



## Who to Contact

### Course Related Problems

You should contact your course instructor for any problems, which are course related - i.e., problems finding course material and resources in the Blackboard course web site. Instructors organize their Blackboard sites differently and choose different settings. It's a good idea to ask your instructors because often the answer is specific to the way they are doing things. It's also important for your instructors to know if you're having a technical problem that may affect your ability to do your assignments.

### Platform Related Problems

If you are experiencing any trouble with Blackboard please contact the Blackboard Helpdesk at 972-338-5580 or by sending an email to [UNTDDistance@unt.edu](mailto:UNTDDistance@unt.edu). Please be sure to give or enter the following information in your issue ticket: Complete name, Email address, Student id, Operating System of your computer, Web Browser you are using (Name and version), Course id, Course Name and Area of problem. Be sure to give a full and detail description of your issue and include the steps to repeat it at our end. It's important to be as specific as possible so we can determine the problem.

#### Blackboard Student Helpdesk (972-338-5580)

<b>Students</b>	
Email:	<a href="mailto:UNTDDistance@unt.edu">UNTDDistance@unt.edu</a>
Direct Phone:	972-338-5580