

Online Support Services



WHAT DO YOU NEED TO ACCESS BLACKBOARD LEARN™?

To access a hybrid or online course, you must have a valid username and password (institutional account pupr.edu) assigned by the CTE and validated by you. Upon admission to the institution, the CTE sends a message to your personal e-mail address with the information that will allow you to activate your account and change the generic password. If you did not provide a personal e-mail address, visit the CTE to request an institutional account.

HOW TO ACTIVATE YOUR INSTITUTIONAL ACCOUNT

1. Visit the webpage <https://accounts.pupr.edu>
2. For your username, use your last name followed by an underscore and your student number. **Example: rivera_12345**. A generic password is assigned by the institution and will be sent to your personal e-mail address.
3. Choose a new password. (7 characters or more).

TECHNICAL REQUIREMENTS CERTIFIED WEB BROWSERS:

Windows Vista (32-bit) -> Internet Explorer 9 and Firefox 24

Windows Vista (64-bit) -> Internet Explorer 9 and Firefox 24

Windows 7 (32-bit) -> Internet Explorer 9 and 10; Firefox 24;
Google Chrome 30

Windows 7 (64-bit) -> Internet Explorer 9 and 10; Firefox 24;
Google Chrome 30

Windows 8 (32-bit) -> Internet Explorer 10; Firefox 24;
Google Chrome 30

Windows 8 (64-bit) -> Internet Explorer 10; Firefox 24;
Google Chrome 30

Mac OSX -> Safari 5.0, 6.0 and Firefox 24, Google Chrome 30.

Java Virtual Machine (Java): JRE 7 or 6 are the recommended versions.

PLUG INS

- Adobe Flash • Adobe Reader • Apple QuickTime
- Real Player • Windows Media Player



www.pupr.edu

HOW TO ACCESS YOUR INSTITUTIONAL E-MAIL ACCOUNT

1. Visit the webpage <http://mail.office365.com>.
2. In the email address field, write your username followed by @students.pupr.edu **Example: rivera_12345@students.pupr.edu**
3. The password is the one you selected when you activated your account through <https://accounts.pupr.edu>

If after following these steps you continue having problems with your institutional account, send an email to helpdesk@pupr.edu

LOGGING INTO BLACKBOARD LEARN™

1. Go to the Polytechnic University homepage: www.pupr.edu
2. Click on the Blackboard Learn™ logo. This will take you to the CEDUP page.
3. Select the **Blackboard Learn™** option (<http://virtualcampus.pupr.edu>)
4. Type your institutional account username as your Username (Example: rivera_12345) and the password you configured for your institutional account.

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VIA E-MAIL, YOU CAN:

Report technical problems with the Blackboard Learn™ platform by writing to the following address:

bbsupport@pupr.edu



REMEMBER THAT YOU MUST INCLUDE THE FOLLOWING INFORMATION TO REPORT TECHNICAL PROBLEMS :

- First name and last name
- Student number
- Course number and section
- Professor
- Detailed explanation of the problem
- Print Screen (In case an error message appears)

TECHNICAL PROBLEMS BLACKBOARD:

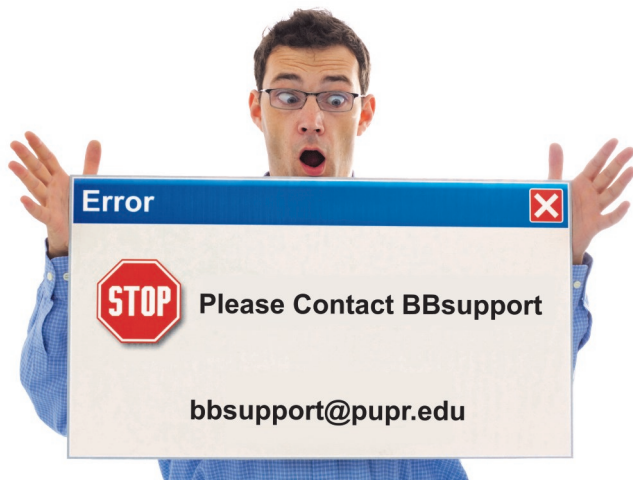
1. In case of an access problem, verify that your computer meets the technical system requirements, Internet connection and your Institutional account .Try to access a different web site and then access **Blackboard Learn™** again.

THE PROFESSOR'S RESPONSIBILITIES ARE:

- Inform students of changes in course sections
- Assign new test dates
- Offer assignments and exams in an appropriate timeframe

THE STUDENT'S RESPONSIBILITIES ARE:

- Activate their institutional account
- Verify the calendar and due dates of assignments, homework, etc.
- Enter hybrid/online courses daily or, at a minimum, 3 times a week
- Keep a copy of all their work in case they do not have access
- Notify the professor if they are having access or communication difficulties
- Participate in a workshop on the use of Blackboard



2. If you continue having problems, send an e-mail to **bbsupport@pupr.edu**
3. You will receive via e-mail instructions or a solution to the problem.



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STEM Multimedia Development: Cedup 2014
V. 3/10/2014

