

## Online Environment FAQ's

**Where do I access Blackboard?** Go to [blackboard.syr.edu](https://blackboard.syr.edu) or connect through [myslice.syr.edu](https://myslice.syr.edu). For either option, use your NetID and password to log in to Blackboard.

**Does it matter what browser I use?** Yes, Google Chrome and Firefox WebRTC work best. Do not use Internet Explorer or Edge.

**Why am I having difficulty logging in?** Verify you are using the latest versions of Google Chrome or Firefox WebRTC. Next, ensure you are using your NetID and password to log in. If you're still having trouble logging in, contact the ITS Help Desk at 315.443.2677 or [help@syr.edu](mailto:help@syr.edu).

**Why isn't my NetID and/or password working?** At any time, you can visit the NetID self-service page to look up your NetID, confirm your password works or reset your password if needed. If you still can't log in, contact the ITS Help Desk at 315.443.2677 or [help@syr.edu](mailto:help@syr.edu).

**How do I find my course information?** Once you log in to Blackboard, your course will be listed under *My Courses* on the landing page. Click on your course name to enter the course room and access material. If needed, you also will find access to Blackboard Collaborate Ultra by entering your course room for a virtual classroom.

**How do I get to the live sessions for my course?** In Blackboard select your course; in the navigation pane on the left select the section your instructor has indicated for live sessions. Select the date and time for the appropriate session; click "join session".

**I have been prompted to test my audio and video when I entered the live session, what do I do?** Your audio and video settings will be evaluated as you enter the session. Click "ok" if your audio and camera are working in the test. Note: Your browser may ask you to allow it to use the computer's camera and audio. Please allow it.

**Do I have to share my camera/video during live sessions?** You should be prepared to share your camera. Your professor will go over their expectations during the live session.

**Do I have to leave my audio/microphone on?** It is best to mute your microphone when you are not speaking and to be in a quiet space to reduce any background noise.

**Does my appearance matter during live sessions?** You should present yourself as you would in a classroom on campus.

**What should be in the background on camera?** During live sessions, a background free from distractions is best.

**What should I expect and how do I best communicate in the online environment?** Refer to the [Netiquette for Students guide](#) on proper conduct and online communications. Your professor may set forth expectations around conduct, communications, use of the camera and microphone, use of the chat box, etc.

**Are the live sessions recorded? How do I access them?** Live sessions are recorded and can be referenced later. To view a recording, return to the section your instructor indicated for joining the live sessions, click on the menu icon in the upper left corner, select recordings, select the date of the recording you wish to view and click "Watch Now".

**\*How do I submit an assignment?** Links to upload documents or enter text for your assignments are generally located in the coursework folders unless otherwise indicated by your professor.

**\*How do I take a quiz or test?** Links and access to your quizzes and tests are generally located in the coursework folders unless otherwise indicated by your professor.

**\*How do I post in the discussion board?** Links and access to discussion boards are generally listed in the coursework folders and/or a *Discussion Board* section in the navigation pane.

**Can I use any device to access Blackboard?** You will have the most functionality and best experience with a PC or Mac with the following minimum hardware requirements:

- Minimum of 2 GB available disk space
- Dual-core processor: 2.0 GHz
- RAM: 2 GB+
- Internet connection
- Minimum download speed: 5 Mbps
- Minimum upload speed: 3 Mbps

Tablets will have limited to no functionality.

A [Blackboard app](#) is available for smartphones with limited functionality (Blackboard app iOS11+ Android 5+). The app is not recommended to participate in live sessions.

\*For more details and links to watch short videos on these topics, refer to the [Asynchronous Course Overview](#) content page.