Blackboard Orientation for Nursing

Best Practices: Browsers

➢ **Browsers to use:** Google Chrome & Mozilla Firefox

➢ **Browsers to avoid:** Internet Explorer, Microsoft Edge, Opera, and Safari

Best Practices: Other

➢ <u>Use a strong connection!</u> Avoid public WiFi.
  ➢ Hard-wired connections are best.
➢ <u>Do not wait until the last minute to submit,</u> in case you run into issues.
➢ <u>Always</u> make sure your OS and LDB are up to date.

When Reaching Out…

➢ Email us as soon as it happens.

➢ Include the following: the CRN of the course, your browser, the name of the item, a description of the issue, and (if possible) a screenshot or video.

➢ Also CC your professor!

Tech Support Policies

➤ If you need another attempt for any reason, we need your professor's permission first!

➤ We cannot make any changes without your professor's permission!

➤ We cannot add you to a course you are not registered for without permission from the Registrar!

Resources

Help Desk
- (915) 747-4357
- helpdesk@utep.edu

Computer Clinic
- (915) 747-7027

Equipment Checkout
- (915) 747-6440
- equipmentcheckout@utep.edu

UTEP TECHNOLOGY SUPPORT

Questions?