

IT Support Services

Support Counter East: Moakley Center, Rm 130
Support Counter West: Maxwell Library, Rm 011

Tel: 508.531.2555

Email: itsupport@bridgew.edu



Blackboard Student Resources

Bridgewater State University (BSU) uses Blackboard (Bb) as the campus learning management system (LMS). To use Blackboard, go to <http://blackboard.bridgew.edu> and log in with your BSU Username and Password.

Blackboard Accounts

When students claim their BSU User Accounts (@student.bridgew.edu email account), their Blackboard student accounts are automatically created. There is no separate account claim process for Blackboard.

Blackboard Enrollment

Blackboard is integrated with the student registration system (InfoBear). Once a student is officially registered and can see their course registration(s) in InfoBear, they will be automatically enrolled in their course site(s) in Blackboard within 12 hours. Students do not need to self-enroll in Blackboard.

Blackboard Course Sites

While students are automatically enrolled in course sites in Blackboard, faculty members must make the course sites “available” for students to view. If a student can log in to Blackboard, but cannot see their course sites, the course sites may not be available for students to view. If the professor indicates the course sites are available and the student is unable to view it, the student should contact IT Support Services for assistance.

Common Questions and Answers

I cannot see all the courses in which I am enrolled. What do I do?

You do not need to self-enroll into courses. You may not be able to view their courses if your professor has not made the course available. If this is the case, you should contact your professor.

You may not be able to view your courses if you registered for classes less than 12 hours ago. If this is the case, please wait and try again later. A less common reason may be that you have hidden the current term's courses. To resolve this, click the settings icon in the courses module in the myBSU tab and ensure "group by term" and the current semester are checked.

I had computer problems in the middle of an exam and now I'm locked out. What do I do?

You should try and access the test again. Occasionally instructors will allow more than one attempt. Otherwise, please contact your instructor to notify the instructor that you are locked out. Your instructor can work with the Teaching & Technology Center to resolve your attempt.

I can no longer see the menu on the left-hand side of my course site. What do I do?

If the menu is missing from a course, hover your mouse over the gray line on the far left side of the screen (cursor will change to a double arrow and a tooltip stating Show Course Menu will appear) and double click the left mouse button.

I can log into BSU email, but I cannot log in to Blackboard. What do I do?

When logging into Blackboard, do not include the @student.bridgew.edu part of your username.

If you have not yet registered for courses at BSU, you will not be able to log in to Blackboard. If you registered for courses, but only within the last 12 hours, please wait until at least 12 hours have passed before logging in.

How do I submit an assignment within my course?

Proceed to the page in your course where the assignment is located and click the title of the assignment. If you wish to submit a note with your assignment, type it into the Submission or Comments text box.

If you need to attach a file, in the Attach File row, click Browse My Computer, and navigate to the file on your computer. Select the file in the Choose File to Upload dialog box and click Open. You will see a link appear. Click Submit when you are finished.

Resources

Blackboard Support: YouTube

<https://www.youtube.com/user/BlackboardTV>

BSU Mobile App 2.0: Blackboard Course Site Integration

<https://my.bridgew.edu/departments/webservices/SitePages/MobileApp.aspx>

Contains access to Blackboard along with many other useful BSU campus resources

Blackboard Learn App: available for free in the iOS and Android app stores

Provides native access to a wider range of services from Blackboard