If Blackboard Fails
Emergency Instructions

We rely tremendously on electronic technologies for delivery of our courses, but as you know, technology isn't always completely reliable. Please keep these instructions handy.

If you experience a problem with accessing Blackboard, there may be several reasons including but not limited to:

- UNT (or North Texas, or another area) has an Internet outage
- One or more of the systems that Blackboard uses is not working properly
- The Blackboard system is overloaded, which can happen during midterm or finals week when traffic is especially heavy
- A problem with the student's Internet connection or Internet Service Provider (SIP).

Avoid trouble before it starts

1. Make sure your file is really attached to your mail message. Two ways: (1) click Preview before you click Send or (2) go to Outbox folder and open your message.
2. To help prevent a traffic jam, submit your work an hour or more before the deadline.
3. Check your mail within 24 hours for a message from 5200 Central. We do not confirm receipt, but if your assignment does not arrive within 24 hours of the deadline, we will send a message saying your work was not received. Otherwise, assume it was received.

If you can't submit your assignment via Blackboard

1. Stay calm. Of course you will not be penalized for lateness because of a UNT technology problem.
2. If you can access the Blackboard course site, check Blackboard Discussions to see whether we have posted a message about system problems. If we haven't, notify the instructor via Visa mail.
3. If you can't get into Blackboard, check your Internet mail from UNT to see if there are any announcements about Blackboard problems.
4. If there are no announcements, notify your instructor via Internet mail.
5. If you can't access the Internet, check for local problems (e.g., your ISP) and try again later.
6. Submit your assignment using an alternative channel (see below). Inform your instructor about what you did.
7. Be patient. Allow at least 12 hours for us to find and check all the submissions. Again, assume your work was received unless you get an email message saying otherwise.

**Alternative channels**

Do only one of the following:

- Attach your file to Internet mail to your instructor.

- Send hardcopy via overnight mail to SLIS (see alternate addresses in Syllabus). Call first to be sure someone will be there to receive it.

- Deliver hardcopy to UNT SLIS. On weekdays, take it to the SLIS office (DP E292) and ask the staff to put it in your instructor's mailbox. On weekends or at night, slide it under the SLIS course manager's office door. Inform your instructor that you have done this. Note that ISB may be locked on Sunday mornings and on holidays. Call UNT Police (940-565-3000) to confirm open hours.

- Fax your work to SLIS (940-565-3101). This is the last choice, especially for long documents on a weekend, because the SLIS fax machine may run out of paper then.

As a final note, UNT has a large crew of tech support people who are able to diagnose and fix problems very quickly. If we can maintain a sense of humor through these little blips, we'll have a much mellower semester!

[Document last updated 1/4/14--SVB]