

STUDENT TECHNOLOGY SUPPORT GUIDE

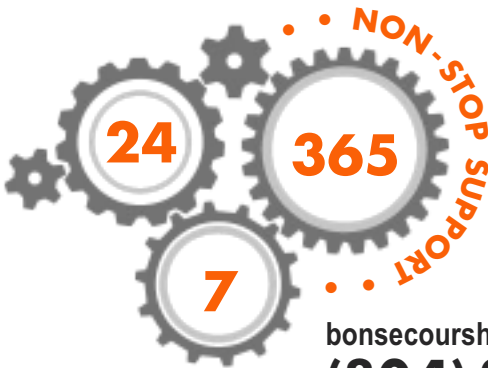


Bon Secours
Memorial College of Nursing






BLACKBELT

YOUR SUPPORT FOR BLACKBOARD & MICROSOFT OFFICE



bonsecourshelpdesk@campuseai.org
(804) 340-7914

SERVICE LEVEL AGREEMENTS

-  Calls answered within 60 seconds
-  Emails answered within 2 hours
-  Chat average answer time: 3 minutes

• NETWORK CONNECTIVITY (at home)

You MAY need to contact your local internet provider (Comcast or Verizon) if they determine that your issue comes from your service.

• PRODUCTIVITY APPLICATIONS

Excel 2007+
OneNote 2007+
PowerPoint 2007+
Word 2007+
Google Apps

• ANTIVIRUS/SECURITY UTILITIES

Symantec (does NOT support virus eradication)
AVG
McAfee
Kaspersky
Microsoft Security Essentials
Microsoft Forefront

• BROWSERS

IE (Internet Explorer)
Firefox
Google Chrome
Safari
Java and Flash plugins

• BASIC OPERATING SYSTEM SUPPORT

Windows XP (and newer)
Mac OS X (and newer)
iOS
Android
Windows Mobile
Student Owned Device Support
 Functionality
 BHO/ActiveX
 Toolbars

• BLACKBOARD HELP (Tier 1 | Basic)

How to submit a quiz or question
How to post to a discussion board
Course navigation
Finding grades
Voice Thread assistance
Viewing Instructor posted documents/videos
Troubleshooting issues within courses

• BLACK BOARD HELP (Tier 2 | Advanced)

Issues affecting multiple students
Assignment Submission Failures

• MISCELLANEOUS PROGRAM / FUNCTION SUPPORT

Screencast (video creation and upload to Black Board)

• RESETTING BLACKBOARD AND PORTAL PASSWORDS



There is a **reset button** on both the **Black Board and Portal log in page**; allowing you to reset your password. If you have trouble with this function, please call **Black Belt Support**—they have the ability to reset your password for you.

BON SECOURS **HELP DESK**



Eissc@bshsi.org

(877) 308-5648

exclusive to students

SERVICE LEVEL AGREEMENTS



Calls answered within 5-10 minutes, and may be escalated to a ticket if not addressed while on the phone.



Emails answered within 4 hours (always a good idea to copy your instructor on any email forwarded to Eissc).

SERVICES

- Network Connectivity (while on campus)
- Email Access (two factor)
- General Email Issues
- Health Stream Issues (contact during normal business hours)

ADDITIONAL RESOURCES

ATI Contact Vendor

CMAP <http://cmap.ihmc.us/documentation-support/>
and **reach out to your instructor**

CAMTASIA Issues viewing faculty video? Reach out to **BlackBelt** support

**CONNECT
CARE**

Access Issues:

report to your instructor

- We encourage you to test access the beginning of each semester prior to need.
- If holding **PCT/Unit Secretary Positions** (while a student), contact: Polly Conover (804) 823-6823 or polly_conover@bshsi.org

CPR/BLS

Email Issues: BSHSI-Heartcode@bshsi.org

E-LIBRARY

Contact our library:

Phone: (804) 627-5341 (during office hours)

Email: library@bsmcon.edu

(allow time for response during business hours)

HARDWARE

We suggest that you reach out to a trusted local hardware support to trouble shoot any hardware issues. Often an individual needs to touch your computer to assess the problem.

We strongly recommend that you back up all data above and beyond your computer's hard drive to ensure you do not lose your work.

**HARDWARE
(CONT'D)**

Examples of Hardware Issues:

- Your computer will not turn on
- Your computer will not stay charged
- Your computer starts to “boot up” and then a black screen appears
- Your laptop keyboard is missing a key or a key does not respond when selected
- A USB port does not work

**JING
PREZI
SNAG-IT!**

Viewing Issues:
Any issue watching a faculty or lecture within Blackboard, please verify that you are in the correct browser and contact **BlackBelt** support

PERRLA

<http://www.perrla.com/ContactSupport.aspx>

**POINT
OF
CARE
TESTING**

If code does not work:

- If not certified - please re-certify
- Recently certified - contact Polly Conover:
(804) 823-6823 or polly_conover@bshsi.org

**SHADOW
HEALTH**

Vendor Support:
(800) 860-3241

SOFTCHALK

<http://support.softchalk/ics/support/default.asp?deptID=15143>
or help@softchalk.com

VOICETHREAD

<https://voicethread.com/support/contact/>

WEEBLY

<http://help.education.weebly.com/>

Information Services

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Richmond, VA 23227