

Scenario 1:



When I try to log in, I get this message, “Incorrect Username or Password.” I know it’s right, because I just logged into the campus web site (portal), and the username and password are supposed to be the same. What am I doing wrong?

Scenario 2:



I’m logging into Blackboard, and it says I don’t have any courses but I’m registered for eighteen hours. Where are my classes?

Scenario 3:



I'm supposed to attend a chat, and I can't get in. All it says is, "A session is already running." Why is that message coming up?

Scenario 4:



Our instructor posted some instructions in Blackboard. It is a document on the home page. When I click on the document to open it, all I see is a blank screen. Why won't it open?

Scenario 5:



I tried to attach a Word document to my assignment, and it just says, "Loading..." It never loads. What's wrong with my file?

Scenario 6:



My instructor asked us to use the HTML Creator to complete and submit an assignment. When I click on the HTML Creator, I just get a blank screen with an error at the bottom of the page. How can I get my assignment submitted?

Scenario 7:



I've tried to log in, but it just keeps returning me to the log in screen. What's going on?

Scenario 8:



I've been assigned to watch a video in the course, and every time I click the link to watch the video, it starts to open, and then there is nothing! I need to watch this video before 5:00 today, can you help me?

Scenario 9:



Help! I'm trying to log in through Blackboard directly, but it keeps saying I am entering the wrong username or password. I know I'm using the correct password, and I turned the pop-up blocker off. What is happening?

Scenario 10:



I just did a Java update, and now I can't log into Blackboard. Nothing is different on my computer!!! I swear it's not different at all. Well, there is this little thing at the top of the browser now.

Scenario 11:



Pleeeeeeease help me!!!! (tears, crying). I'm half way through my test in Blackboard, and it just froze on me. I can't go forward or backward or anything!!! I've clicked Save several times, and I don't know what to do. You've got to help me because this instructor won't believe me!

Scenario 12:



I'm taking a test in Blackboard, and when I got to the fill-in-the-blank question, there was no cursor – it won't let me type anything! How can I finish my test?

Scenario 13:



I'm supposed to build a web site with at least five web pages with links and graphics. This is a MAJOR part of our grade for the semester! I don't have any experience in building a web page, and there are no instructions on how to do it. The instructor gave us your phone number because she said she didn't know how to make a web page. Where do I begin?

Scenario 14:



There are links in my course module that don't go anywhere! I'm supposed to click a link to get a very important document for an assignment that is due today. A message popped up saying I should call student support at this phone number.

Scenario 15:



I can log into chat, but then it kicks me out and says, “Session has ended. Log out and then log back in.” Class is going on, and I can’t get back in!! My instructor will give me a zero!

Scenario 16:



I’ve missed three tests because I cannot find the assessment tool, and if I miss this next one, I’m going to fail the course.

Scenario 17:



My instructor can't see the file that I attached in the assignment drop box. She can't open the file! I can see it. Why can't she open it?

Scenario 18:



None of my pictures are showing when my instructor opens my web page project. They show up on my computer, and I don't know what to do to make them show up on her computer. Could it be a problem with her computer?

Scenario 19:



My instructor told me to call you and have you reset my quiz. Could you do right now?

Scenario 20:



My instructor wants me to turn my paper in through Turnitin. I can't find it. Where am I supposed to turn my paper in?