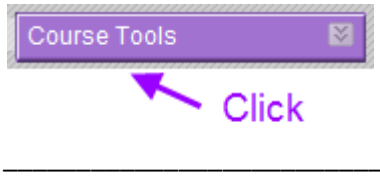
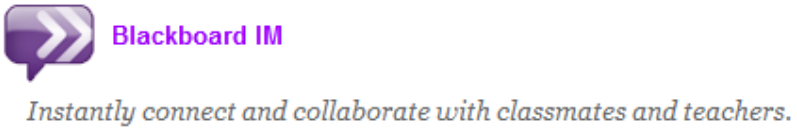
Instructors and students have a **Blackboard IM** space just for your class. To participate you need to create an individual **Blackboard IM** account. Begin by logging in to your Blackboard class. If you have an **IM** account from a previous semester, you do not need to complete the following:

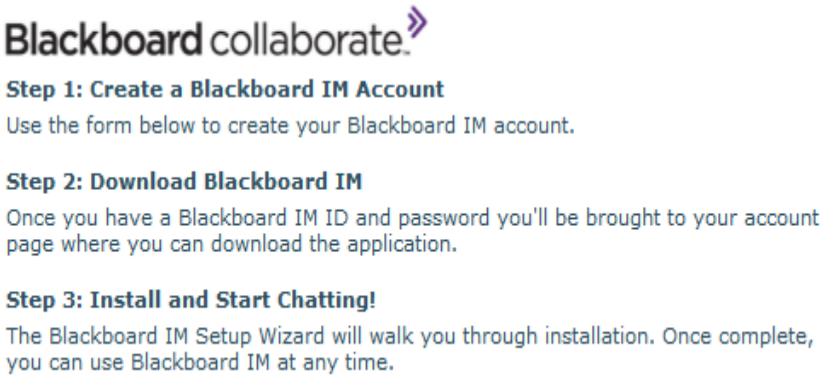
Creating an Account:

1. Click the Course Tools button on the Course Menu; scroll down and click **Blackboard IM**.



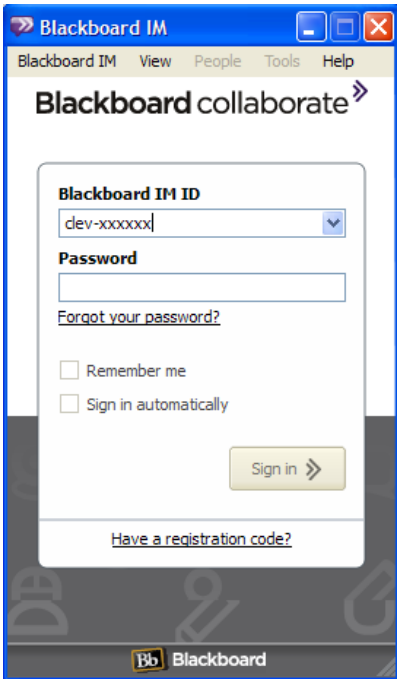


2. The **Blackboard IM Sign Up** window opens and has three steps you need to complete. Be sure to use your Blackboard Username as your ID and your Blackboard password to maintain a consistent login.



Logging In:

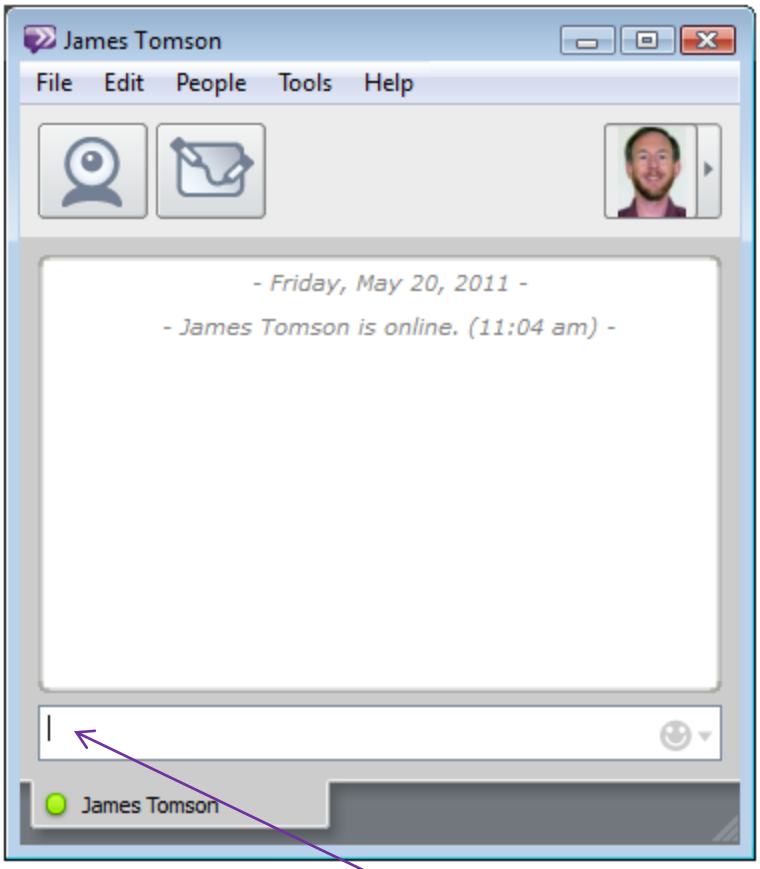
3. Click the **Blackboard IM** icon or choose it from your Startup Menu. Enter your **ID and Password.** If you are using a shared computer, make sure the "Remember me" and "Sign in automatically" check-boxes are **NOT selected**. Click the **Sign-in button**.



Starting a New Chat:

4. Before you can start a new chat with someone, you must first be in either your Contacts or Classmates tab. There are several ways to start a new chat with a Contact or Classmate:
   - Double click the name of the user you wish to contact
   - Select the name of the user you wish to contact and press the Enter key on your keyboard.
   - Select the name of the user you wish to contact and click
   - Select the name of the user you wish to contact and click **Chat** on the **Tools** menu.

A new chat window opens.



- Type your message in the **input area** at the bottom.
- Press the **Enter** key on your keyboard. The Chat session starts and your message is sent.

Starting a New Call:

5. To start a new call, do one of the following:
   - Select the name of the user you wish to call and click
   - Select the name of the user you wish to call and press Ctrl+K (Windows) or Command+K (Macintosh)
   - Select the name of the user you wish to call and choose **Tools** menu > **Call** > **Invite to Call**

The Audio & Video window opens. (And, if it is not already open a Chat window for the user also opens.) Initially the call only uses audio. To use video as well, click the Video button.

TECHNICAL SUPPORT:

Cleveland Community College has a contract with Blackboard Collaborate for technical support. If faculty or students encounter any problems while using Blackboard IM, contact:

Blackboard Collaborate Technical Support > Self Service > Contact Technical Support

(24 hours a day – 7 days a week

From their website, you can "Submit a Ticket," "Live Chat" or Telephone. 1 (877) 382-2293.