



Blackboard FAQs

Q: Why are courses that I took last semester (or older) still showing in Blackboard?

A: In Blackboard click on **Modify Layout** and uncheck all older courses.

Q: I don't see my course (it shows as unavailable) in Blackboard.

A: If your course has the word (*unavailable*) next to it, it means that either your instructor is not using Blackboard or has not yet made the course available. Please contact your instructor.

Q: I just enrolled in University Extended Education or Open/Adjunct University or the American Language Program, and it's not June, July, August or September, but cannot see the courses in Blackboard.

A: Call the Titan Helpdesk at 657.278.7777 for assistance.

Q: I am a currently enrolled student and have waited 24 hours after registration and still I don't see my class in Blackboard.

A: Courses will show as "Unavailable" until your instructor makes the course available. However, if you see no courses at all and have waited 24 hours after registration in the course (and are not enrolling in a University Extended Education course), contact the Titan Helpdesk.

Q: Am I really in that course?

A: If you see courses that you are not sure you are enrolled in on Blackboard, you can double check your schedule on TitanOnline and verify which courses you are in.

Q: Why is my video not playing?

A: Save the video to your computer's Desktop and play it from there.

Q: Why is my Blackboard login not working?

A: Call Helpdesk x7777 for assistance