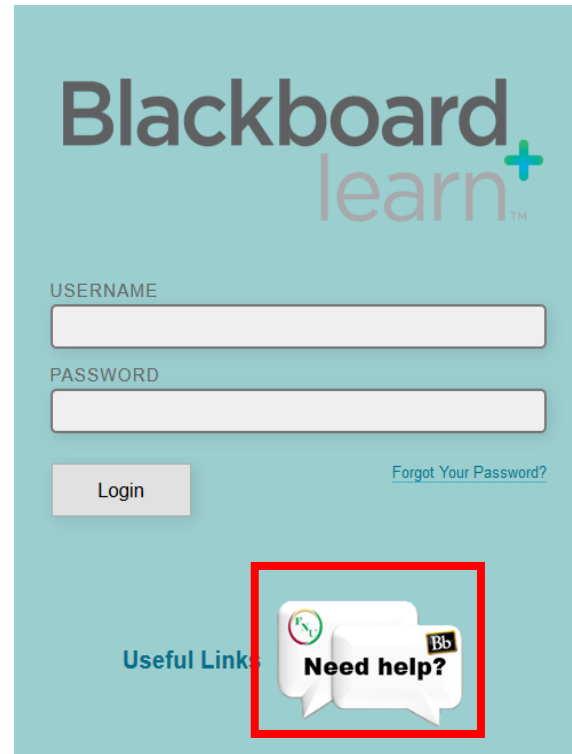


Virtual Bb Support on Weekends

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

Virtual Bb Support on Weekends

In the Bb Support page, there are two different ways in which you can get in contact with us:

Bb Support

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 live!](#)

Name *

First

Last

Student ID#

Phone Number *

Class Name *

Instructor's name

What type of issue do you have?

Can you give us more details of the issue you are experiencing:

SUBMIT

Virtual Bb Support on Weekends

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)

Bb Support

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 live!

Name *

First

Last

Student ID#

Phone Number *

Virtual Bb Support on Weekends

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.

Bb Support

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

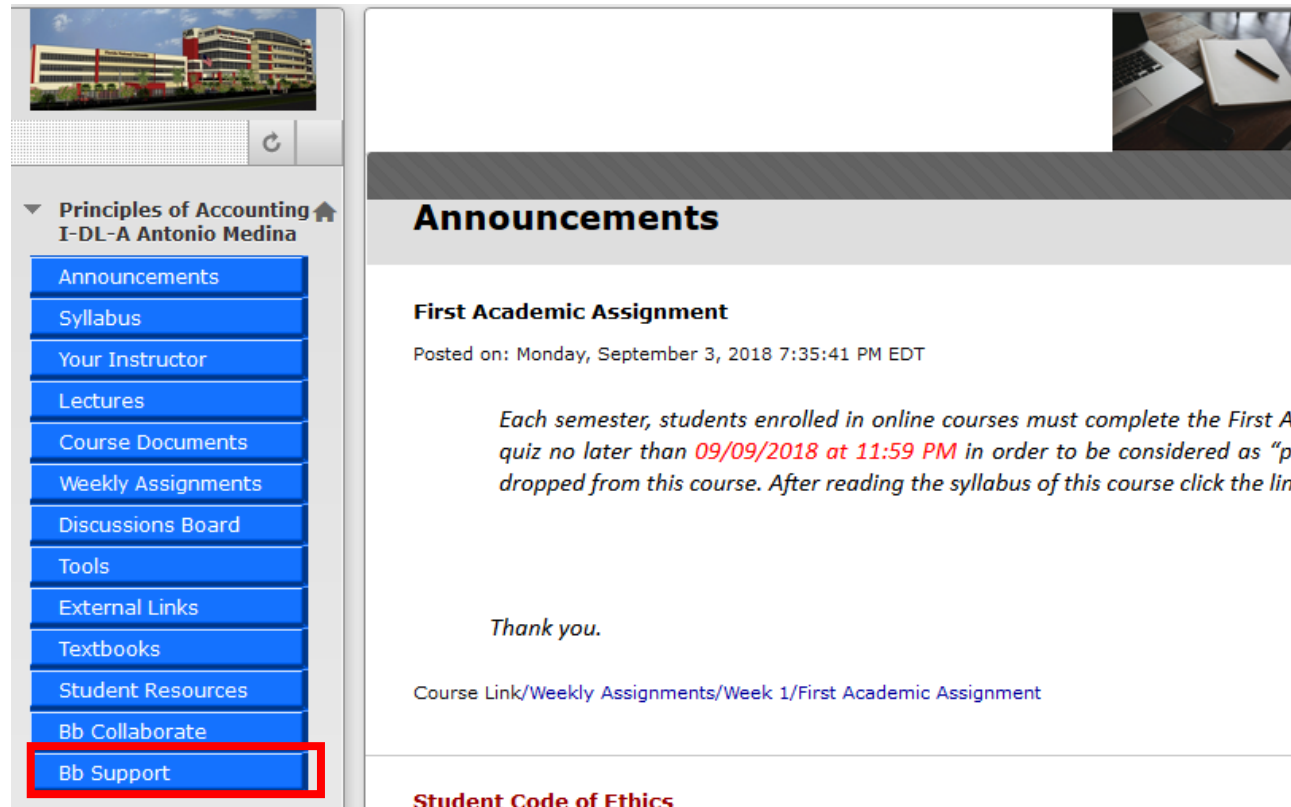
Connect live!

Name *	
<input type="text"/>	<input type="text"/>
First	Last
Student ID#	Phone Number *
<input type="text"/>	<input type="text"/>
Class Name *	Instructor's name
<input type="text"/>	<input type="text"/>
What type of issue do you have?	
<input type="text" value="Cannot log in"/>	
Can you give us more details of the issue you are experiencing:	
<input type="text"/>	
<input type="submit" value="SUBMIT"/>	

Virtual Bb Support on Weekends

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**”



The screenshot shows a Blackboard course page for 'Principles of Accounting I-DL-A Antonio Medina'. On the left sidebar, a vertical menu of blue buttons includes 'Announcements', 'Syllabus', 'Your Instructor', 'Lectures', 'Course Documents', 'Weekly Assignments', 'Discussions Board', 'Tools', 'External Links', 'Textbooks', 'Student Resources', 'Bb Collaborate', and 'Bb Support'. The 'Bb Support' button is highlighted with a red rectangular border. The main content area features a header with a building image and a 'Bb Support' button. Below this is an 'Announcements' section with a sub-header 'First Academic Assignment' and a post from Monday, September 3, 2018. The announcement text states that students must complete a first academic quiz by 11:59 PM on 09/09/2018. A 'Thank you.' message and a course link are also visible. At the bottom, there is a link to the 'Student Code of Ethics'.

Virtual Bb Support on Weekends

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

Bb Support

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 live!](#)

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:	
<input type="text"/>	
<input type="submit" value="SUBMIT"/>	