



Chatting with Students in Blackboard⁹

There are several methods to communicate with others in a Blackboard course site - you can post a message on the Discussion Board that someone can read anytime (this is called *asynchronous* communication). You can also communicate in real-time (*synchronously*) using the Blackboard chat feature. When you are off-campus, you may need to join Coppin's *Virtual Private Network (VPN)* so that your computer will have a secure connection with the Blackboard server.

Log in to Blackboard

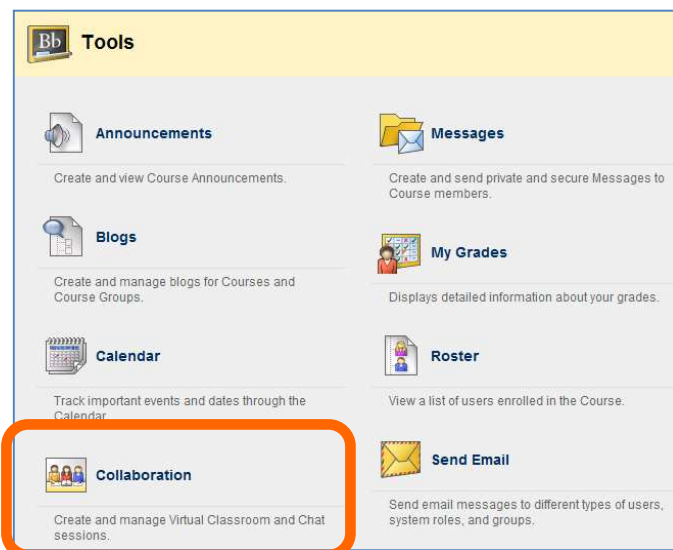
1. Log in to Blackboard <http://eaglebb.coppin.edu>
2. Go into your course site.

Start the Blackboard Chat tool

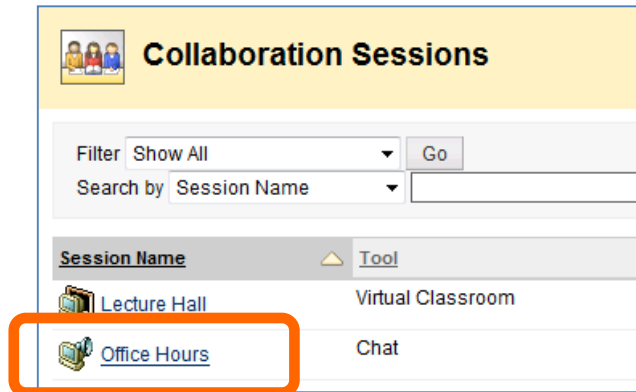
3. Click the **Tools** link.



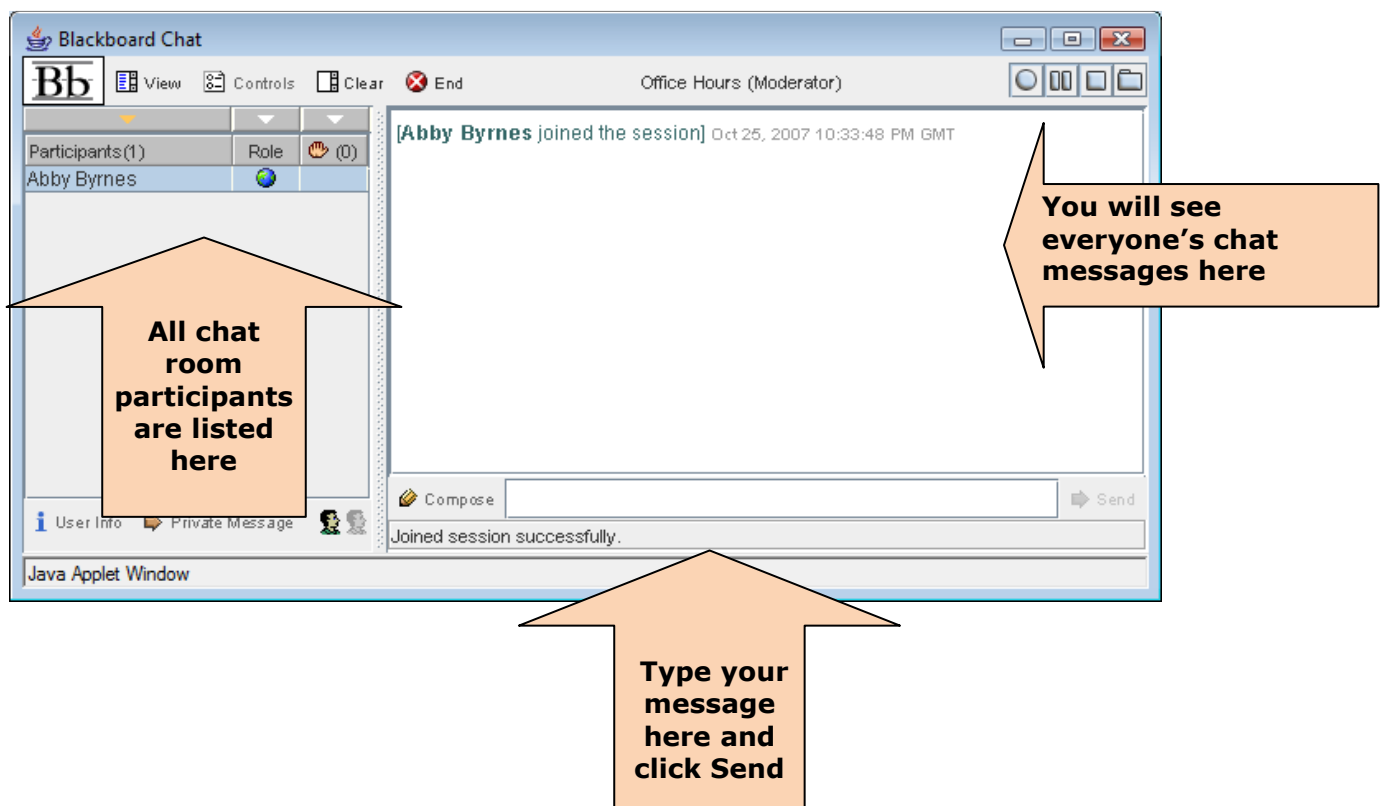
4. Click the  **Collaboration** link.



5. Look for a tool labeled **Chat** and click the name. Unless the instructor has changed it, the name will be Office Hours.



A new window will open for the Blackboard Chat.



NOTE: If you never see this Blackboard Chat window

Sometimes, computers from off-campus may have a problem connecting to the Blackboard chat session. If that happens, you will need to follow the instructions to connect to Coppin's Virtual Private Network (VPN). Don't worry -- it's easy and will take just a few minutes.

Connect to Coppin's VPN

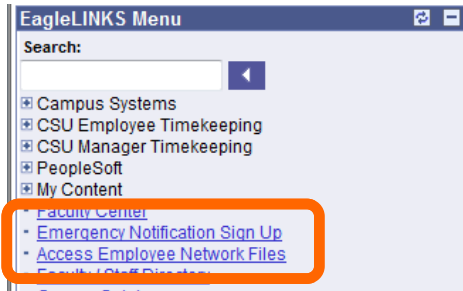
1. Open a new web browser window and go to the EagleLINKS web page <http://eaglelinks.coppin.edu>
2. Click the **EagleLINKS** sign in button.

3. Type your UserID and Password.

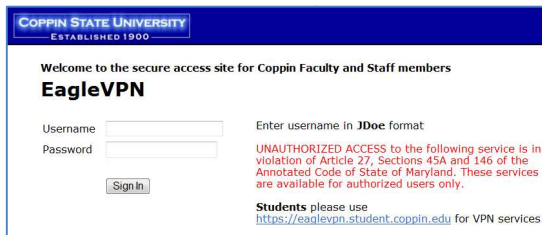
Your UserID is the first part of your email address, before the "@" symbol, for example: abyernes00

4. Click **Sign In**.

5. In the EagleLINKS menu on the left, students should click the link "**Access Student Network Files**." (Faculty will click, "Access Employee Network Files.")



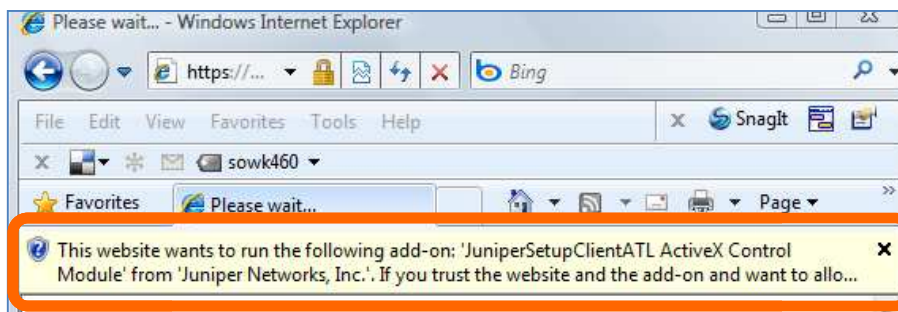
6. Type your UserID and Password to log into EagleVPN.



7. Click **Sign In**.

If this is the first time that you have accessed the EagleVPN from this computer, you will be prompted to install the Juniper Networks module.

a. Click the yellow message bar at the top of your web browser that says, "This website wants to run the following add-on..."

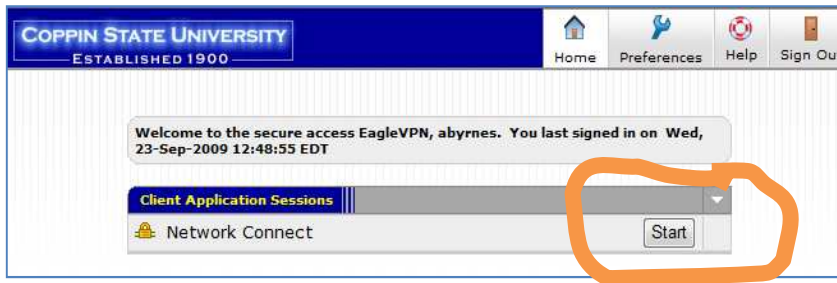


b. You will see a message asking if you want to run this ActiveX control:



c. Click **Run**.

8. Click **Start** to start the VPN Network Connect.

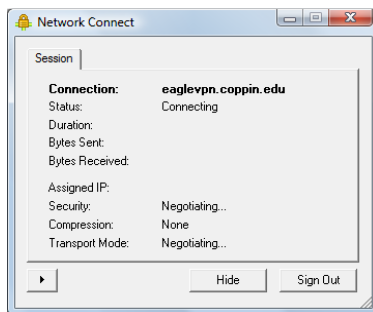



- a. If this is the first time you have used the EagleVPN network connect, you will see a message:

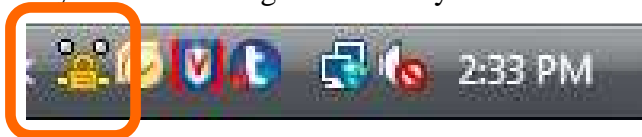


- b. Click **Always**.
- c. If you are prompted to download and install additional files, click **Yes** to install them.


It may take several minutes for the VPN connection to start. Please be patient. When you see the Network Connect message below, the connection is almost complete.



9. When the VPN connection is established, you will see a  yellow lock in the system tray in the lower right corner of your monitor.



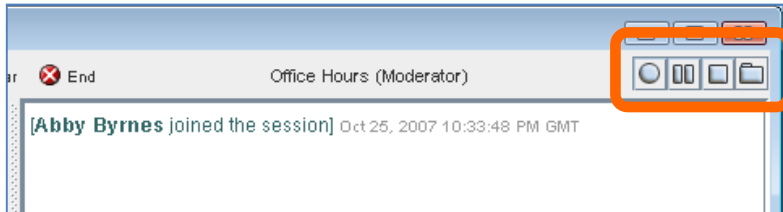
Congratulations! You are now connected to Coppin's VPN.

10. Minimize (**do not close!**) the EagleVPN internet explorer window by clicking the  button in the upper right corner of the window.

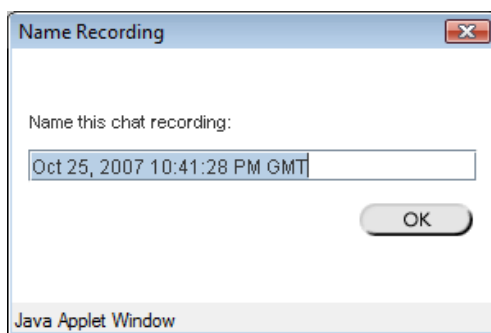
Record the chat session

By recording the chat session, Blackboard will create a transcript of everything typed, so that you or the students can go back and re-read it later.

1. Click the  Record button in the upper right part of the Blackboard Chat window



2. Type a name for the recorded chat.

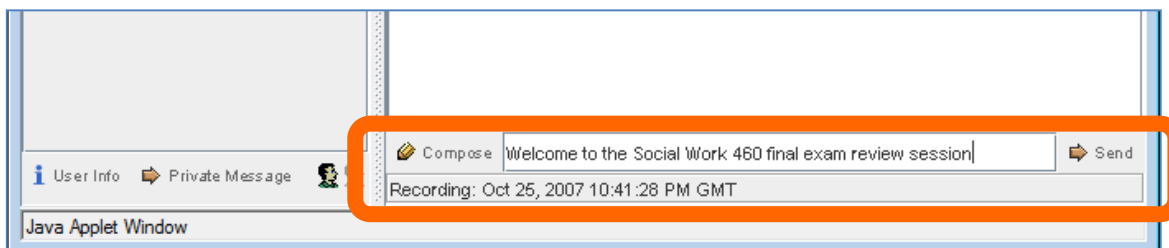


By default, the name is set as the date and time.

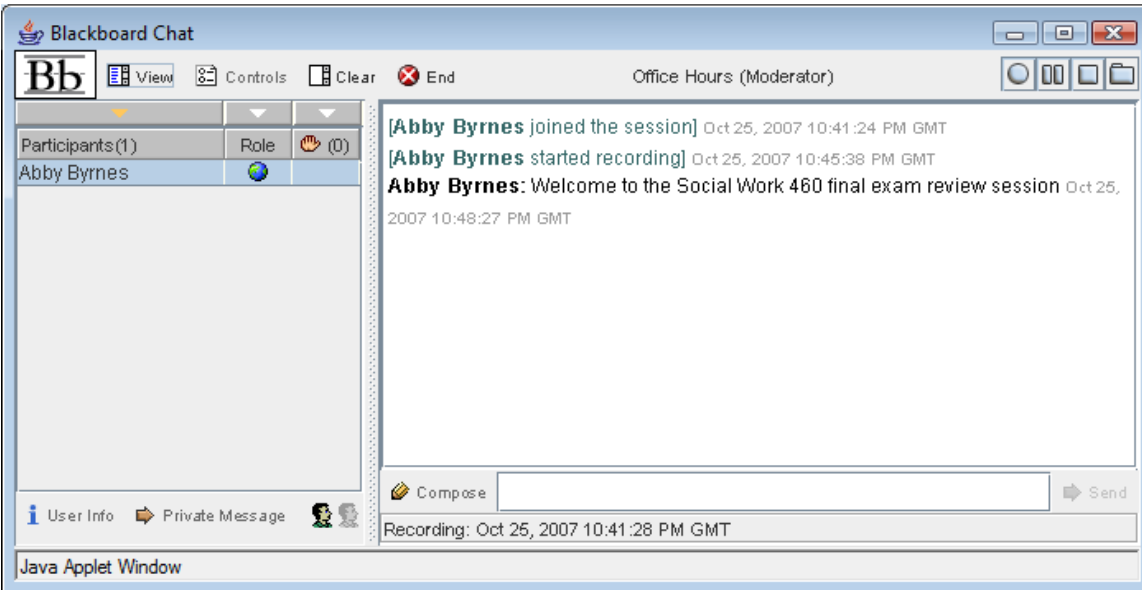
3. Click **OK**.

Send a message to everyone

1. Click in the **Compose** text box in the lower right of the Blackboard Chat window.
2. Type your message.
3. Click **Send**.



After you click **Send**, your message is displayed to everyone in the Blackboard Chat session.



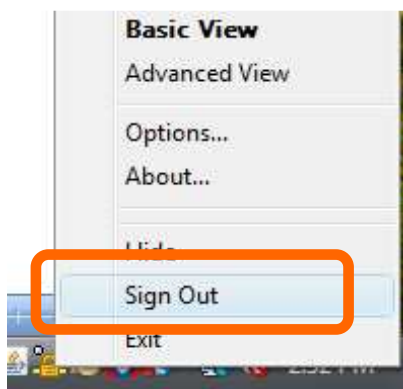
Exit chat

4. Click the red X box in the upper right corner of the Blackboard Chat window to close the chat session.
5. If you are finished using Blackboard, you can log out.

If you had connected to Coppin's VPN, now you can disconnect:

Disconnect from Coppin's VPN

1. Right-click the yellow lock in the system tray.



2. Click **Sign-Out**.
3. Click **OK**.
4. Switch to the EagleVPN webpage that you minimized earlier.



5. Click **Sign Out** in the upper right corner.
6. Close that web page.
7. You can also sign out of EagleLINKs and close that web page.

Where to Get Help - Students

There are several resources at Coppin State University to help students be successful with technology.

For help with Blackboard, Tegrity, or submitting assignments with TurnItIn, contact the 24x7 help desk at their toll free number:

1-866-886-4911

The 24x7 Helpdesk website has tips and step-by-step instructions, and even offers help by online chat messages -- very handy when students are someplace that they can't talk! Just click the Help icon (?) at the top of any Blackboard web page.

- On campus HelpDesk for students, located in Grace Jacobs MC 16:
410-951-3872

Students can stop by the IT Student Service Center in Grace Jacobs building, room MC16. For more information, go to their website:

<http://www.coppin.edu/ITSSC>

Where to Get Help - Faculty

- 24 x 7 HelpDesk for faculty and students who need help with Blackboard, Tegrity and TurnItIn:
866-886-4911
- On campus HelpDesk for faculty and staff:
410-951-3888
- Training sessions and tipsheets offered by Instructional Technology, website:
<http://www.coppin.edu/TLT>