Behind the Blackboard™ for Blackboard Collaborate Clients FAQs

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Product: Blackboard Collaborate

Information:

ACCOUNT ACCESS

1. How do I access Behind the Blackboard™ for the first time?

System administrators will access Behind the Blackboard™ through the authenticated admin login. If you have an existing Behind the Blackboard™ account that you've used to get support for Learn, ANGEL and Xythos products, you will continue to use your existing account. If you are a system administrator who has never accessed Behind the Blackboard™, your login will be your email address and you should have received an email containing a password during the credentialing process.

If you are not a system administrator (students, faculty, instructional designers, etc), you do not need a login and password to access the Behind the Blackboard™ end user portal. You can access the Collaborate end user portal directly at http://blackboard.force.com/btbb_publichome?dfprod=collaborate.

2. What do I do if I have forgotten my login and password for Behind the Blackboard™?

If you are a system administrator who has successfully accessed Behind the Blackboard™ in the past, visit http://behind.blackboard.com and click on the “Forgot your password?” link below the login fields.

If you are a system administrator who has never accessed Behind the Blackboard™ and has not received credentials, or your credentials are not working, please call support at 1-877-382-2293 for assistance.

ACCOUNT MANAGEMENT

3. How do I know who else from my institution has access to Behind the Blackboard™?

System administrators can see this information within the “My Account” area of the Behind the Blackboard™ website. Hover over the “My Account” option in the top navigation and select “My Institution”. You will see a list of everyone from your institution with access to Behind the Blackboard™.

4. How can I obtain access to Behind the Blackboard™ for myself or a new administrator at our institution?

If you are a system administrator who has never had a Behind the Blackboard™ account and require a new one be set up for this site, please have an existing system administrator from your institution request an additional account by submitting a support case.
5. **How can I revoke access to *Behind the Blackboard™* for an employee who is leaving our institution?**

Please have an existing system administrator at your institution request the removal of the employee by submitting a support case.

6. **I am a Collaborate and Learn system administrator for our institution but I focus primarily on issues related to Collaborate. Is there a way to ensure that I can set my default view of *Behind the Blackboard™* to the Collaborate view?**

You can customize the *Behind the Blackboard™* to show content related to your system of interest. You can do this by setting your Default Product. Hover over the “My Account” option in the top navigation and select “My Profile”. Select “Update Your Profile” and change the “Default Product” to your preference. Save your change.

7. **Can I sign up for notifications of new articles published on *Behind the Blackboard™*?**

Yes. It is possible to receive email notifications as knowledge base articles are published in *Behind the Blackboard™*. Collaborate Administrators have the ability to subscribe to both individual articles and article types (e.g. Support Bulletins). With this new functionality, you can now:

- Subscribe to a specific article type for a specific product (e.g. Support Bulletins for Collaborate) and receive a once-a-day digest when new articles of that type are published for that product.
- Subscribe to a specific article and receive a once-a-day digest when the article is published or republished. A user will receive one email per day that highlights all subscribed articles that were published or republished on that day.

Knowledge Base article subscriptions are managed in the ‘My Account’ area in *Behind the Blackboard™*. Hover over this option in the top navigation and select “My Subscriptions”. It is here that you can manage Article Type subscriptions, individual article subscriptions and RSS feeds. For more complete information on how to manage article subscriptions, please see Article #24359 - "Knowledge Base Email Subscriptions are Now Available".

**NOTE:** You have the ability to request email notifications concerning any article published or updated for all Product Lines by placing a green checkmark in the desired section of the Subscription page and by doing so, you will be sent the daily email summary of article activity. However, depending on your permissions as an administrator for your institution, if you click the link in the email, you may not be able to view the article in *Behind the Blackboard™*. Some articles are general and apply to multiple products/product lines, but some articles are more specific and apply to a single product/product line. Unless you are an administrator for that product/product line, you may not be able to view the article within *Behind the Blackboard™*.

Unfortunately, at this time, students, faculty, and other users whom do not have login credentials to *Behind the Blackboard™* will not be able to subscribe to articles and receive daily emails as Knowledge Base articles are published and republished.

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**SELF HELP / KNOWLEDGE BASE**

8. **How can I access the Collaborate Knowledge Base?**

From the *Behind the Blackboard™* home page, click on the “Knowledge Base” link in the “Self Service” section. Make sure that Collaborate is set as the “Product”. You can select articles for specific Collaborate products from the "Article Category" drop-down menu and select the type of articles you want to see from "Article Sub Category" and "Article Types". You’ll see a display of results/articles for your selection.

9. **Can I still access the Collaborate Hosted Service Status page?**

Yes. The existing Collaborate Hosted Service Status page is available from the *Behind the Blackboard™* home page. Click the "View Service Status »" link, under the "What's New for..." section on the right side of the screen.
10. Where can I find Collaborate product downloads in Behind the Blackboard™?

You can find Collaborate product downloads, such as Building Block installation files, from the Behind the Blackboard™ home page by clicking on the “Downloads” link in the “Self Service” section. You can also click on the “Downloads” link in the “Self Service” menu at the top of any Behind the Blackboard™ page, or directly at https://blackboard.secure.force.com/btbb_articleview?id=kA770000000CbLV.

11. What happens when I “rate” an article? What does Blackboard do with this information?

Your ratings, in addition to other usage factors, are leveraged in the search engine algorithm to ensure that the most useful information is returned at the top of the search results. Therefore, every time you rate an article, you are helping make the system “smarter” by allowing the highest ranked information to bubble up to the top. Additionally, by rating an article, you are also helping the Blackboard Knowledge Management team understand which resources need to be improved to ensure that you find value in them.

12. What do the different “Article Types” mean when I conduct a Knowledge Base search?

<table>
<thead>
<tr>
<th>Article Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announcement</td>
<td>Used to announce marketing and other non critical information. The most recent two Announcements show in the What’s New section on Behind the Blackboard™ home page.</td>
</tr>
<tr>
<td>Blackboard Client Program</td>
<td>Used to communicate information on special client information like the Maintenance Center, Bug Squad, Idea Squad, etc.</td>
</tr>
<tr>
<td>General Article</td>
<td>Knowledge base articles written by support to communicate information on workarounds and best practices for non product bug related issues.</td>
</tr>
<tr>
<td>Known Issue</td>
<td>Includes the same information as the previous known issue list on each product bug with expanded information documented by support.</td>
</tr>
<tr>
<td>Maintenance Release</td>
<td>Information related to maintenance releases including Service Packs, Hotfixes, and Patchsets. Installer files and documentation for these releases are found on this article type.</td>
</tr>
<tr>
<td>Other Resource</td>
<td>Articles used for miscellaneous downloads not related to a Release or Maintenance Release such as Building Blocks and Developer Resources.</td>
</tr>
<tr>
<td>Product Documentation</td>
<td>Used to link to product documentation files related to a Release in the help.blackboard.com system. Maintenance Release specific documentation is found on the Maintenance Release article type.</td>
</tr>
<tr>
<td>Question/Answer</td>
<td>Shorter articles designed to communicate simple question/answer type information.</td>
</tr>
<tr>
<td>Release</td>
<td>Information related to major product releases such as Web Conferencing 12.6.</td>
</tr>
<tr>
<td>Support Bulletin/Security Advisory</td>
<td>Used to communicate time sensitive or mission critical information. You can subscribe to this article type in the My Subscriptions area of your profile.</td>
</tr>
<tr>
<td>Supported Technologies Information</td>
<td>Information on Releases and Maintenance Releaes for supported technologies. You may access on your own or through the Release and Maintenance Release articles.</td>
</tr>
<tr>
<td>Troubleshooting/Informational</td>
<td>Designed to communicate non known issue related information such as how to troubleshoot a product feature or best practices.</td>
</tr>
</tbody>
</table>

Related Links and Resources:
13. What should I do if I’m having problems submitting a case or managing my cases through Behind the Blackboard™?

Please call support at 1-877-382-2293 (from the United States and Canada), the local toll free number for your country (UK: (0800) 051-7248, Australia: 1 (800) 26-7338), or +1-606-274-2370 (International, non-toll free). An agent will log a new case for you, if necessary, to assist you with your support issue. A separate case may be logged to address any Behind the Blackboard™ issues.

14. How do I submit a case in Behind the Blackboard™?

END USERS (Students, Faculty, Instructional Designers, Others):

- Click on the “Home” tab in the top navigation bar of this article page, or go to http://blackboard.force.com/btbb_publichome?dfprod=collaborate.
- In the section labeled “Support” in the lower left, type your question or your issue into the text box just to the right of the words “Create a Case,” then click “Submit”.
- Relevant articles from our knowledge base will then be presented. To view one or more of those articles, click the title and scroll down to read the article.
- If the article answered your question, you’re done!
- If you still need to create a case, click “Create a Case” button (just below the relevant articles).
- Fill in the necessary fields on the case submission page and click the “Create New Case” button. At this point, your case has been created and routed to your Collaborate Support Team.
- If you wish to add comments or attachments to your case, click the “Add Attachments” button. After you leave this page, all future interaction on your case will be through email.
- If you have questions or difficulty submitting your case, please call support at 1-877-382-2293.

ADMINISTRATORS

- Navigate to behind.blackboard.com
- Login using your email address and the password you received during the credentialing process. (Note: If you are an administrator and did not receive credentials or your credentials are not working, please call support at 1-877-382-2293.)
- In the top navigation bar, hover over the “Support” tab and click “Create a Case”.
- Fill in the required fields. (Note: The Environment field is used to select which of your institution’s Blackboard products you wish to submit a case against.)
- Click on “Create New Case”. At this point, your case has been created and routed to your Collaborate Support Team.
- If you wish to add comments or attachments to your case, click the “Add Attachments” button. If you open a knowledge base article and it answers your question, simply click the “Problem Solved” button in the upper right and your case will be closed automatically for you.
- You can open and continue to interact on your case either through email or by clicking the “Go Back to Case #...” link in the upper right.
- If you have questions or difficulty submitting your case, please call support at 1-877-382-2293.

15. Can admins view cases submitted by end user from their institution in Behind the Blackboard™?

Yes. Admins can view information about all cases submitted by end users from their institution on the Behind the Blackboard™ home page by clicking on the “End User Cases” button located in the “Support” area. Admins have the ability to search end user cases, sort/filter results and export results as PDF or Excel files. This functionality is available to all admins in Behind the Blackboard™.

16. Are end users able to manage their cases in Behind the Blackboard™?

Currently, only administrators have the ability to manage and update cases via the Behind the Blackboard™ authenticated admin portal. All other users will manage and update their cases via email communication, by replying directly to case generated emails. End users will however have the ability to download a copy of their case history via Behind the Blackboard™ by clicking on the “My Cases” button located in the “Support” area, then entering your email address on the next screen to search for your case history.
17. Where can I find the definitions for the Severity Levels you use at Blackboard?

From the Behind the Blackboard™ home page, click on the “Severity Levels” link in the “Support” area.

18. Where can I find International Toll Free Numbers for contacting Blackboard Client Support?

From the Behind the Blackboard™ home page, click on the “Support Phone Numbers” link in the “Support” area.

19. Will I receive an email every time Blackboard Client Support makes a change to my case that requires my attention?

Yes. Email notifications are sent to the customer contact for a case whenever Support requests more information on the case, provides an update on the case, or suggests a solution for the case.

20. Why am I not able to see all of the cases that I’ve logged to-date?

We have not migrated case data from the old Collaborate Support portal. All Blackboard Collaborate cases created before June 16, 2014 will be worked to closure in the old portal. The old Portal will remain available at http://support.blackboardcollaborate.com until June 2015. If you are not seeing Collaborate cases created in Behind the Blackboard™ on or after June 16, 2014, please call support at 1-877-382-2293.

21. Can I reopen a case in the old Collaborate Support portal?

No. You will need to open a new Collaborate support case in Behind the Blackboard™ and reference the old case number. Collaborate Support will be able to access your case history from the old Collaborate Support portal.

22. What do all of the different case statuses mean?

Case status information is included near the top of the “Manage Your Case” page. The descriptions also include instructions for any action that may be required of you. See below for the list of all statuses and their descriptions:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Your case has been received by Blackboard Client Support and a support representative will contact you shortly. If admins wish to add additional notes or attachments you may do so via the action buttons on the case management page. End users may do so by replying to your case email with the note or attachment.</td>
</tr>
<tr>
<td>Work In Progress</td>
<td>Your case is being worked on by Blackboard Client Support. No further information is required of you at this time.</td>
</tr>
<tr>
<td>Pending User</td>
<td>We require additional information from you to continue work on this case. Please refer to the note in the comments section of the case management page and respond by using the Add Comment button.</td>
</tr>
<tr>
<td>Solution Suggested</td>
<td>A suggested solution for this case appears below. Please review the solution and click “accept” if you agree that this solves your case; this action will close the case. If the suggested solution does not resolve your case, please click “decline” and we will continue to work with you toward resolution.</td>
</tr>
<tr>
<td>Problem Reported</td>
<td>Your case has been escalated to a Service Incident for further investigation. Please allow approximately one week for review by Tier 3 Product Development. After this issue has been triaged, we will update your case with more information and next steps.</td>
</tr>
<tr>
<td>Pending Operations</td>
<td>Your case has been escalated to a Support Incident and assigned to our Systems Operations team for further investigation and resolution. We will update your case with more information and next steps.</td>
</tr>
<tr>
<td></td>
<td>Our Product Development organization has verified this issue as a software defect. The next step in our process is to determine the target release for fixing</td>
</tr>
</tbody>
</table>
OTHER

23. **Do students and faculty have the ability to access Behind the Blackboard™?**

Yes. A version of *Behind the Blackboard™* is available for public view (student, faculty, instructional designer, etc). You can access the Collaborate end user portal directly at [http://blackboard.force.com/btbb_publichome?dfprod=collaborate](http://blackboard.force.com/btbb_publichome?dfprod=collaborate). No login is required.

24. **I also use other Blackboard products and services besides Collaborate. Can I find information on this portal for those products?**

Currently, *Behind the Blackboard™* services the needs of clients who use Blackboard Collaborate, Blackboard Learn, ANGEL, Transact, Xythos and Mobile Learn. We look forward to bringing support-related content for other Blackboard products and services into *Behind the Blackboard™* at a future date.

25. **How can I provide feedback on *Behind the Blackboard™* or report on errors within the site?**

There is a “BtBb Suggestions” link on the bottom navigation of every page within *Behind the Blackboard™*. Click on that link to provide feedback or report site errors. Alternatively, you may submit a case and report errors by contacting Blackboard Client Support.