

Learning to ask for help before making the call...

Problem	Possible Solution	Who to Contact?
I cannot enter my course	<ul style="list-style-type: none"> ▪ Are you using the correct Username and Password? ▪ Are you typing it in properly? 	<ul style="list-style-type: none"> ▪ First—liaison ▪ Second-TVS Administrator
I cannot access my course at school	<ul style="list-style-type: none"> ▪ Can you access your course at home or from another computer away from school? (If you can, then your school has a firewall or filter in place to block access to outside servers.) You will have to let your liaison know so the filter can be lifted at school by the school or district technical staff. 	<ul style="list-style-type: none"> ▪ Liaison ▪ Only school or district technical staff can fix this problem
I do not understand why I cannot use a public email address	<ul style="list-style-type: none"> ▪ There are laws in place forbidding open access to K-12 students over the Internet 	<ul style="list-style-type: none"> ▪ N/A
I am having problems viewing my course content	<ul style="list-style-type: none"> ▪ Is your computer set up with all necessary software to view files? ▪ Are you using the most recent version of Internet Explorer? ▪ Did you exit your course and close the browser? ▪ Did you restart your computer? ▪ Is the computer's temporary memory full? ▪ Did you enable cookies? ▪ Do you have the correct readers installed? 	<ul style="list-style-type: none"> ▪ Liaison ▪ Contact school or district technical department

<p>I am having problems organizing and saving my coursework files on my computer so I can easily access it.</p>	<ul style="list-style-type: none"> ▪ Is there someone on campus who I can ask for help? 	<ul style="list-style-type: none"> ▪ Teacher ▪ Liaison
<p>I do not understand my assignments</p>	<ul style="list-style-type: none"> ▪ Did you read the instructions carefully? ▪ Did you review the lesson's content? 	<ul style="list-style-type: none"> ▪ Teacher
<p>I need to take a test or monitored exam</p>	<ul style="list-style-type: none"> ▪ All tests are to be taken in a proctored environment 	<ul style="list-style-type: none"> ▪ Liaison ▪ Teacher ▪ TVS Administrator
<p>I am locked out of my test</p>	<ul style="list-style-type: none"> ▪ Did you leave the test before submitting it? 	<ul style="list-style-type: none"> ▪ Liaison ▪ Teacher ▪ TVS Administrator
<p>I do not understand how to send assignments to my teacher</p>	<ul style="list-style-type: none"> ▪ Did you review the Blackboard Tips tab for how to instructions? 	<ul style="list-style-type: none"> ▪ Liaison ▪ Teacher
<p>I have to miss an assignment due date</p>	<ul style="list-style-type: none"> ▪ Did you let your liaison and teacher know you would be absent or late with the assignment? 	<ul style="list-style-type: none"> ▪ Liaison ▪ Teacher