Setting Up and Using Blackboard Instant Message

Blackboard Enterprise Instant Messaging capabilities (formerly Wimba Pronto) allow Sul Ross Blackboard users to create a learning network to support office hours, school services, meetings and desktop video conferencing—all initiated through presence and instant messaging.

With Blackboard IM, students and instructors can easily see who's online and available so they can instantly communicate with peers, colleagues, and experts. You can even launch a Blackboard Collaborate web conferencing session with a single click. Collaborate gives you the functionality you need to support a 21st century teaching and learning environment, such as two-way audio, multi-point video, interactive whiteboard, application and desktop sharing, rich media, breakout rooms, and session recording. Educators and students can engage as if they were in a traditional classroom, with as good as, or even better, outcomes.

Blackboard Collaborate Resources

[Inviting users to download Blackboard Instant Messenger](#)

[Office hours](#) – short version

[Office Hours](#) – longer version

ACCESSING IM IN BLACKBOARD

(1) To access Blackboard IM first choose the "Add Module" button at the top left of your Blackboard SRSU homepage. On the first page of the Blackboard module choices, about 4 choices down (alphabetically), you'll see the "**Blackboard IM**" module. Choose the "**Add**" button associated with it.

(2) Once you've added the module, scroll down to the bottom of the screen and choose the "**OK**" button at the bottom right of the screen to accept it.

(3) You'll now find the Blackboard IM module on your homepage. Choose the "**Get Blackboard IM**" link.
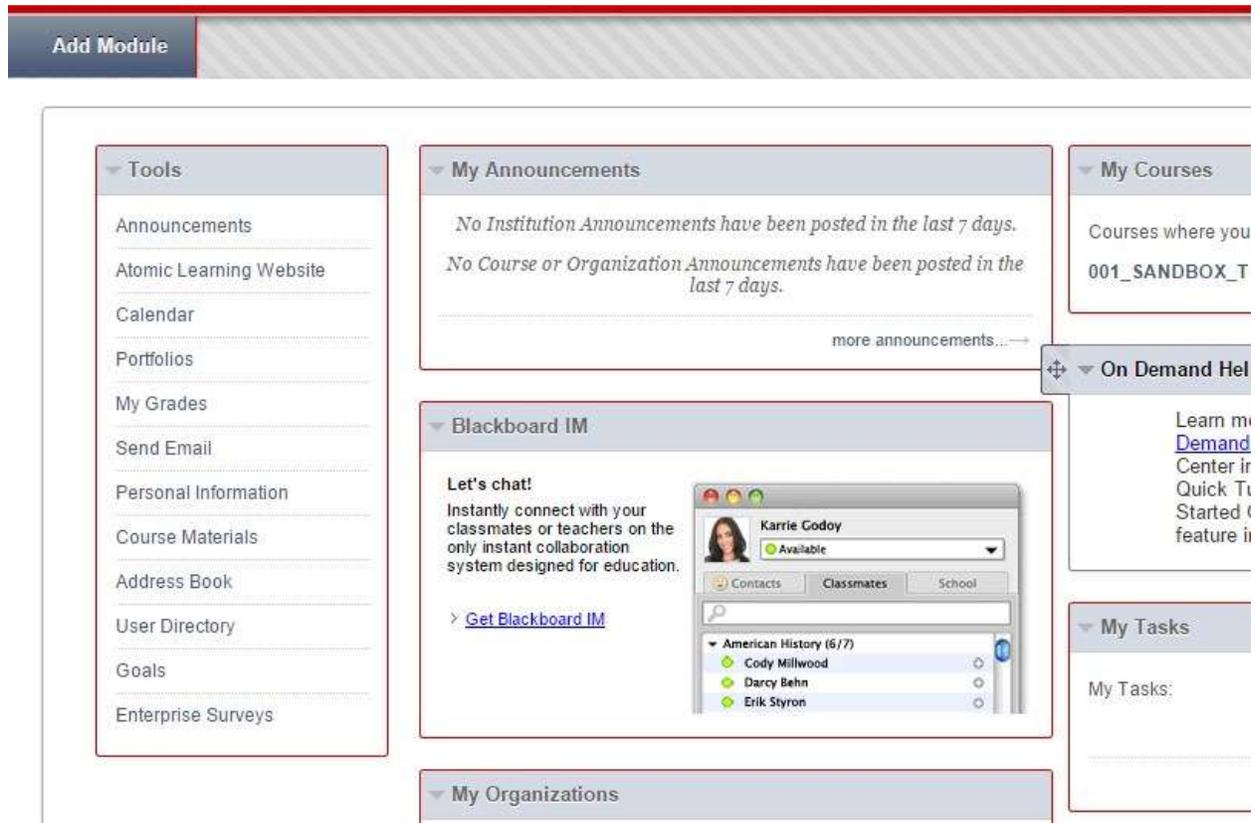
(4) You will most likely get a pop-up blocker warning on your browser (in Chrome it will show up on your address line). Click on the warning and choose the "Always allow pop-ups from this website (probably sulross.blackboard.com)" option and OK it. Now go back and retry the "**Get Blackboard IM**" link once more.

(5) You should now go to the "Create a Blackboard IM Account" screen where you'll create your login info and accept the terms of service. You do need to use your SR email, but don't have to use your official SR username as your Blackboard IM ID or your email password as your password here. That can be whatever you wish. Once you're done choose the "**Submit**" button.

Create a Blackboard IM account

Your Blackboard IM ID will be used for log in and will display to other users. All fields are required.

Create your Blackboard IM ID:	timp-a suggest more...
Email:	tdp15cj@sulross.edu
Confirm Email:	
Choose a Password:	Note: Passwords are case sensitive and must be at least 6 characters
Confirm Password:	
Security Question:	[Select a question] ▼

Important! The answer to your security question will be required if you forget your password.

Answer:	

☐ By registering for this service, I've read and agree to the Blackboard IM Terms and Conditions which includes my consent to the use of cookies to store personal information in connection with providing the service. More information on the use of cookies is available at the Blackboard Privacy Center

Submit

(6) On the Blackboard IM Settings screen, choose "**Download Blackboard IM**" button/bubble.

(7) You'll download an installation file called "**Blackboard IM Setup**" to your downloads area (in this case, we're using Chrome, so the download appears at the bottom left of the browser). Once it's finished downloading, you'll need to select and install or RUN the file. Go through the setup wizard and accept its defaults.


NOTE: If you are on a locked down SR computer, you will need administrative access to install this.

(8) Once your Blackboard IM panel launches, sign-in with the login information that you previously created (and choose "Sign in"). You may also notice that you now have a Blackboard IM quick launch icon on your desktop.


(9) Once your signed into the Blackboard IM panel, under the "Classmates" tab, you'll see all the Blackboard courses you're associated with and all students in those courses (grayed out until they sign-up and create a Blackboard IM account). You can also add your own contacts by choosing "People" from the top menu and then "Add Contact" (to add a contact, you'll need that person's Blackboard IM username or ID).
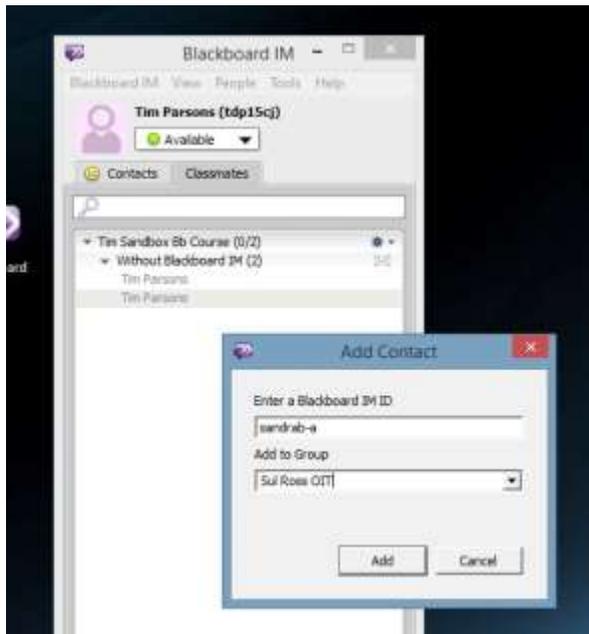
(10) You may get a "Java Update Needed" pop-up at some point if you're running and old version. At this time, it's not critical that you update to a newer version of Java to use Blackboard IM, so it's okay to choose "Later" on your options.

(11) Once you're ready to use Blackboard IM to contact a person or group, select the person or group you wish to contact from under your "Contacts" or "Classmates" tab and then launch one of three applications using the three icons at the bottom of the Blackboard IM panel.
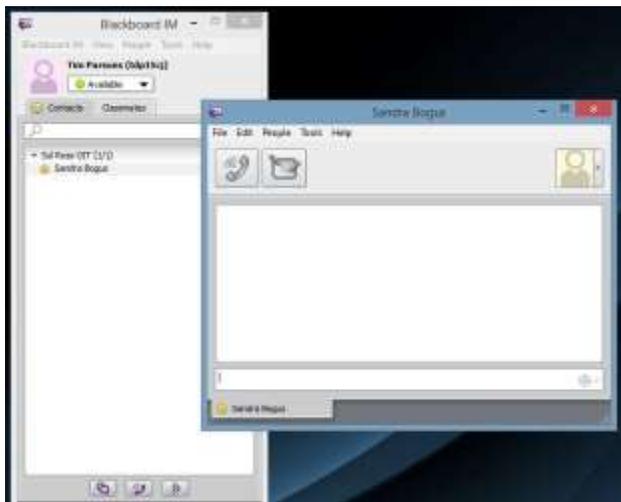
The three applications that you can launch from your Bb Collaborate IM panel are:

- **Chat**   (far   left   icon)   –   your   basic   IM   (see   above)
- **Call**   (center   icon)   –   audio   call   or   audio/video   call
- **Conference**   –   (far   right   icon)   –   launches   a   full   session   of   Collaborate

TO ADD THE BLACKBOARD IM MODULE TO YOUR BB COURSE HOMEPAGE

(1) If you want to really encourage your students to use the Blackboard IM in your course, you can add the module to your course homepage in nearly the identical way you added the module to your Blackboard SRSU homepage. Choose "**Add Course Module**" on your course homepage, and on the first page of the Blackboard module choices, about 4 choices down (alphabetically) , you'll see the "**Blackboard IM**" module. Choose the "**Add**" button associated with it.

(2) Once you've added the module, scroll down to the bottom of the screen and choose the "**OK**" button at the bottom right of the screen to accept it.

(3) Now you'll find the Blackboard IM module on your course homepage for your students to easily access.