

BLACKBOARD SUPPORT

How to get help

Blackboard is the learning management system used at Harper College. Blackboard works best with Firefox, Chrome, and Safari browsers. Collaborate Ultra is Blackboard's tool for live lecture/synchronous communication and works best with Google Chrome.

The Academy for Teaching Excellence maintains a [Blackboard Support](#) page with links to resources, self-help guides, and tutorials related to common questions and mastering the features of Blackboard at Harper College.

Additional resources are available through the [Blackboard Learn Help for Instructors](#) web-page.



ONLINE SUPPORT FORM

Requests that involve a consultation on design, technology, multimedia assistance or a training

- Getting started with online instruction
- Implementing a new technology tool
- Online Testing and Alternative Assessments
- Recording/captioning/sharing videos
- Web-conferencing options
- Course template copy requests

[Harper-Academy.net](https://www.harpercollege.edu/blackboard-academy.net)



PHONE

Blackboard Technical Assistance



EMAIL

Requests that involve troubleshooting technical aspects of Blackboard tools and features

Monday - Friday | 8am-6pm
Messages returned within 1 business day

- Course copies
- Combining sections
- Course access

847-925-6090 Option 1

Monday - Friday | 8am-6pm
Emails returned within 1 business day

- Troubleshooting
- Learning new features
- Tool/publisher integration
- Creating & deploying exams

bbtechsupport@Harpercollege.edu



WEEKEND PHONE SUPPORT

Saturday - Sunday | 8am-6pm
Basic Blackboard technical assistance

- Basic support provided by Blackboard
- Messages and escalations will be addressed by Harper's Blackboard support the following business day

847-925-6090 Option 1