

Blackboard

My Institution Help Desk in Behind the Blackboard

Date Published: May 31,2018 **Category:** Product:Collaborate,Learn_BU; Version:Collaborate,Learn_BU **Article No.:** 000053069

Product: All Products

Description: Please review this article for instructions on how to search for and update your institution's Help Desk Support Portal.

Symptoms:

Students can search for your Institution's Help Desk Support Portal by going to https://blackboard.secure.force.com/btbb_publichome. Please use this link to be sure that your Institution is searchable in the University prompt box located under Support:

behind the
Blackboard


Home

Self Service ▾


Community Resources ▾

Support


Welcome. How can we help you?



Self Service
Solve it with documentation and tools.
▸ Digital Content ▸ Documentation
▸ Knowledge Base ▸ Mobile Resources



Community Resources
Solve it with colleagues and community.
▸ Community Programs ▸ Listservs
▸ Partners ▸ Developers
▸ Bb Community



Support

Let us help you solve it.

Beyond the resources available in the Self Service and Community Resources areas of this site, your primary source of support will be your institution's help desk. Please use the search box below to lookup information about your institution's help desk.

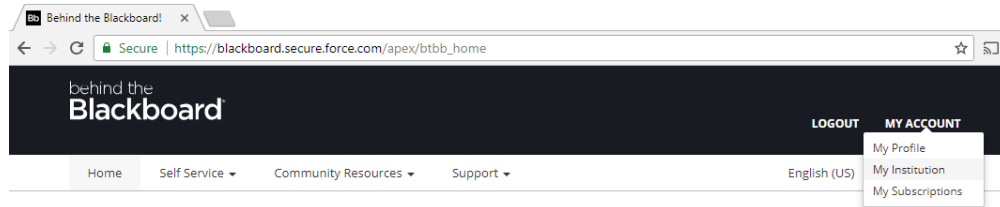
University

Get Support

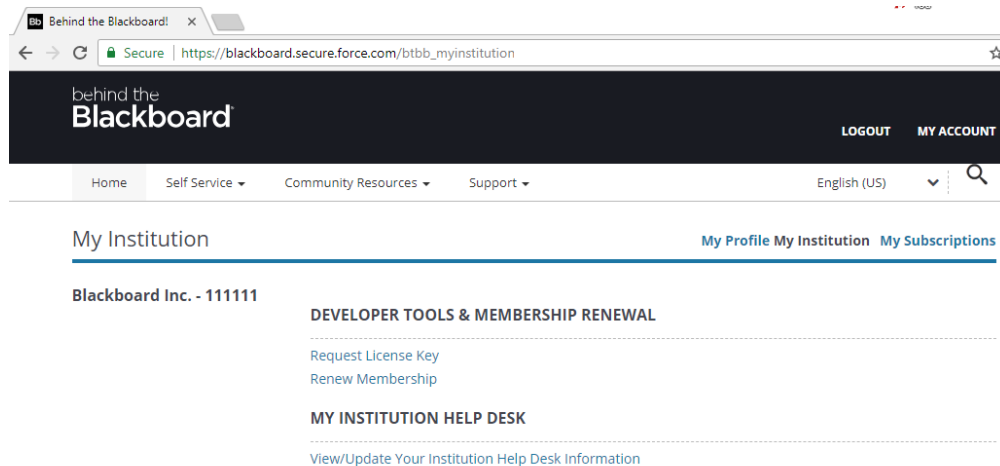
If your Help Desk is found, verify that the link displayed when clicking on Get Support is valid.

If your Help Desk is missing or invalid, please follow these steps:

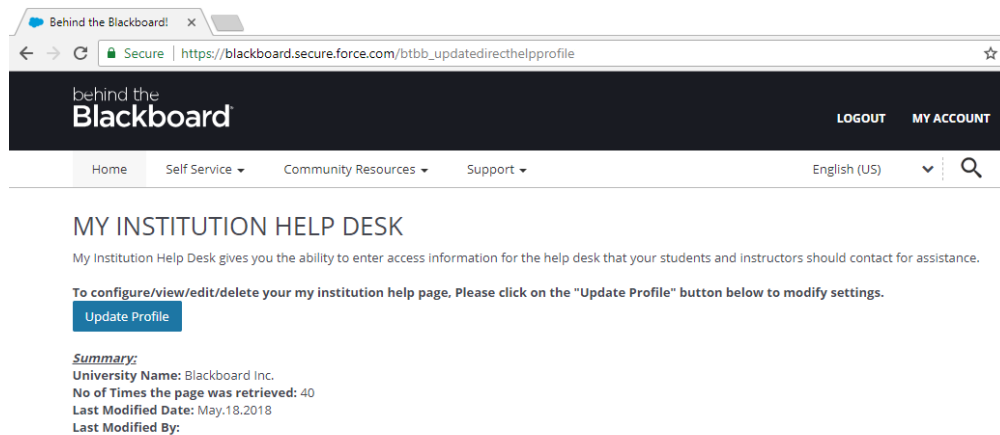
1. Log into Behind the Blackboard to update it by hovering over MY ACCOUNT in the upper right corner and choosing My Institution:



2. Click on the View/Update Your Institution Help Desk Information link to review your current information:



3. Click on Update Profile to update your Institution Help Desk link:



4. Click Save to be sure your changes are saved.

Behind the Blackboard! X

Secure | https://blackboard.secure.force.com/btbb_updatedirecthelp?id=0017000000kUTn3AAG

☆

behind the Blackboard

LOGOUTMY ACCOUNT

Home

Self Service

Community Resources

Support

English (US)

Q

MY INSTITUTION HELP DESK

Please Select the type of profile which you wish to setup. You may choose to enter a link for an existing support page that is publicly accessible or enter the help text into our system directly.

Provide link

Provide help text

http://support.blackboard.com

Example: (http://www.yourdomain.com)

Save

or cancel and return

Delete Profile