

For additional assistance with Blackboard, please refer to the “Blackboard Orientation” training course and/or use the links provided below to help with FAQs.

• **Browser Check for Blackboard**

o Use the link below to verify that your browser is supported and up-to-date for optimal use. Blackboard recommends you use Mozilla Firefox and/or Google Chrome for best performance.

o https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker

• **Mountwest Student Online Learning Handbook**

o Use the link below to learn about getting started in Blackboard, accessing classes, opening/submitting assignments, etc.

o <http://support.mctc.edu/blackboard/student.html>

• **Blackboard Help for Students**

o Use the link below to access the Student Resources website on Blackboard’s website. Here you will be able to access FAQs and information about what to do if you forget your password, how to submit an assignment, etc.

o https://help.blackboard.com/Learn/Student?utm_medium=Learn&utm_campaign=Product_link&utm_content=Student?mode=view

• **General Mountwest Blackboard Help Information & Support**

o Use the link below to access additional Blackboard information posted on Mountwest’s “Online Help” page. Here you will be able to download Firefox for free, run a browser check for Blackboard, and help desk information for both our IT HelpDesk and WNet’s HelpDesk.

o <http://www.mctc.edu/academics/online-learning/online-help/>