EesySoft – Instructor/TAs Help Tool for Blackboard

The new tool, called EesySoft, supports the instructor's experience in Blackboard. The tool provides several different methods of helping you preform functions in Blackboard.

- ➢ Help Guides
- ➢ Videos
- ➢ Tip Sheets
- ➢ Timely Pop-ups
- ➢ Helpful Hints

Once you are logged into Blackboard, you will see the green Support tab/button on the right side of the screen. If you notice, there is a number on the tab that indicates how many help items are available for the particular screen/page you are on. The Grade Center for instance has 52 help items available, whether it be Tip Sheets or videos that CLEAR has created or documentation and videos that have been created by Blackboard, they are easily accessible to you for your just-in-time needs.

Support (7)
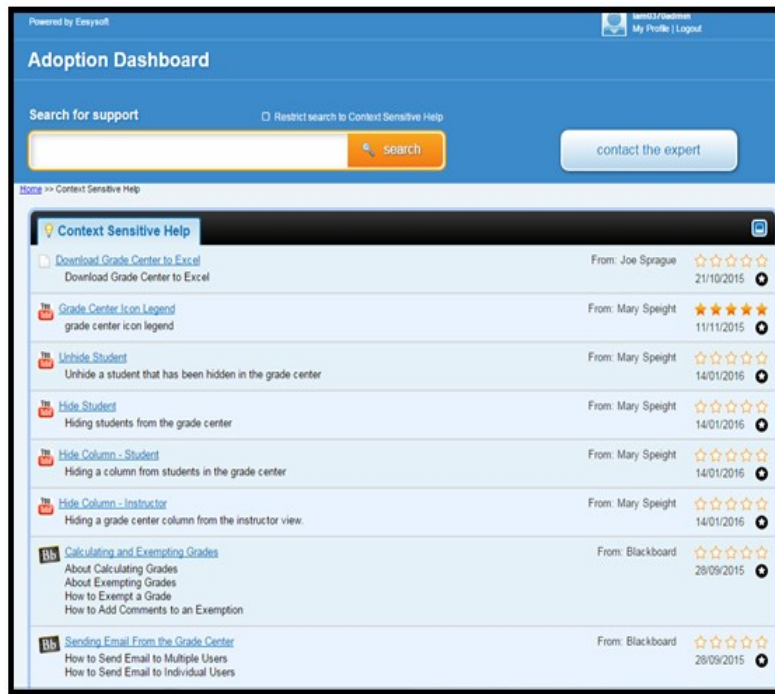
This is an example of what you will see when you click on the Support tab in the Grade Center. The first item in the list is a document, followed by five videos and then two items created by Blackboard. A scroll bar is located on the right side of the screen so you can access more topics. Typing in the *Search for Support* area the exact topic you want to research and EesySoft will bring up files and videos just for that topic.

When a particular area is expanded, you receive a rating system at the bottom of the page, you can click on the orange *Give Feedback* button, enter in your feedback in the space provided and choose from a five star rating system.

CLEAR Faculty Support
Email: clearhelp@unt.edu
Web: https://bbsupport.unt.edu
Phone: 940-369-7394
In-person: Chilton Hall 112C
Follow us on Twitter:@clearUNT

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A green light to greatness.

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You can also add items to your favorites, where they can always be available quickly. Click on the black circle with the white star, this will add that item to your favorites area. Click on the **My Favorites** to access all of your favorite tip sheets and videos.
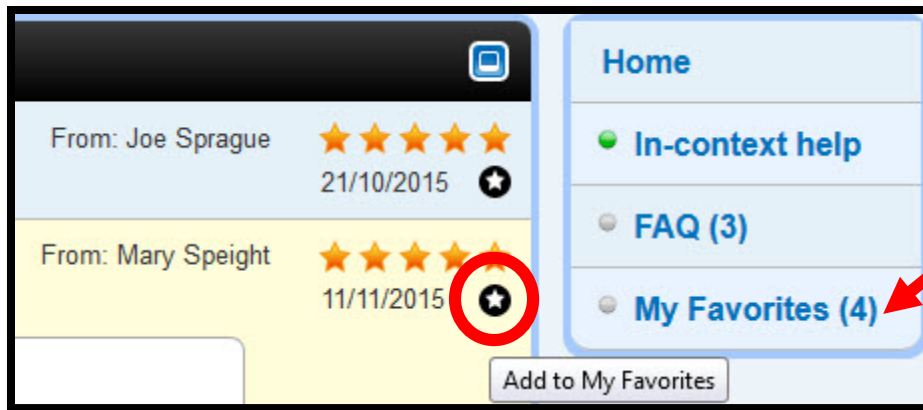
If you still can't find what you need in the **Support** area, a **Contact the Expert** button is available inside the tool. Once the button is selected, you can send an email that goes directly to the CLEAR Helpdesk.

contact the expert
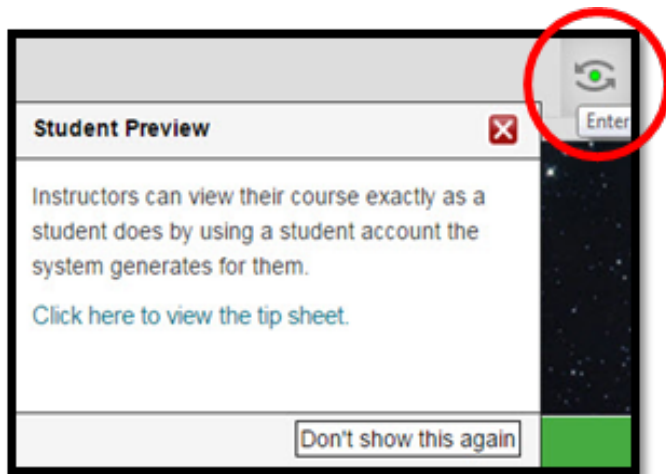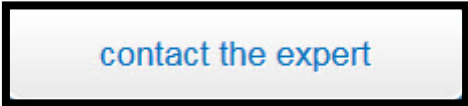
Helpful **pop-ups** and **hints** appear as they are needed throughout the semester. As some of you noticed, at the beginning of the semester we created a pop-up on *how to make your course available.*

An example of a pop-up currently available is the **Student Preview** button pop-up, located in the upper right corner of the Blackboard Screen. If you click on the tip sheet in the pop-up window, more information about the Student Preview button becomes available. **Try it out!**