



**MORRISVILLE**

**STATE UNIVERSITY  
OF NEW YORK**

## **Online Resource Student Guide**

Made by Megan Croft

## Web for Students, Blackboard & Webmail

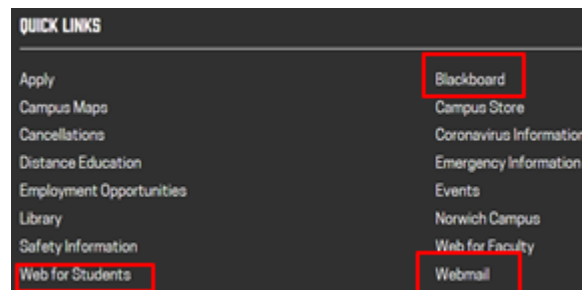
### What are these portals/platforms used for?

<u>Web for Students:</u>	This is your personal SUNY Morrisville student portal and where all of your student information is housed, including: <ul style="list-style-type: none"><li>• Your personal contact information</li><li>• Emergency contact information</li><li>• Academic records (grades &amp; unofficial college transcript)</li></ul>
<u>Blackboard:</u>	This is your online learning platform and where you will access all of your course information. In Blackboard, you can: <ul style="list-style-type: none"><li>• View your course syllabus</li><li>• Submit course assignments</li><li>• Participate in discussion forums</li><li>• Access e-textbooks (not applicable to all courses)</li></ul>
<u>Webmail:</u>	This is how you will access your SUNY Morrisville e-mail account. Checking your Morrisville e-mail regularly is important because: <ul style="list-style-type: none"><li>• This is how your college professors will contact you. They do not have access to any non-Morrisville email addresses.</li><li>• This is how you will stay up-to-date on important announcements from SUNY Morrisville and receive information about campus events and activities</li></ul>

### How do I log in?

<u>Web for Students:</u>	Web address: <a href="#">Web for Students</a> User ID: Your SUNY Morrisville ID (aka M#) PIN: 6-digit number that you set up during 1 <sup>st</sup> login
<u>Blackboard:</u>	Web address: <a href="#">SUNY Morrisville Blackboard</a> Username: Your SUNY Morrisville username Password: 8+ character password of your choice
<u>Webmail:</u>	Web address: <a href="#">Webmail</a> Username: Your SUNY Morrisville username + @morrisville.edu Password: Same password that you use for Blackboard

You can also access the login pages for all of these portals/platforms by going to [SUNY Morrisville Website](#) and scrolling all the way down to the “Quick Links” section at the bottom of the screen.



## What if I forget my login information?

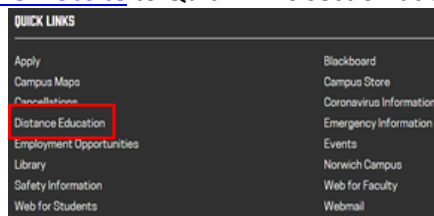
<u>Web for Students:</u>	User ID: M# on your student ID card (M01234567) PIN: Follow the steps below <ul style="list-style-type: none"><li>• Enter your User ID on login page</li><li>• Click “Forgot PIN?”</li><li>• Answer your security question</li><li>• Choose new PIN to reset</li></ul> If your account has been “disabled” because of too many (3+) incorrect login attempts, contact <a href="mailto:registrar@morrisville.edu">registrar@morrisville.edu</a> to have your account re-enabled. If you attempt to log in twice and get a message that your login credentials are incorrect both times, follow the steps above to reset your PIN before your account gets disabled.
<u>Blackboard:</u>	Username: Do you know your SUNY Morrisville email address? If so, your Blackboard username is the part of your email before the @morrisville.edu. If not, you will need to reset your Blackboard password and you will be given your username during this process.  Password: Must be reset in Web for Students. Instructions included in handout.
<u>Webmail:</u>	If you forget your password, you will need to reset it in Web for Students just like with Blackboard. Remember, your password is the same for both platforms.

## Who should I contact if I need help?

<u>Web for Students:</u>	If your account has been disabled, contact the Registrar’s office: <ul style="list-style-type: none"><li>• Email: <a href="mailto:registrar@morrisville.edu">registrar@morrisville.edu</a></li></ul>
<u>Blackboard:</u>	If you have questions about your e-book, course assignments, discussion posts, etc. please contact your course instructor.  If you feel that something is wrong with your account and your course instructor is not able to help you, please contact the following: <ul style="list-style-type: none"><li>• Email <a href="mailto:tstickets@morrisville.edu">tstickets@morrisville.edu</a></li><li>• Open SUNY/Blackboard Support:<ul style="list-style-type: none"><li>○ Direct Phone #: 518-320-1300</li><li>○ Toll-Free Phone #: 844-673-6786</li></ul></li></ul>
<u>Webmail:</u>	Please contact the Morrisville Help Desk: <ul style="list-style-type: none"><li>• Email: <a href="mailto:tstickets@morrisville.edu">tstickets@morrisville.edu</a></li></ul>

## Where should I find online resources for students?

SUNY Morrisville [Distance Education](#) page lists all online resources for students. You also could access by scrolling down the [SUNY Morrisville website](#) to Quick Links section at the bottom of the screen.



## Getting your SUNY Morrisville Username & Setting or Changing your Blackboard/Webmail Password

On the Web for Students login page, enter your User ID (M#) and PIN, and then click “Login”

### User Login

Please enter your user Identification and your Personal Identification Number (PIN). When finished, click Login.  
When you are finished, please Exit and close your browser to protect your privacy.

User ID:

PIN:

Once you are logged in, click on “Personal Information”

Personal Information Student Information & Financial Aid Faculty Services

Search  Go ACCESSIBILITY SITE MAP HELP EXIT

### Main Menu

Welcome, Spider D. Man. Last web access on Mar 13, 2020 at 02:01 pm

**Personal Information**  
Change your Web ID/username, Edit your campus E-Mail/Network/Blackboard password; Change your security question; Answer a Survey; Change off-Campus Local Address

**Student Information & Financial Aid**  
Schedule classes, view your Academic Records, Student Account and Financial Aid Information, select Housing, Meal Plan and Laptop Preferences, and Purchase Textbooks.

**Faculty & Advisors**  
Enter Grades and Registration Overrides, View Class Lists and Student Information

**Student Checklist - Incomplete Items**  
Students should use this link to access information about important items that need attention before the start of the semester.

Click on “Get/Change E-Mail/Network/Blackboard Password”

Personal Information Student Information & Financial Aid Faculty Services

Search  Go RETURN TO MENU SITE MAP HELP EXIT

### Personal Information

**Get/Change E-Mail/Network/Blackboard Password**  
Use this link to get or change your E-Mail/Network/Blackboard password.

**Change your PIN**  
Need to update your PIN? Change it here.

**Change Security Question**

**Emergency Alert Contact Information (NY-ALERT)**  
Register your personal contact information to receive E-Mail, Voice and Text Messaging Alerts during Campus Emergencies.

**View Addresses and Phones**

**Student Contact Information**  
Students can use this link to view current addresses. This link also allows students to update their Preferred Contact address used for college communications.

**Emergency Contacts**  
Students can use this link to provide contact information for emergency or missing persons situations.

**Emergency Medical Information**  
Students can use this link to provide any medical information that may be useful in an emergency.

**Name Change Information**

**Social Security Number Information**  
Students can use this link to view the Social Security Number currently on file for them and information on how to change it.

Click “Continue”

Personal Information Student Information & Financial Aid Faculty Services

Search  Go SITE MAP HELP EXIT

### Pickup/Change Password

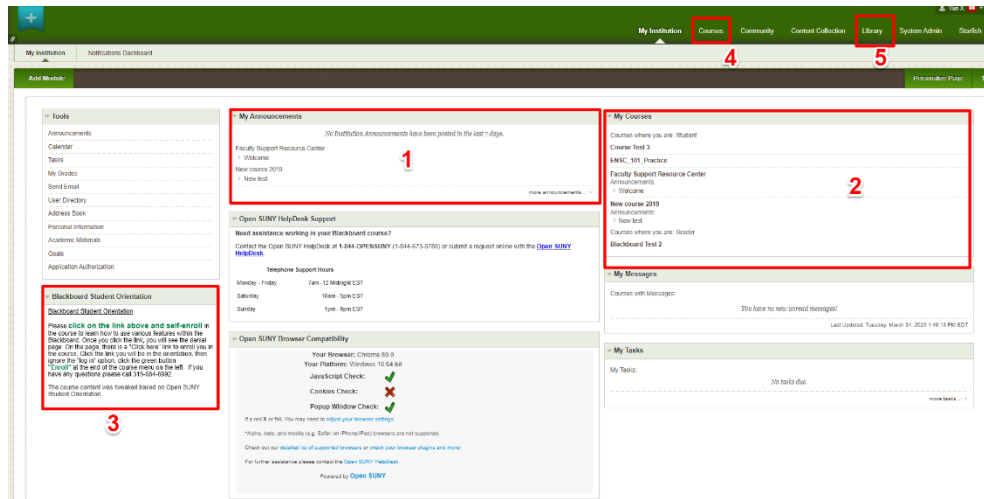
This set of pages is used to pickup or change the password for your E-Mail/network account. When you have completed this process, your username and e-mail address will be displayed as well.

Follow instructions on screen to set password and then click “Continue”. *Your password must be at least 8 characters long and consist of uppercase letters (A-Z), lowercase letters (a-z) AND digits (0-9). You may also use the dash (-) and underscore (\_) characters.*

Your SUNY Morrisville username and email address will be displayed on the next screen. Write this information down and keep it in a safe place so that you can reference it later. Please wait 5-10 minutes before you attempt to log into Blackboard/Webmail to allow time for our system to process the reset.

# Navigating Your SUNY Morrisville Blackboard Account

When you log into your Blackboard account, the first thing that you will see is your dashboard:



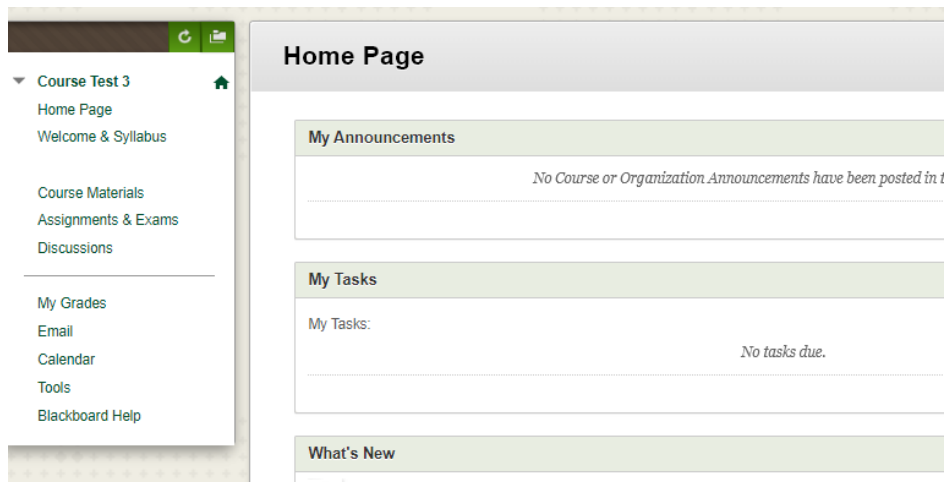
Your dashboard includes sections for

1. **My Announcements.** This module includes all course announcements from your instructors.
2. **My Course.** This module includes all of your courses. You could click the course link in the module to enter your courses.
3. **Blackboard Orientation.** This module includes Blackboard instructions. It is recommended to click the link in the module to learn Blackboard at the beginning.

Above the dashboard, there are multiply tabs.

4. **Course.** This tab will direct you to the course page where you could find Course List, Course Search, and Course Catalog.
5. **Library.** This tab will direct you to the library page where you could access Library Information, Update to Library Services, Library OneSearch, Textbook Reserves, Library Chat, and Library Subject & Course Guides.

When you click on a course in the “My Courses” section of your dashboard, you will be redirected to your course homepage. This is where you will find announcements and alerts that are specific to that course. You will also see a menu bar for your course on the left side of the screen:



This menu bar contains a number of important links for your course, including:

- **Welcome & Syllabus:** This is where you will typically find your course syllabus
- **Course Materials:** This is where you will find instructor notes and PowerPoints, assignments, tests and quizzes, and the link to your e-book, if applicable.
- **Assignment & Exam:** This is where you will find course assignments and exams.
- **Discussions:** The main discussion board page appears with a list of available discussion forums. Forums are made up of individual discussion threads that can be organized around a particular subject. A thread is a conversation within a forum that includes the initial post and all replies to it. When you access a forum, a list of threads appears.
- **My Grades:** This is where you will find the grades and feedback of your assignment, exam and discussion from instructors.

Item	Last Activity	Grade
<b>Total</b>		<b>42.00</b> 100
<b>Item Description: Grading Criteria</b>		
Attendance		+
Attendance	UPCOMING	100
Assignment 1		+
Assignment 1	UPCOMING	100
Week 2 Discussion	Mon 24, 2020 11:01 AM	9.00 100
Week 2 Discussion	Mon 24, 2020 10:47 AM	9.00 100
Test	Mon 20, 2020 11:43 AM	9.00 100
Test	UPCOMING	100
Week 3 Assignment	Mon 20, 2020 10:45 PM	7.00 100
Week 3 Assignment	UPCOMING	100
Assignment Test	UPCOMING	+
Assignment Test	Mon 20, 2020 11:08 AM	100

- **Tools:** This is essentially a library of resources that are available within your course to ensure that you will be academically successful such as Collaborate Ultra.

**Tools**

- ALEKS Math**
- Academic Materials**  
Purchase your academic materials here.
- Access WebAssign**  
Automatic login to WebAssign requires third-party cookies to be enabled in your browser. [More information.](#)
- Achievements**  
Achievements
- Glossary**  
View a list of important terms and their definitions.
- Goal Performance**  
View goal performance within a course.
- Groups**  
Create and manage formal groups of students to collaborate on work.
- Journals**  
Create and manage journals that can be assigned to each user in a group for the purposes of private communication with the instructor.

- **Blackboard Help:** Clicking on this link will redirect you to the Blackboard Student Orientation for Students webpage, a self-guided course that allows you to search different help topics.
  - You also could find resources from [Blackboard Learn Help For Students](#)

You may also see additional menu options for “My Grades”, “Blogs”, etc. Your menu bar for each course will look slightly different depending on how your instructor has set up the course in Blackboard.

The pages that follow include basic navigation instructions and tutorials for some of the most commonly used functions of Blackboard. This information was compiled from the [Open SUNY Support webpage](#)



## NAVIGATING MY ONLINE BLACKBOARD COURSE

Navigating your online course before you begin a class will help you avoid issues while taking the class. When you call the HelpDesk, there are a few navigation tools to which we will refer to help when navigating your online course in Blackboard.

### Four Blackboard Navigation Tools

Your online course has four navigation tools: the **Course Menu**, the **Breadcrumb Trail**, **Display Course Menu** in a Window, and the **Folder View**. One important note: If you choose to navigate to any area of the course before you click OK, Submit, or Save you will lose everything you have been working on.

#### 1. Course Menu

The Course Menu appears at the left of each course and gives a brief outline of the course. You can click on any item to navigate to that area of the course. The Course Menu may vary in each class. Some instructors use buttons instead of lists, change the color or add items to the menus. You still click on the item to go to that section of the course.

There are some items that will be consistent from course to course. They include Contact Information, Announcements, Private Messages, Ask the Class, the Course Survey and the Tools.

#### 2. Breadcrumb Trail

A breadcrumb trail tracks your “clicks” through course content levels. The breadcrumb trail is located at the top of each page, right under Blackboard’s tabs. Each time you click to a page or activity lower in a hierarchy, that link is added to the trail. So, you can easily go back one level or all the way back to the beginning. Just like in the story of “Hansel and Gretel” where they left breadcrumbs on the trail so they could find their way back.

The first breadcrumb shows that the user clicked on the Blackboard Orientation course (Home). The second shows that the user then clicked to open a module called “Start Here!”. The third breadcrumb shows that the user then opened a page titled “Navigating My Online Course”. From the breadcrumb trail, this user could go back to “Start Here!” module or the course homepage.

#### 3. Display Course Menu in a Window

When you select this icon, the course menu will display in a new window without closing the existing window in which the user is working.

#### 4. Folder View

The View expands the Course Menu so it looks and works just like the Course Map. To use, click on Folder View in the Tools area of the Course Menu.

## HOW TO USE BLACKBOARD MOBILE APP FOR STUDENTS

You can access your courses online via the Blackboard app. Before you get started, make sure you have the correct Blackboard app on your phone.

### Blackboard App for Students

**What it does:** You can view your courses on the app, participate in discussions, turn in assignments and tests, and view course content. If your instructor has enabled Blackboard Collaborate in the course, you will be able to use that feature as well.

**Compatibility:** The Blackboard app is available for Apple, Android, and Windows mobile devices. Make sure your phone is running iOS 9.0+; Android 4.2+; Windows 10+. If you are using a tablet, iPads must be operating on iOS 9.0+; Android tablet must be working on 4.2+. If you use a Windows device, read more [here](#).

*How do I find which iOS is on my Apple device?*

Go to Settings

Click on General

Click on About

The iOS is listed in the 'Version' area

If you are using a Mac for your classes, here are tips for using a [Mac in Blackboard](#).

### Common Questions About Using Blackboard Mobile App

*Can I enable notifications?*

Yes, you can allow push notifications. Blackboard will notify you about due dates for tests, past due exams, new grades, and your new courses. Currently, there are no notifications about assignments. As a rule of thumb, ALWAYS refer to the syllabus and course schedule. To enable Blackboard notifications on your device, go to your device settings.

*How do I log into Blackboard mobile?*

To log into Blackboard mobile, use the same username and password you use when accessing Blackboard on a desktop computer or laptop. If you are having trouble logging into Blackboard on your mobile device, contact your campus helpdesk.

*Can I take tests or turn in assignments in Blackboard on my phone?*

Yes, you can take tests and turn in your assignments online; however, we recommend you don't rely solely on your mobile device to complete or participate in your online course. If you are turning in an assignment or taking a test on your mobile device, do so ONLY through the app and not a mobile browser. Always verify that your submission went through. If you experience trouble, reach out to your instructor and the helpdesk right away!

*Why can't I email my instructor in the app?*

Your instructor has to enable a setting that allows you to email in the app. If you don't see the email function in the Blackboard app, reach out to your instructor and the helpdesk. We will be happy to look at the settings.



*Can I use the Blackboard app on my Kindle?*

No. Currently, the only compatible operating systems are Apple, Android, and Windows.

*Can I use a different language in Blackboard?*

The Blackboard app supports more than 30 different languages. You will need to change your language preference in the device settings not in Blackboard.

## TIPS FOR WORKING ON A MAC IN BLACKBOARD

You can access your Blackboard account on your computer, laptop, or Mac. What you might notice, however, is that it works a little differently on your Mac. In some cases, you will need to make changes to the documents you create or download.

### 1. Verify browser compatibility

If you are on a Mac, the HelpDesk suggests you access Blackboard in the Safari, Mozilla Firefox, or Google Chrome browsers. Find out if your browser is compatible here: [Browser Compatibility](#). A general rule of thumb when you are experiencing issues is to try in another browser.

*\*If you are using Safari, you may notice the menu collapses. If this happens, and expanding it will not stick, switch to Firefox instead.*

### 2. Configure the browser

When you log into Blackboard on your Mac, visit the Open SUNY **Browser Compatibility** area to make sure your browser settings are accurate. You must have green checks in all three areas. If you see a red 'x' in any area, you will need to adjust your browser settings.

Read more: [Adjust pop-ups in Blackboard](#)

### 3. Make sure files are compatible

When you create a new file on your Mac, you need to make sure that the file can be viewed by anyone on a Mac or a PC. This means you will have to change the file extension for the document. This is important if you are uploading assignments, written exams, and other documents. Always verify the format with your instructor first. The most common formats are listed below.

<u>DOCUMENTS</u>	<u>IMAGES</u>	<u>VIDEO</u>
Word: .doc or .docx	JPEG: .jpg	QuickTime: .mov
PowerPoint: .ppt or .pptx	GIF: .gif	Windows Media: .vmv
Excel: .xls or .xlsx		MPEG-1, MPEG-2, and MPEG-4:
PDF: .pdf		.mpg, .mp4
Plain Text: .txt		
HTML: .htm or .html		

### 4. Reformat Pages documents

Creating documents in Pages is not an acceptable format in Blackboard. This is a Mac-exclusive product. That means it is not viewable by PCs. Your professor will ask you to reformat and resubmit.

[Instructions for reformatting Pages:](#)

1. Open the Pages document you want to change.
2. Click on **File**
3. Select **Export To**, and choose the option you want (PDF, Word, Plain Text, etc.)
4. When the **Export Your Document** box pops up, make sure the proper extension is in the **Format** area (see file extensions above), and select
5. **Save As** with the appropriate title and select the accurate destination in the **Where**
6. Click **Export**.

When you upload the document in Blackboard, follow the upload instructions: [How to Submit an Assignment](#).

### 5. Install BB Collaborate launcher

If your professor uses Blackboard Collaborate for lectures, conferences, and office hours, you will need to download the launcher if it is your first time.

1. Download the launcher
2. If a prompt asks you to enable Java, select '*Always run for this site.*'
3. When the installer is downloaded, the zip file will automatically open if you are in Safari.
4. Once the launcher is installed, you can select *OK* to enter the session.

If you cannot find the launcher, look in your Downloads folder.

If you are experiencing trouble in Safari, switch to Chrome or Firefox and try again. If the problem persists, call the Open SUNY HelpDesk.

## HOW TO SUBMIT AN ASSIGNMENT

In your online class, you will submit assignments to your professor for grading. Many assignments require you to upload a document. These steps will help you submit an assignment in Blackboard.

### Steps to Submit an Assignment in Blackboard

First, go into the content area where your assignment is located. Access the assignment by clicking on the assignment name.



#### Assignment #1

Attached Files:  [Assignment1.docx](#) (9.642 KB)

Please attach your essay. Make sure that it is saved as a .pdf, .doc, or .docx.

The Assignment information area will display with the following information:

- The assignment name
- Any instructions provided by your instructor
- The Due Date (if one is set)
- The number of points the assignment is worth
- Any attached files required for completing the assignment

You will have two submission options for your document.

1. Text Submission – Clicking the *Write Submission* button allows you to type your assignment directly in Blackboard by giving you access to text editing tools to help format your submission.

2. Attach File – You can submit a file attachment by clicking *Browse My Computer* > locating the saved file > selecting the file.

Accepted file types can be found at the link below:

**Text:** DOC, DOCX, PDF, HTML, RTF, TXT

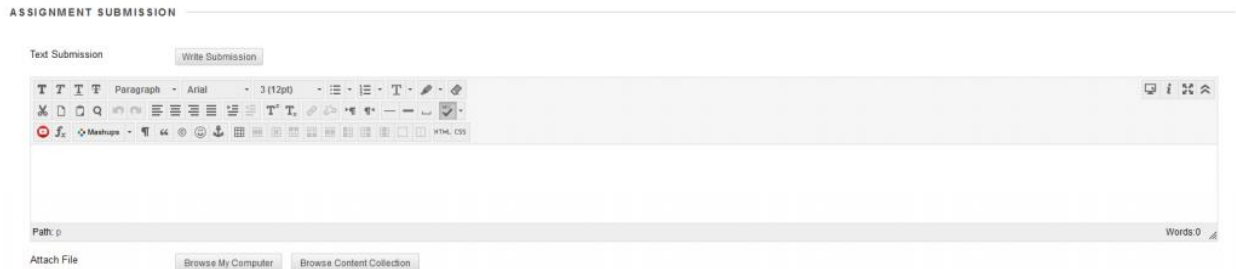
**Slideshow:** PPT, PPTX, PPS

**Image:** JPG, JPEG, JIF, PNG, TIFF, TIF

**Video:** AVI, MP4, MPE, MPG, MPEG, MOV, RAM

**Audio:** AIFF, AU, MP3, RA, RM, WAV, WMA

If you wish to remove the file before submitting, click *Do Not Attach*.



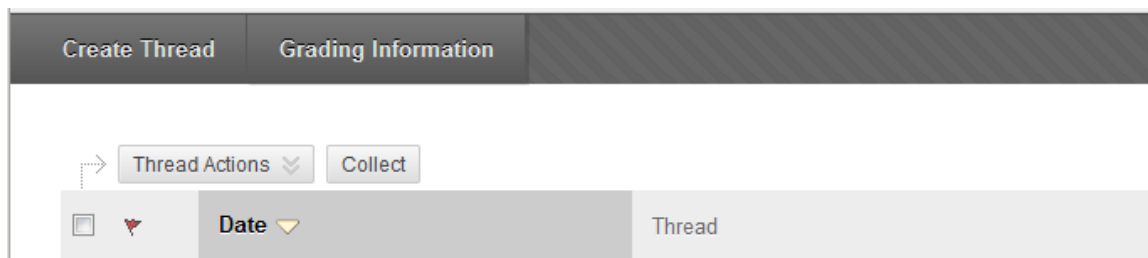
When you submit your assignment in Blackboard, you can add comments about your submission for your instructor. This section is optional. DO NOT put your assignment in this area.

When ready you can click *Submit*. You will be brought to a page to review your submission.

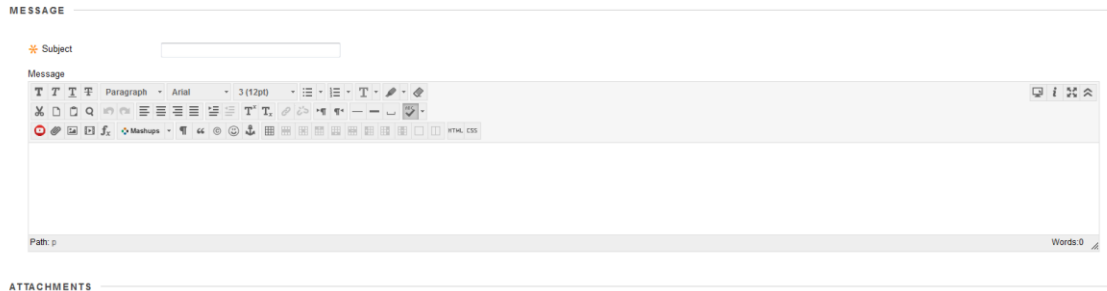
## CREATING & POSTING TO A DISCUSSION BOARD

Discussion boards are created in Blackboard to increase participation and encourage dialogue in an online class. To create a discussion board or respond to a thread, check out a few tips from the Open SUNY HelpDesk.

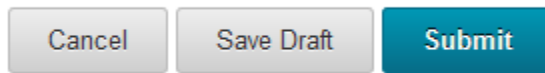
1. Access the discussion by clicking the *Discussions* link in the course menu, locate and click on the forum.
  - If no *Discussions* link exists in the menu, navigate to the appropriate content area and click on the forum link set up by your instructor.
2. Click the *Create Thread* button



3. Enter a *Subject* and begin typing your post in the *Message* box.



- You will be given access to text editing tools to help format your post.
  - If needed, there is also an option to attach a file to the post.
4. You now have the option to *Save Draft* to continue working later or you can click *Submit* to publish the post.



Read more about discussion board posts: [Add an image or video to a post in Blackboard](#)

## HOW TO TAKE A TEST IN BLACKBOARD

Before taking a test in Blackboard for your online class, make sure you and your computer are ready:

1. You may want to start by clearing your browser's cache. For steps to clear cache, [click here](#).
2. Make sure you have a reliable Internet connection. If possible, use a wired connection to reduce the chance of losing connection.
3. Use an up-to-date browser.
4. Review the test availability times.
5. Contact your Instructor if you are unsure of the test dates.
6. Start the test early to allow yourself enough time in case you need technical assistance.

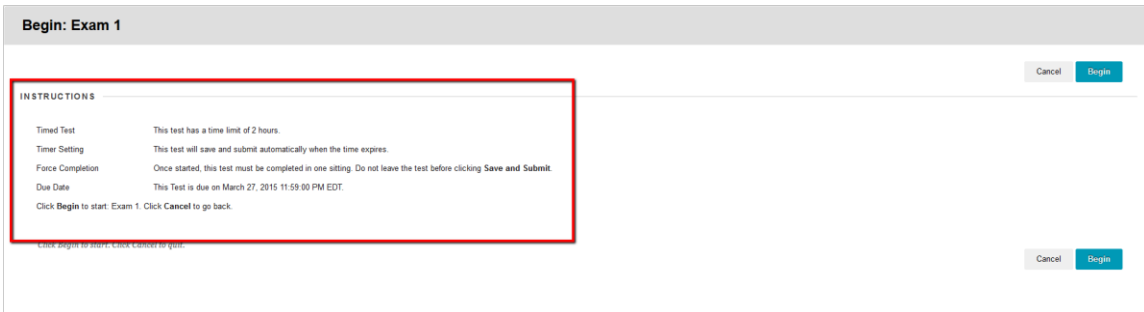
When you are ready to start the test:

1. Navigate to the appropriate content area where the test is located.
  - If you are unsure of where to locate the test, contact your instructor for further info.
2. Click on the name of the test.

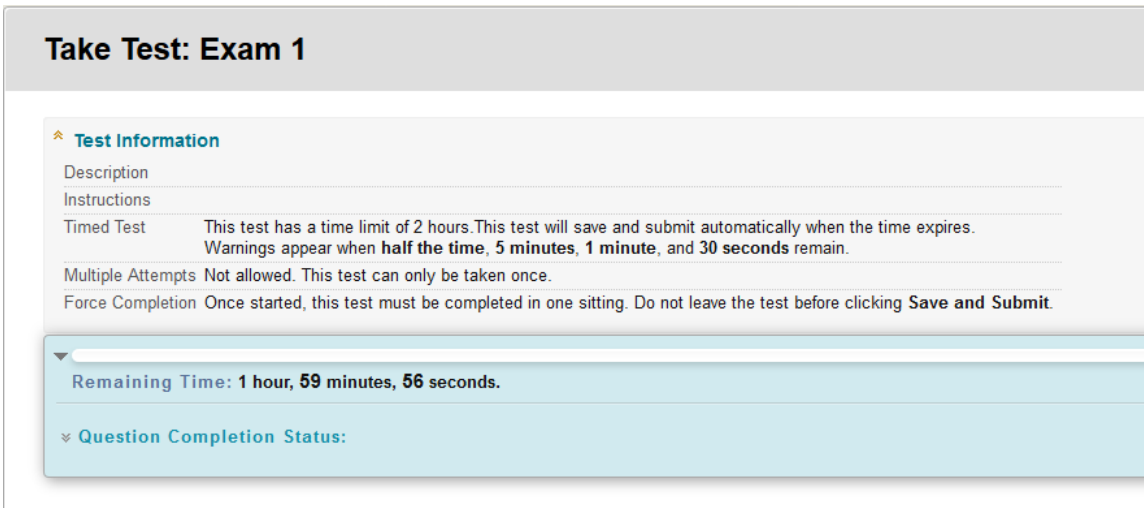


3. Review the instructions. Make note of any timer settings and force completion.
  - If force completion is enabled, make sure you have a stable Internet connection as this setting requires a constant connection to the test. Force completion requires users to finish the test in one sitting.

- If a timer is set, once the test is started the timer begins and does not stop whether you are in the test or not.



4. After reviewing the instructions click *Begin*.
5. You will see the test information and the *Question Completion Status* bar at the top of the test. If a timer is set, you will see the timer as part of the completion status bar.



6. Once all questions have been answered, click the *Save and Submit* button to submit your attempt.



7. You will now see a submission confirmation page. Click the *OK* button in the lower right to view your results.

**If you need further assistance or have additional questions please contact:**

[Open SUNY Support Services HelpDesk](#)  
 1-844-673-6786 | [opensunyh@suny.edu](mailto:opensunyh@suny.edu).