

Student Support Contact Concerning Blackboard (Bb) Online Courses

1. Online instructors have course start up requirements - orientations, directions to the DL login page, and special course details in the syllabus at least **one week** before the start of each course.
2. Students should start at the individual faculty web page for the syllabus at <http://www.lsc.edu/faculty/> and will find directions in the syllabus for beginning the course.

To Download a Syllabus:
Click on the name of the instructor.

Save the syllabus from the instructor's web page.

If you are having trouble accessing the course after doing step 3, contact the instructor by e-mail or phone provided on the syllabus.

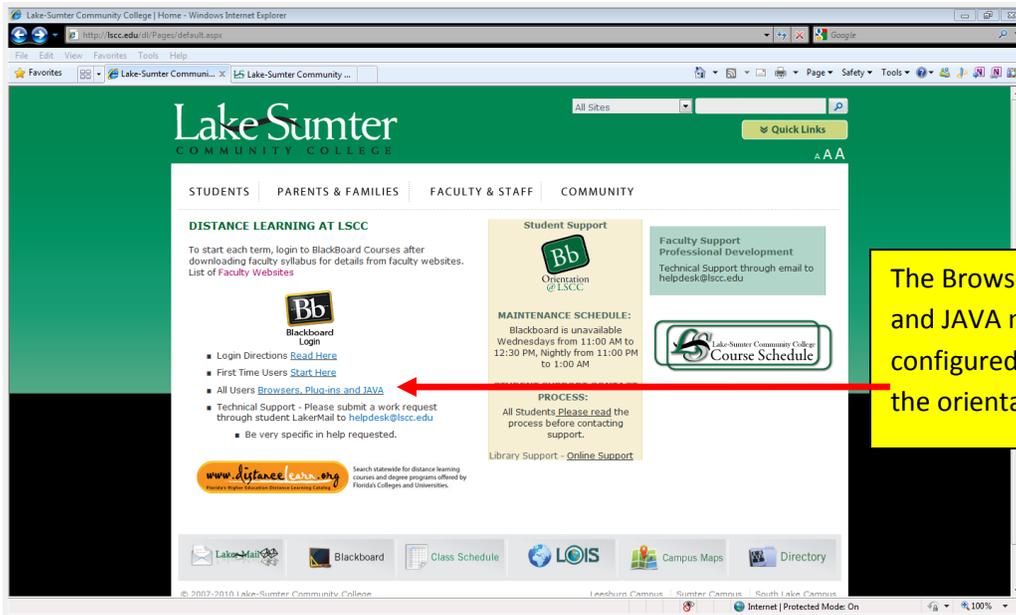
3. Bb Access: At <http://www.lsc.edu/dl/> *Very important* -follow the **First Time Users Start Here**

Students: Even if you have taken a Bb course, it is important to make sure **Browsers, Plug-ins and JAVA** are appropriate on your machine daily. Do not skip this step of making sure your computer is setup correctly to work with the Bb system. The internet has updates occurring rapidly.

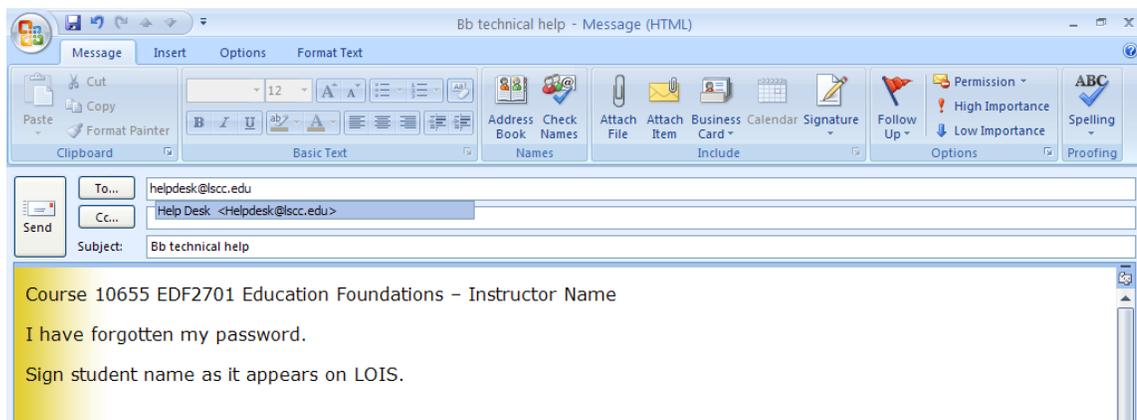


Orientation
@LSCC

- All distance learning students have access to help with using the system. Tutorials, tips and practice sessions are available in the self-help orientation.
- Some instructors require the orientation. Please make sure to check the syllabus for requirements.



- If a student has a technical support use like forgotten password, please send an email to helpdesk@lsc.edu (work order address) through your **LakerMail** access <http://www.lsc.edu/email/>
 - Please put the course number, name and instructor's name in the e-mail.
 - Briefly describe what the problem is and type your name.



- Please do not phone IT.** If your work order is not answered within the next business day, contact Mike Nathanson nathansm@lsc.edu through your **LakerMail** account.