

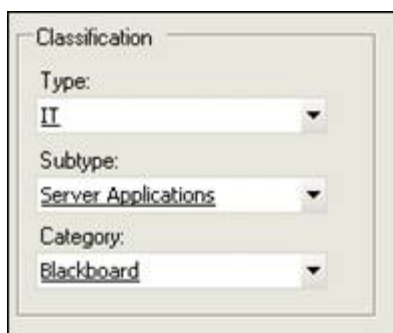
Using TrackIT to Request BlackBoard support from IT and LT:

The following advisory is circulated periodically thru the College email system by the Learning Technology coordinator at your campus.

IT Support for Blackboard:

- Assigning faculty to courses (note: full time faculty should automatically be assigned to Bb courses)
- Removing faculty from courses
- Dealing with student enrolment and passwords
- Creating or deleting courses
- Splitting & merging course sections

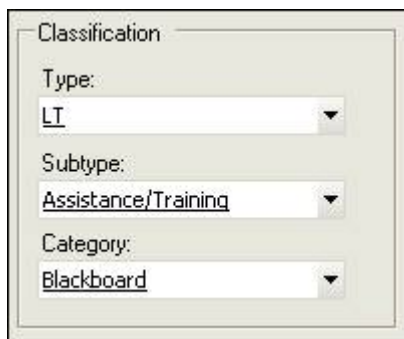
To receive support on these types of requests use the following selections in the College **Track IT** system:



A screenshot of a web form titled "Classification". It contains three dropdown menus. The first is labeled "Type:" and has "IT" selected. The second is labeled "Subtype:" and has "Server Applications" selected. The third is labeled "Category:" and has "Blackboard" selected.

LT Support for Blackboard: (all your "how to do specific activities" within Blackboard)

Requests for learning to use or enhancing your use of Blackboard are also submitted through **Track IT** using the following selections:



A screenshot of a web form titled "Classification". It contains three dropdown menus. The first is labeled "Type:" and has "LT" selected. The second is labeled "Subtype:" and has "Assistance/Training" selected. The third is labeled "Category:" and has "Blackboard" selected.