Chatting in Blackboard

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.

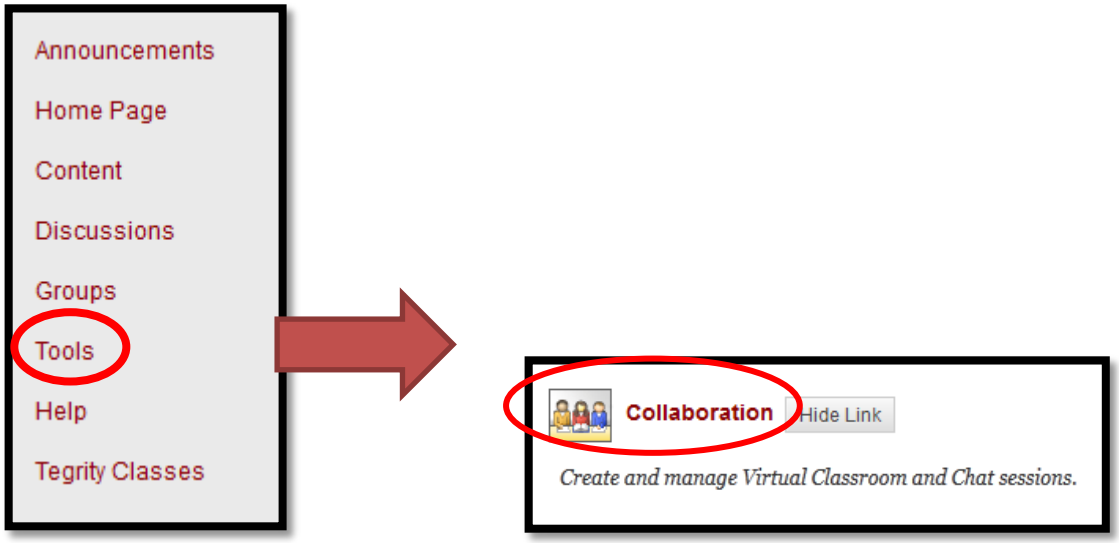
Log in to Blackboard

1. Log in to Blackboard http://eaglebb.coppin.edu

2. Go into your course site.

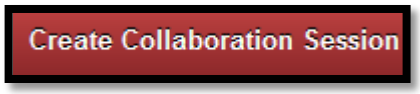
Start the Blackboard Chat tool

3. Click **Tools** (under your course title on the left).



4. Click the **Collaboration** link.

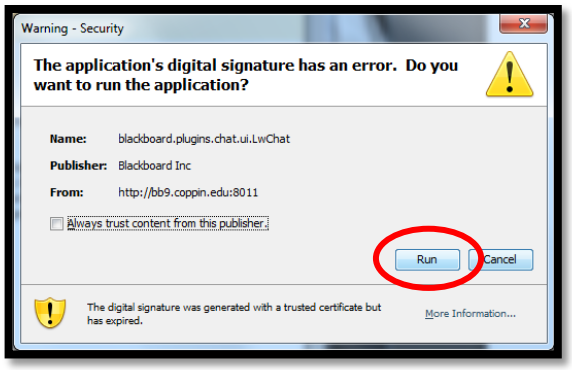
5. Click the **Create Collaboration Session** link at the top.

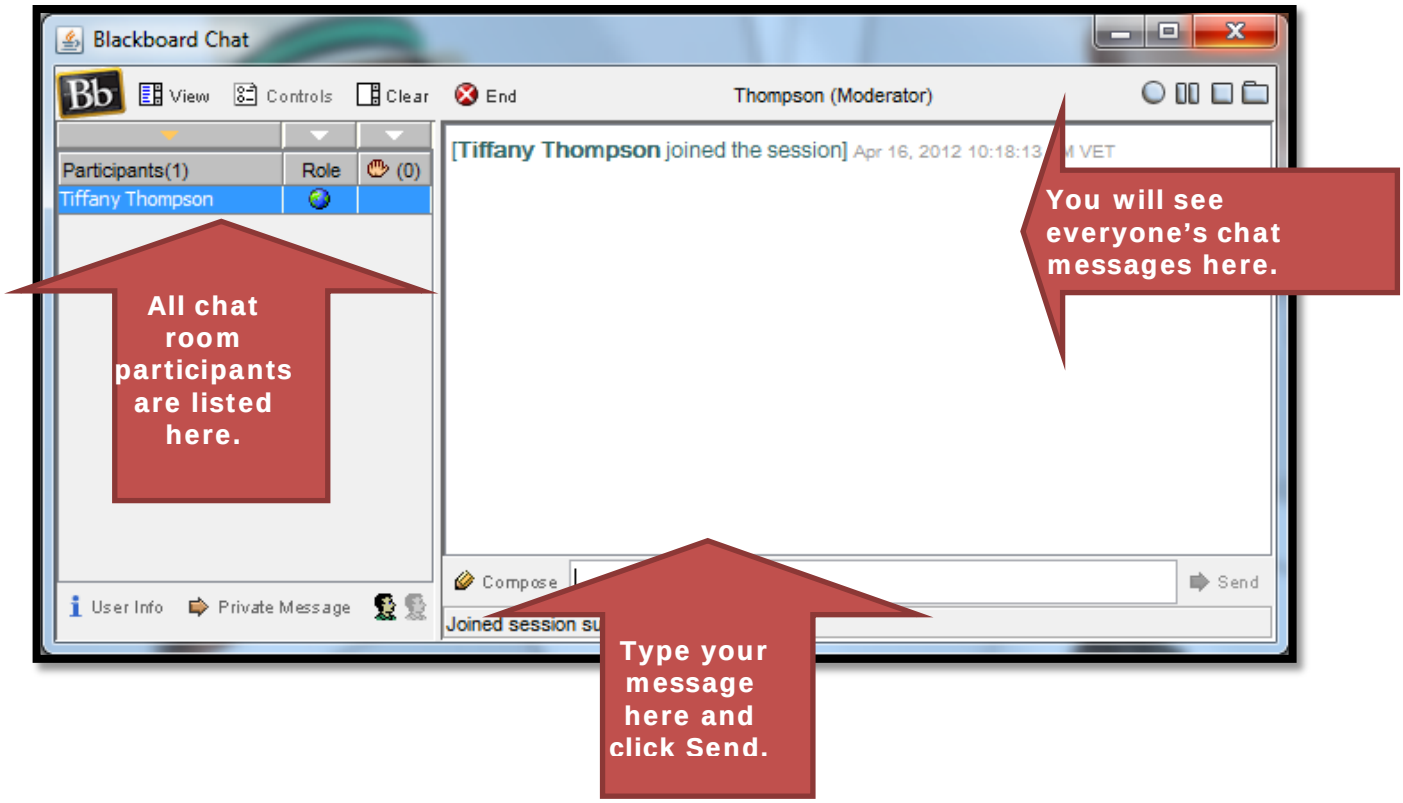


6. Type the name of the new session name. Select **Dates of Availability** and the **Chat Collaboration Tool**. Then click **Submit**.

Your new session will now be listed.

Click the name of your new session and a new window will open for the Blackboard Chat. You may need to run the plugin.





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.

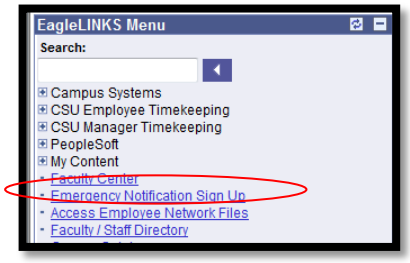
Connect to Coppin's VPN

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.

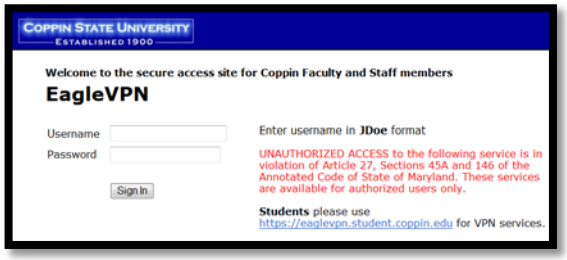
Your UserID is the first part of your email address, before the "@" symbol, for example: abyrnes00

4. Click **Sign In**.

5. In the EagleLINKS menu on the left, click the link "**Access Student Network Files**."



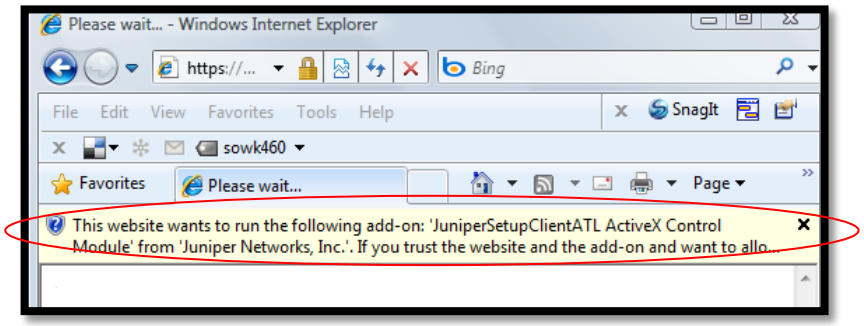
6. Type your **UserID** and **Password** to log into EagleVPN.



7. Click **Sign In**.

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

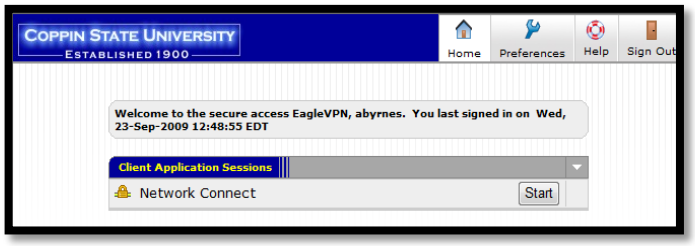
   a. Click the yellow message bar at the top of your web browser that says, "This website wants to run the following add-on..."



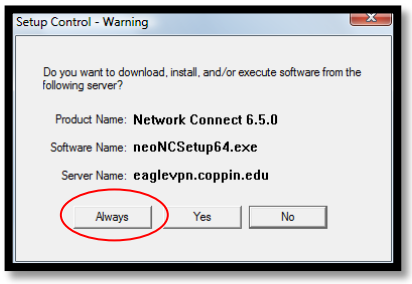
   b. You will see a message asking if you want to run this ActiveX control:

c. Click **Run**.

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



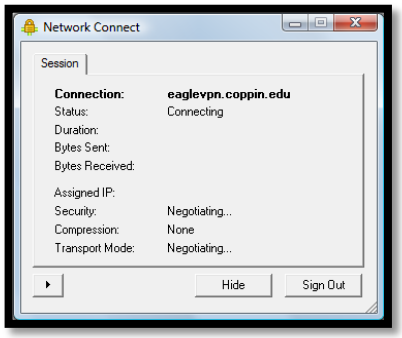
a. If this is the first time you have used the EagleVPN network connect, you will see a message:



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.

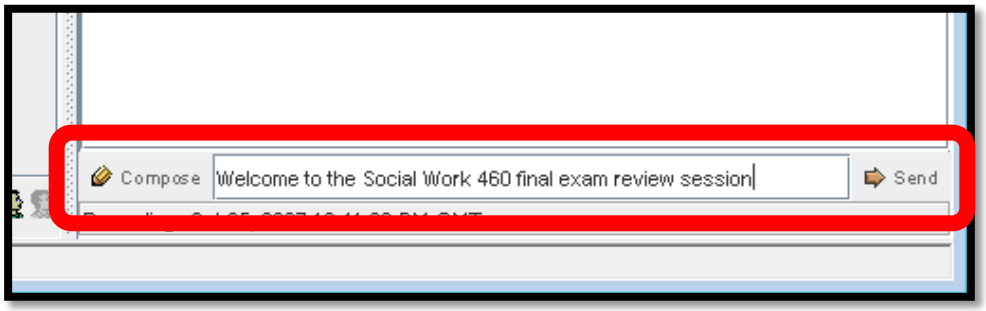
10. Minimize (**do not close!**) the EagleVPN internet explorer window by clicking the button in the upper right corner of the window.

Send a message to everyone

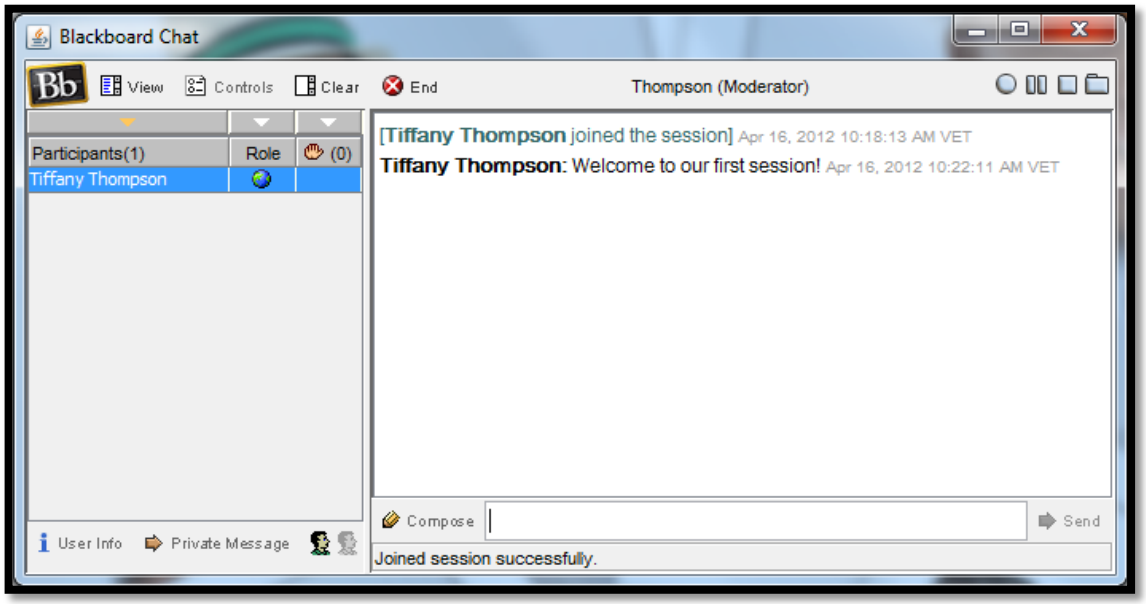
1. Click in the Compose text box in the lower right of the Blackboard Chat window.

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.

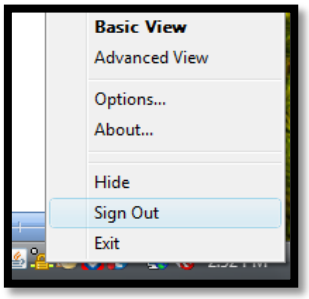
If you connected to Coppin's VPN, disconnect:

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: Faculty & Staff

- Training sessions, tipsheets, and recorded tutorials are available on the Instructional Technology and Training Website: **www.coppin.edu/TLT**
- HelpDesk: **410-951-3888**
- Instructional Technology & Training Center, located in Grace Jacobs, Room 106: **410-951-2643**

Where to Get Help: Students

- Training sessions, tipsheets, and recorded tutorials are available on the Instructional Technology and Training Website: **www.coppin.edu/ITSSC**
- IT Student Service Center, located in Grace Jacobs, MC-16: **410-951-3872**