

HOW TO INSTALL AND SET UP BLACKBOARD IM (Instant Messaging)

Frequently Asked Questions

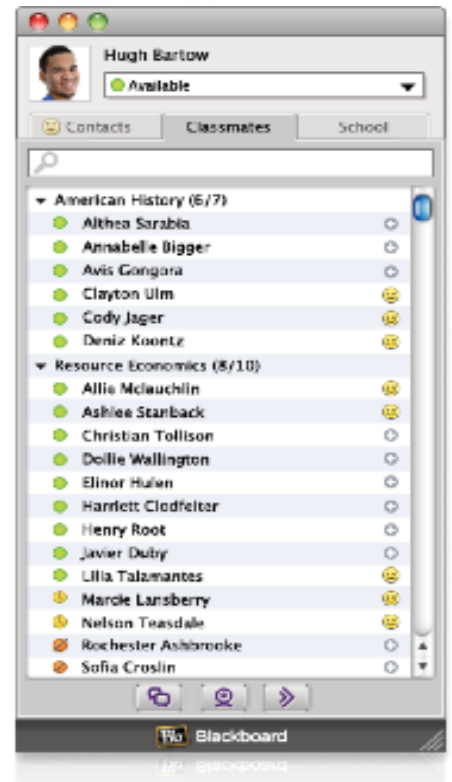
What is Blackboard IM?

Blackboard IM is the only instant collaboration system specifically designed to advance and promote learning. It enables registered users to instantly connect with classmates and instructors by working with the institution's Learning Management System to automatically populate a list of that user's courses and classmates. Use it to whiteboard with study groups, ask an instructor a question or video chat with classmates or colleagues. *(Various institutions may choose to deploy only some of these interactive features.)*

How can I get Blackboard IM?

In order to create a link between your Blackboard IM account and your institution, you must be verified by a Learning Management System when you create your account. Your institution can provide you with verified access to the Blackboard IM registration form in several ways:

1. A link from a course or portal page in the Learning Management System
2. An email invitation that includes a registration link
3. Through a registration code provided by your institution

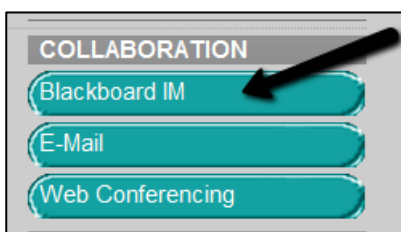


Why do I have to be enrolled in a Learning Management System before I can create a Blackboard IM account?

Blackboard IM instantly connects you with other Blackboard IM users in the courses you are enrolled in through your Learning Management System account. In order to link your Blackboard IM account with your Learning Management System account, you must be verified with a Learning Management System when you create your account.

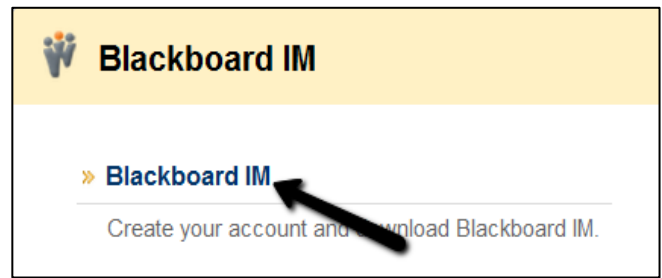
Why do I have to create a Blackboard IM account before I can download the software?

To more quickly help you get started, Blackboard IM displays a list of all the other Blackboard IM users in your current courses. If you have not created your account, Blackboard IM has no way of knowing which courses you are currently enrolled in, and cannot display your classmates.



Click on the Blackboard IM button or click the tools button then click on the Blackboard IM link (your instructor will need to make this tool available).

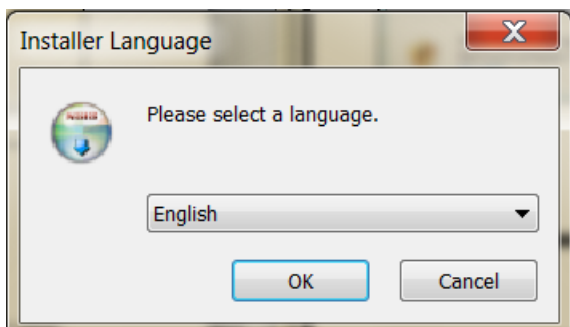
Click on the Blackboard IM link to create your account and download your computer. Once you have install Blackboard IM on your laptop/home computer it will always be there. If you download this on campus you will need to install the software each time. Remember your login information as you will not have to create an account each time.



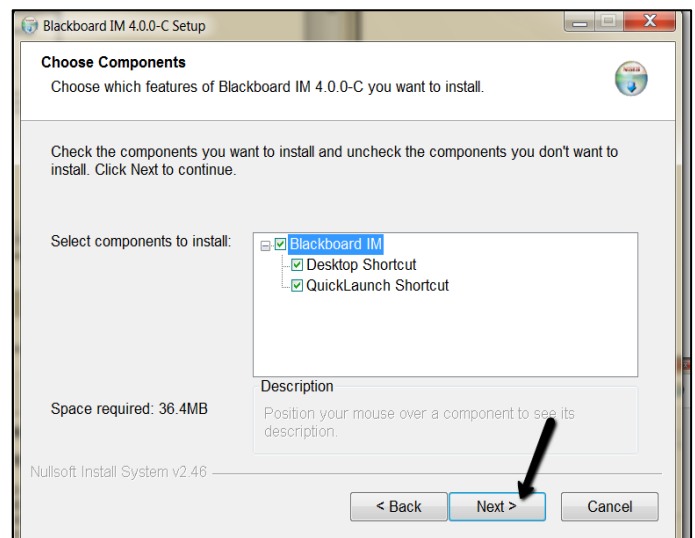
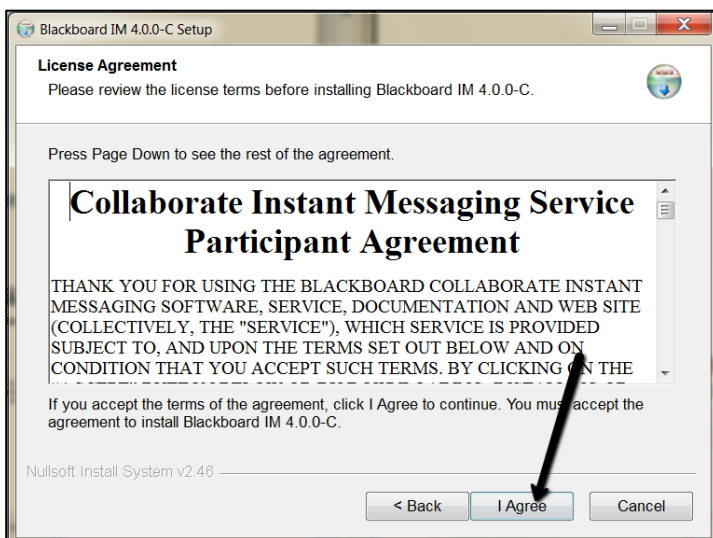
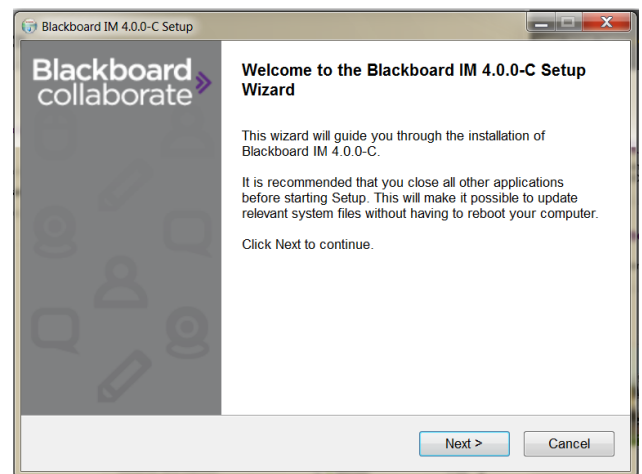
Click on the appropriate link for your operating system.

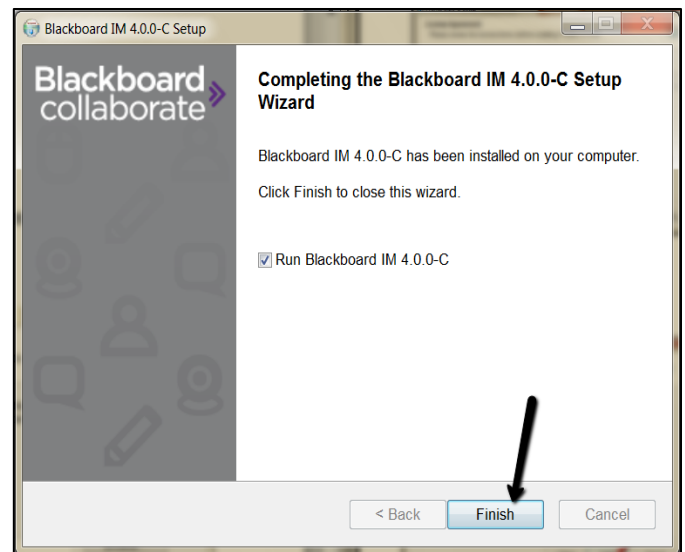
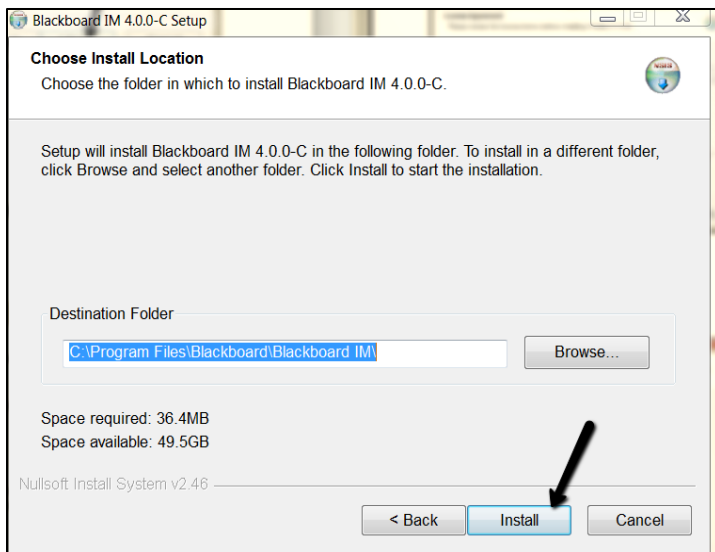


Click **Run** or **Yes** to install Blackboard IM



Click **OK** then follow the steps to install.

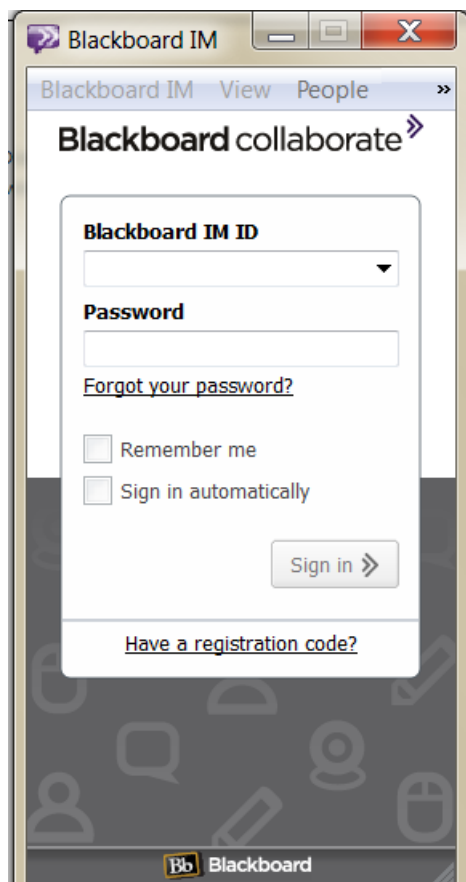




Logging In

You log in to Blackboard IM using the ID and password that you chose when creating your account. Whenever you launch Blackboard IM, the login window appears.

To Log in to Blackboard IM



1. Enter your Bb IM ID
2. Enter your password.
3. Click the **Sign in** button.

Tips:

- a) You can set Bb IM to remember your ID and password by checking the **remember me box**. If you do this, anyone with access to your computer can access your Bb IM account.
- b) You can also set Bb IM to automatically sign you in when you launch the program by checking the **sign in automatically** box. This setting can be changed in the Preferences window.

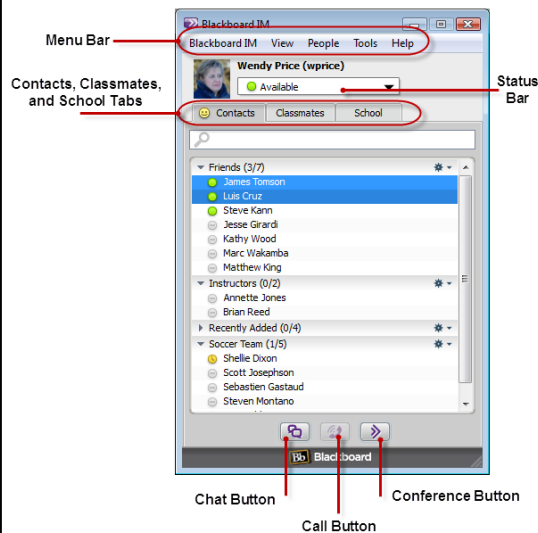
Once you have logged into Blackboard IM you can close the application. You should see the following icon on the Status bar. The purple icon means you are logged in and are “available” to your instructor and classmates.



The [User Guide](#) will provide you with more information about Blackboard IM.

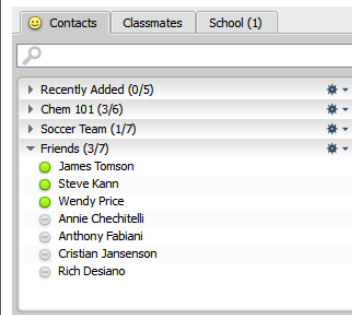
About the Blackboard IM Interface

Blackboard IM is based around the Blackboard IM window, from which you manage communication with other users and access the program's more advanced features. The main elements at the top of the Blackboard IM window are the Menu Bar, the Status Bar, the [Contacts tab](#), the [Classmates tab](#), and the [School tab](#).



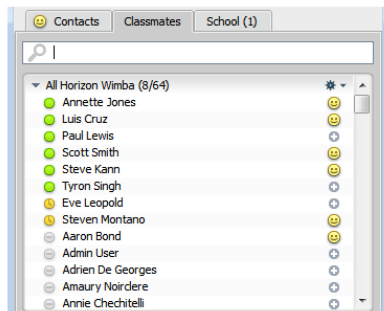
The bottom of the window holds the [Chat](#), [Call](#), and [Conference](#) buttons.

The Contacts Tab



The Contacts tab is where you keep track of your friends, study groups, and anyone else that you contact often. This tab is initially empty, but you can add any Blackboard IM user, as long as you know his or her Blackboard IM ID; the user does not need to be in one of your classes, or even at your institution. The **Find** field allows you to search for a specific user in the list. You can also add groups to keep your contacts organized.

The Classmates Tab



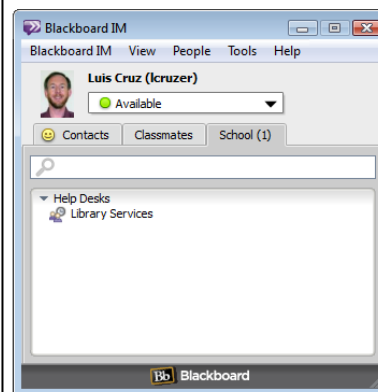
The Classmates tab lists all of the Blackboard IM users who are in your classes. If the instructor of a course has a Blackboard IM account, the label (**Instructor**) appears next to his or her name. You do not need to add users to your Classmates tab; it is automatically populated based on course enrollments within your institution's Course Management System. You also cannot manually add or delete classmates. The **Find** field allows you to search for users in the list.

Tip:



Classmates appear only while you are enrolled in a class. However, users remain in your Contacts tab indefinitely, so make sure you add classmates with whom you want to keep in touch as contacts before the semester ends.

The School Tab



The School tab lists the Help Desks that your institution has set up. These may include campus offices, library services, academic counseling, or any other resource that your institution wants to make easily available. A number appears in the tab label when Help Desks are available. Open Help Desks display the Office Hours icon next to their name, while closed Help Desks display the offline icon. Help Desks can only be added, deleted, or modified by your institution's Blackboard IM Administrator. The **Find** field allows you to search the list for a specific Help Desk.

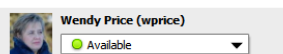
If you are an instructor, this tab also enables you to assume the staff role for a help desk. See [The School Tab](#) in the Help Desk section.

Note:



The School tab appears only if your institution has set up at least one Help Desk.

The Status Bar



The Status Bar shows your current availability. Since other Blackboard IM users see this status, you can use it to tell other people what you are doing and if it is a good time to contact you. Status messages are fully customizable and can be saved for future use.

See Also:

[Changing Your Status](#)
[Creating a New Custom Status](#)