

Blackboard Help/Information for Students (Links) & Information Technology Services

Technology Help Information

<https://www.northampton.edu/student-services/technology-help.htm>

Blackboard Help for Students via Bb Help in Courses

<https://help.blackboard.com/Learn/Student>

Learning Center/Tutoring Center

<http://www3.northampton.edu/OLET/NCC%20101%20LC%20Overview.pdf>

Blackboard Videos for Students

https://help.blackboard.com/Learn/Administrator/SaaS/User_Interface_Options/Original_Experience/Watch_Videos/Blackboard_Videos_for_Students

Student One Sheet – Help Information and QR Codes

[Student One Sheet](#)

Browser Checker

https://help.blackboard.com/Learn/Student/Original/Getting_Started/Browser_Support/Browser_Checker

Browser Support

https://help.blackboard.com/Learn/Student/Ultra/Getting_Started/Browser_Support

Technology Help and Requirements/Help Tool

<https://www.northampton.edu/virtual-campus/online-tech-help-and-requirements.htm>

Clearing Cache

When you use a browser, like Chrome, it saves some information from websites in its cache and cookies. Clearing them **fixes certain problems**, like loading or formatting issues on sites.

Windows

<https://clear-my-cache.com/en/windows.html>

Apple

<https://clear-my-cache.com/apple-mac-os.html>

Student Blackboard Tips and Helpful Links

1. The first point of contact will be your instructor. They can help you or will refer you to the helpdesk if needed.

a. Other Blackboard Tools (videos):

- i. [Blackboard blogs tool](#)
- ii. [Blackboard discussion boards tool](#)
- iii. [Blackboard journal tool](#)
- iv. [Blackboard tests tool](#)
- v. [Blackboard wikis tool](#)

b. Blackboard App:

- i. [Quick Start for the Blackboard App \(article\)](#)
- ii. [Blackboard App Tour \(video\)](#)