Virtual Bb Support on Weekends

We offer Blackboard support virtually to all of our students on weekends. To request support, visit www.fnu.blackboard.com

Click on the “Need help?” icon. This will take you to the Bb Support page on our website
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In the Bb Support page, there are two different ways in which you can get in contact with us:

- **Virtual Office Hours**
  - Monday - Friday: 8:00 AM - 9:00 PM
  - Saturday & Sunday: 10:00 AM - 11:00 AM & 6:00 PM - 7:00 PM

- **Connect Now**
  - Name
  - First
  - Last
  - Student ID# 
  - Phone Number
  - Class Name
  - Instructor’s name
  - What type of issue do you have?
    - Cannot log in
  - Can you give us more details of the issue you are experiencing:

Submit
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The first option is by clicking on “Connect live!” We will be connected virtually on a Blackboard Collaborate session in the Office Hours above (Saturday and Sunday from 10AM – 11AM and 6PM – 7PM). You will be connected with us live to answer any questions and/or concerns that you are having with your online course(s).
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If you do not wish to connect live with us or are trying to contact us at a time that is not within our “Office Hours,” you may fill out the information in the form shown above. After providing us with your Full Name, Student ID, Phone Number, Class Name, you will select the type of issue you are experiencing from the drop-down menu and will then provide us with a detailed explanation of what the problem is. Once you are finished, click “Submit” and you have submitted a support ticket. We will shortly get in contact with you and provide you with our support.
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There is a second way in which you can reach our Bb Support page:

Once you are inside your class, and you need to reach us for support, click on “Bb Support”
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You will be taken to the same Bb Support page on our FNU website where you can “Connect live!” or submit a ticket for support.