

Support Desk

How to Reach the Support Desk



Around the Clock SUPPORT

MON. - FRI.
24 HRS
SATURDAY
7 a.m. - Midnight
SUNDAY
1 p.m. - Midnight

PHONE
936.294.2780

EMAIL
blackboard@shsu.edu

CHAT
online.shsu.edu

TWITTER
@SHSUOnline

Browser Test

Use the button below to check if your web browser is properly configured to use Blackboard.

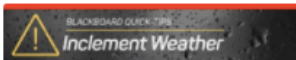
[Browser and Tool Check](#)

Follow us On Twitter!

Tweets by @blackboardshsu

blackboardshsu @blackboardshsu
Visit bit.ly/Bbaltlogin - login with your shsu username and the last 4 of your SSN + last 4 of your SamID as your psswd. #guestlogin

blackboardshsu @blackboardshsu
Should MySam login go down due to inclement weather, remember you can still access Blackboard via alternate/guest login! #blackboard #harvey



[Embed](#)

[View on Twitter](#)

Chat with the Support Desk



The SHSU Online Support Desk is open everyday with the exception of university observed holidays. If you are attempting to chat with us and you are not getting a response then all of our technicians are currently assisting others. Please email your request to blackboard@shsu.edu for further assistance.

Click the image below to [start a chat](#) in a new window!



Live Support Available

Please send your contact details. The next available agent will contact you.

First name

Last name

Email address *

[Chat](#)

The Support Desk "Top 5"



Support Desk "Things to Check"

1. Have you cleared your cache?

Have you been having problems getting a video to play or a particular tool to work in your Blackboard course? Many times our Internet browsers (IE, Firefox, Chrome, Safari) save things like images, movies, entire web pages, so that our entire browsing experience is faster. For the most part, this is a good thing until you can't seem to get something to play or work.

[Instructions for Clearing Your Cache](#)

2. Have you used the Browser Test tool?

Is your Blackboard experience a little buggy? Use our Browser Check tool located on the *upper right-hand side* of this page to help you determine what may be causing the problem. This tool will let you know what plug-ins you might be missing, if you are blocking pop-ups and if you have Javascript enabled. Be sure to click the **Browser and Tool Check** button.

[Instructions for Disabling Pop-Up Blockers](#)

3. Is your computer's operating system and/or Internet browser up to date?

It is vital for your computer's health and for a safe browsing experience to keep your technology up to date. Be sure you are running the most recent stable version of your browser, (visit the tools or help menu to update) as they make updates fairly often. Keeping your computer's operating system current will allow you to be less vulnerable to cyber-attacks and ensure that your computer can use the latest and greatest plug-ins that may be in use in your Blackboard course.

4. Did you disable Pop-Up blocking for Blackboard?

Many of the tools that Blackboard uses for student engagement open in a new window. In an effort to be sure you are always viewing what you want to be viewing, Internet browsers will not allow websites to spawn or open new windows or tabs.

[Instructions for Disabling Pop-Up Blockers](#)

5. Can't get the file to open? Associate a file with a particular program on your computer.

Sometimes when you need to open or play a particular file, you need to associate it to a specific program on your computer. If your computer doesn't immediately recognize the file type, it won't play.

- [Instructions for Windows 7 & 8](#)
- [Instructions for Mac OS](#)

Getting Started with Blackboard

Students, **this resource** will equip you with the tools to be successful in your online course. It will cover how you access course materials, communicate with classmates and your professor, submit assignments, take tests and check your grades.

We've even layered mastery badges throughout the resource so that you can prove skill competency and become a Blackboard Student Expert!

Teaching with Blackboard

This support organization will help you gain the skills necessary to teach well using a learning management system. This Blackboard resource organization contains how-to walk-throughs for almost every aspect of your Blackboard course.

The navigation menu is organized by topic/concept, but it also contains a index of topics from A - Z.