Where do I go for Blackboard Support?

You have several options for support:
Option 1. Go to the METC intranet page at
https://intranet.metc.mil,
click on Departments > Education Technology >
Blackboard > Shared Documents to find quick
guides and tutorials on how to use Blackboard.

Option 2. Go to Blackboard Learn support page at
http://www.blackboard.com/Platforms/Learn/
Support/Learn-Support.aspx

Option 3. Contact the METC Helpdesk following
the procedures outlined in this brochure.

Wamt more information about the happenings at METC,

*Like us on Facebook to keep up-to-date!!
ww.facebook.com/metc.mil*

Network Access and Email Creation

1. If not already established, create an AKO account at us.army.mil.
2. Print, initial/sign appropriate locations on Acceptable Use Policy.
3. Complete DD Form 2875, with signatures from individual? Security Administration Officer. ISO/Commander position is completed by METC IMD Administration. The CAC EDIPI number must be on the form to create the account.
4. Current Information Assurance (IA) training certificate.
5. Email signed Acceptable Use Policy, IA certificate, and completed DD 2875 to METC IMD Support mailbox.

   ***Forms are located at **http://www.metc.mil/newcomers/**

Email accounts are created and hosted by DISA

**Access email by Outlook Web Access
https://web.mail.mil**

Create Outlook Personal Folders (PST):

1. Open MS Outlook. Select **File**, point to **New**, and then click "**Outlook Data File''**.

2. Select **Office Outlook Personal Folders File,** click **OK**.

3. In **File name** box, type a name for the file, and click **OK**.

4. In the **Name** box, type a display name for the .pst folder.

5. If you want to protect your data file by setting a password, under **Password**, type your password in the **Password** and **Verify Password** text boxes. *NOTE: METC IMD will not be able to recover this password, using the password feature is not recommended.*

AKO Mail Forwarding:
1. Sign in to the AKO at www.us.army.mil
2. Under My Services, click "**My Account**"
3. Under Email Information, select option to "**Forward Email**"
4. Enter your Forwarding Address (@mail.mil)
5. Click "**Submit**"
6. Test forwarding by sending e-mail from a non-AKO account to

Manually map the METC M: Drive:

1. Right Click My Computer Icon and select "Map Network Drive"
2. Change "Drive:" to "M:" from drop down list
3. Enter "\\metcfs01\metc" without quotes and select Finish

**MEDICAL EDUCATION & TRAINING CAMPUS
INFORMATION MANAGEMENT DIVISION**
Current as of April, 2012 (Ver. 2)

**MEDICAL EDUCATION &
TRAINING CAMPUS
INFORMATION MANAGEMENT
DIVISION (IMD)**

IMD
General
Information
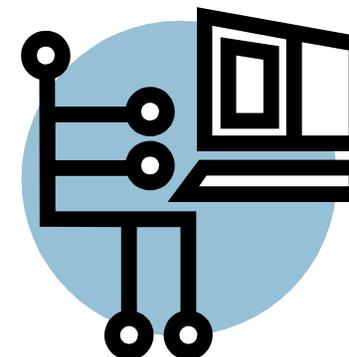
Customer Service Desk
Anderson Hall (MIF 4), Room 235

Tel: 210.808.METC

Chat available at: https://intranet.metc.mil/Support
Support E-mail: osd.jbsa.metc.mbx.support@mail.mil

Register Certificates on Computer:

1. Open Internet Explorer, Click on 'Tools' and scroll down and click on 'Internet Options'

2. Click on the 'Content tab', then click the 'Certificates' button

3. Select all certificates individually or 'hold down the Shift key' and click the last visible certificate (this will highlight all certificates). Proceed to click on the 'Remove' button, this will delete previous certificates stored on the system.

4. Press close and return to Desktop.

5. Double Click on this tray icon (the little icon that looks like an electric plug with a blue tip).

ActivClient Agent - Smart Card inserted
9:37 AM

6. Right-click "My Certificates" icon. Click on "Make Certificates available to Windows"

7. Click "OK" on certificate availability pop-up.

8. Close ActivClient.

- -

Register Certificates in MS Outlook:

1. Open Outlook, click on Tools from the menu bar, scroll down to "Trust Center".

2. Click on "Email Security" and then the "Settings" button.

3. Click on the first 'Choose' button for Signing Certificate.

4. Click on the certificate that shows your name and "DOD EMAIL…" under Issued by, click "OK".

5. Click the second 'Choose' button for Encryption certificate.

6. Click and then click on the certificate that shows your name and "DOD email" under issued by, then click OK.

7. Click "Publish to GAL.," then "OK" on confirmation pop-up box.

8. Click "OK" on the "Your Certificates were published successfully". Confirmation pop-up.

Desktop Voicemail (VM):

1. From any phone dial 808-8800

2. At "Mailbox?" prompt:

·   Enter your **7-digit phone number**, followed by the **#** sign

3. At "Password?" prompt:

4. Enter default password **(12 plus 7-digit phone number),** followed by the **#** sign.

When you log in for the first time, you must change your password . Passwords will prompt to be reset after 90 days.

Reset VM password set by former desk occupant:

1. Contact telephone switch helpdesk—dial **116**, option **2**

2. Inform operator of phone number to request voicemail password reset.

Common Voicemail Commands:

- Greeting Recording - **82**

- **During playback**

  - Skip Backward - **1**
  - Play - **2**
  - Skip Forward - **3**
  - Previous message - **4**
  - Next message - **6**

  - Help - *****
  - Pause **#**
  - Forward - **73**
  - Delete - **76**

Map a Printer (Set Default)

1. Click the "Start" button, choose "Run"

2. Type "**\\samhpsmif11**" and click "OK"

3. Double-click the "Printers" folder

4. Find printer based on location/room number

NOTE: Select "Location" to sort printer icons

5. To map printer, double-click desired printer icon.

6. To verify printer mapping, open "Control Panel", then select "Printers".

7. Right-click printer and select "Set as Default".

What do I do if I have a CAC error?

If you receive a "Account Blocked" error, forgotten your PIN or have invalid/missing certificates….proceed to 3555 Patch Road (across from Patch Rd Shoppette) to update your CAC!
Hours of Operation
0730 – 1500
POC: Bessie Scott 221-3309/3151

How do I access my courses in Blackboard?

1. Open Internet Explorer or Firefox and navigate to

   www.metc.mil

2. Click on "Blackboard" in the column on the right side of the page next to "METC Info"

3. Click CAC Login or enter your User Id and Password to access your account.

   - Under "Course List" your course(s) will appear.

4. Click on the hyperlink for your course

How do I receive training on how to use Blackboard, the Podium or SMART Sync/Notebook programs?

Contact the Education Technology Department at 808-1223 or 808-1235.

Look for this box on the METC SharePoint Intranet portal for assistance!

Live Chat Support

Chat with a support agent, submit a ticket, or look up FAQs. The METC Campus Support Center (CSC) brings the answers to you.

Live Chat

Or contact the METC CSC:

PHONE: (210) 808-METC (6382)
E-MAIL:
osd.jbsa.metc.mbx.support@mail.mil