

- b. For Windows Users
 - i. For **Windows 8 users**, Go to Start – Search Control Panel – Language. For **Windows 10 users**, Go to Start – Control Panel – Click Change Input Methods.
 - ii. In the language list, ensure that English and Arabic are available. Otherwise, please click Add Language.



- iii. Click **Advanced Settings**
- iv. Click **Change Language bar hot keys**
- v. Take note of the shortcut command.



- vi. During the test, you can use the shortcut keys to switch language.

I cannot find the test link.

Usually, the exams are placed in the Instructor's Assessments or Common Course Assessments content areas on the course menu. Please inform your instructor if you're unable to locate test link. The test can be made unavailable by the instructor until a certain date and time.

Lockdown Browser froze during a test and I cannot exit.

1. Please inform the instructor that you're Lockdown browser froze.
2. Click the (x) icon of the Page tab on the Top to exit. If the "Student Early Exit" feature has been made available by your instructor, you can exit the exam and provide a reason. Upon exiting, you'll first see this warning:

Do NOT close the browser until the exam is complete. Your instructor will be notified if you exit the exam early.

Return to ExamClose the Browser

If you choose to close the browser, you will then be required to provide a reason for exiting the session:

Provide the reason you are closing the browser before the exam has been completed (required).

Return to ExamSubmit and close the browser

Your instructor/proctor should enter the "Proctor Exit Password" to close Lockdown Browser.

If it's not possible to exit, the only other option is to restart your computer. This is the only option if the page freezes and showing white page with an error message.

You will have to force a reset by pressing the power button for few seconds. Depending on your computer, it may prompt you to restart or it will shut down.

Based on the test settings, you should be able to resume the test when you login to Blackboard or your instructor needs to allow additional attempt.

Error Saving Answers during Electronic Exam

A pop-up error showing “It’s taking longer than expected” or “We’re unable to save your answers. Please check your network connection before continuing with the test”.

The warnings are part of Blackboard "auto save" functions indicating the answers could not be saved to the Blackboard server.

As soon as you see the first "Save Answer (Failed)" or the pop up warning, you should not continue answering especially on essay questions. Ignoring the "Save Answer (Failed)" warnings will complicate the issue of losing answers. Please notify your instructor when you see the warning/error.

Please try to click “Save All Answers” or “Save Answer” a few times until it works or you will have use the Student Early Exit to close the Lockdown Browser with a valid reason, resolve any underlying connection issue, restart the browser, and continue the exam. Depending on the test settings, you should be able to resume the test or your instructor needs to allow additional attempt.

To close the lockdown browser, click the (x) icon of the Page tab on the Top to exit. If the "Student Early Exit" feature has been made available by your instructor, you can exit the exam and provide a reason. Upon exiting, you'll first see this warning:

Do NOT close the browser until the exam is complete. Your instructor will be notified if you exit the exam early.

[Return to Exam](#) [Close the Browser](#)

If you choose to close the browser, you will then be required to provide a reason for exiting the session:

Provide the reason you are closing the browser before the exam has been completed (required).

[Return to Exam](#) [Submit and close the browser](#)

Your instructor/proctor should enter the "Proctor Exit Password" to close Lockdown Browser.


Mac Notifications Centre and Siri not restarting after closing Lockdown Browser

Permissions and security settings on specific Macs might prevent LockDown Browser from restarting the Notifications Center and Siri during a normal close of the browser after submitting an exam.

We recommend the following steps to restore the default settings on a Macintosh system:

1. Start the Mac system from a power down (Not Sleep).
2. Start LockDown Browser
3. Immediately quit LockDown Browser

If the Notifications Centre does not restart right away, these steps usually work:

Open Launchpad  - Open Terminal  and enter the following commands (copy and paste each line below):

```
launchctl load -w /System/Library/LaunchAgents/com.apple.notificationcenterui.plist
```

```
killall SystemUIServer
```

These are the same steps that LockDown Browser uses to restart the Notifications Center.

If you need assistance, please visit IT Service Desk.

General Questions

Are there any video tutorials available?

Yes, Blackboard have a great list of tutorials on YouTube for students. They are all available in a playlist and can be found here: <https://youtu.be/36kDE4lvRml?list=PLontYaReEU1seUE3ACG3sEc3zR7Br7URU>

Is my browser compatible with Blackboard?

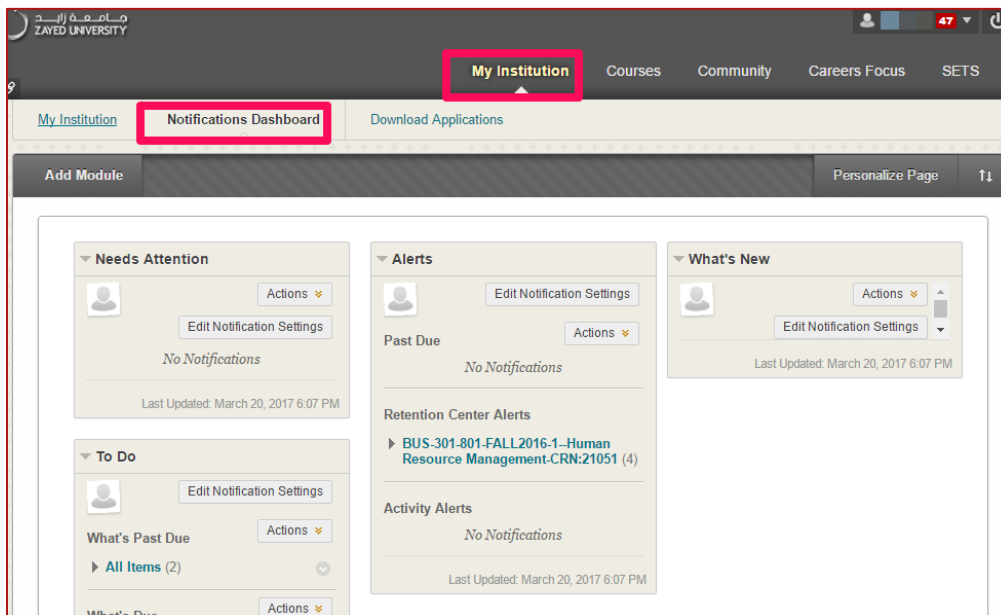
In ZU Blackboard login page (<https://learn.zu.ac.ae>), please click the **Test Your Browser button** for the browser test report. You can also check out the **Browser Support link** which lists of browser versions supported by the current version of Blackboard.

For technical support, please contact [IT Service Desk](#).

How do I get notifications from my Blackboard course?

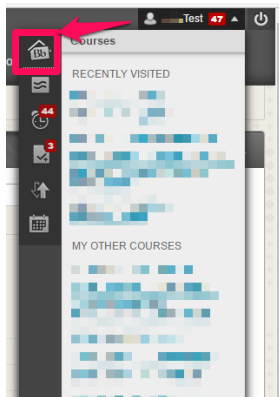
Blackboard has various ways to notify you:

1. Notification Dashboard - when you login to Blackboard, notifications for all courses a user is enrolled in appear on the Notifications Dashboard, which is available as a secondary tab on the My Institution tab.

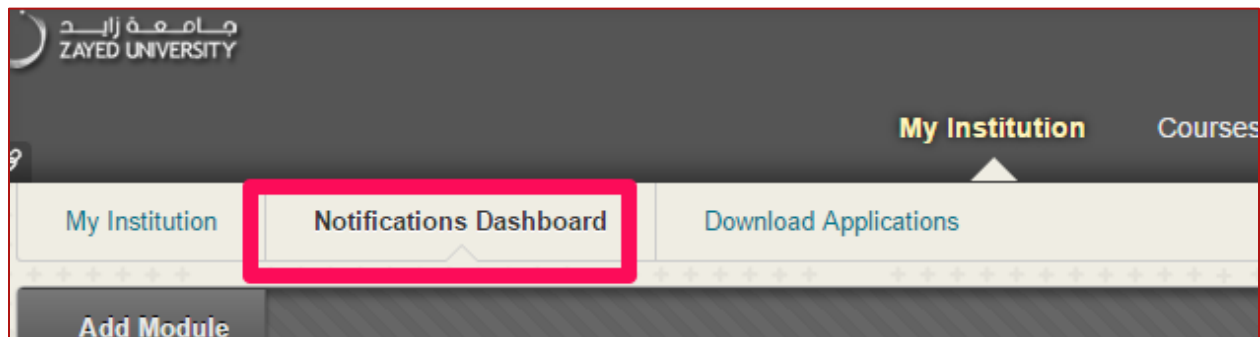


The screenshot shows the Blackboard user interface. At the top, the 'My Institution' tab is highlighted with a red box. Below it, the 'Notifications Dashboard' tab is also highlighted with a red box. The dashboard contains several notification panels: 'Needs Attention' (No Notifications), 'Alerts' (Past Due, No Notifications), 'What's New' (Last Updated: March 20, 2017 6:07 PM), 'To Do' (What's Past Due, All Items (2)), and 'Retention Center Alerts' (BUS-301-801-FALL2016-1-Human Resource Management-CRN:21051 (4)).

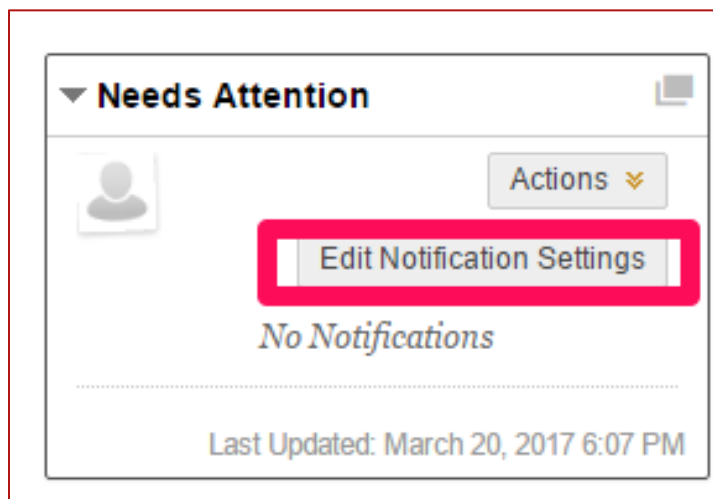
2. My Blackboard – click on the name at the top-right corner of the page and click the Bb icon.



3. Emails – you can receive emails from your Blackboard courses by checking your ZU email account. You can further customize the emails to receive by editing your Notification settings:
 - a. Login to Zayed University Blackboard
 - b. Click My Institution Tab – Notification Dashboard



- c. Click Edit Notification Settings



- d. Click Courses I am taking or a specific course.
- e. Tick the checkbox under Email column that you would like to receive email notification.

<input checked="" type="checkbox"/> On/Off	Notification	<input checked="" type="checkbox"/> Dashboard	<input type="checkbox"/> Email	<input checked="" type="checkbox"/> Mobile
<input checked="" type="checkbox"/>	Announcement Available	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Assignment Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Assignment Due	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Assignment Needs Grading	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Assignment Past Due	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Blog Needs Grading	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Content Item Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Course/Organization Available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Course Message Received	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Course Quota Soft Limits	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- f. Click Submit.

4. Blackboard Mobile Learn app – you can download the Blackboard Mobile Learn from Apple’s App Store or Google Play Store.

How to contact IT Service Desk

Abu Dhabi

Office hours: 7:30 AM to 5 PM (Sun – Thu)

Dial +971 2 599 3666

By sending an Email to Helpdesk_Abudhabi@zu.ac.ae

Visit us at ADM-0-106 (AUH-FEMALE) or ADM-0-107 (AUH-MALE)

Dubai

Office hours: 7:30 AM to 5:00 PM for female students.

3:00 PM to 7:00 PM for male students.

Dial +971 402 1777 (Female), +971 402 1721 (Male)

By sending an Email to Helpdesk_dubai@zu.ac.ae

By walk in to the Service Desk area, Wing B ground floor.