General Tip Error Messages and other Technical Problems

Any Blackboard user problems/queries relating to logging into the system (i.e. login details like user name and password) or other technical system-based/IT problems should be directed to the IT Service Desk (6304-6000, itservicedesk@ecu.edu.au).

With any email query/request remember to include the following information:

* Blackboard site code(s)
* Your contact details (name, student/staff ID, phone, e-mail)

If reporting a problem, please ensure you include:

* The exact error message (cut'n'paste or attach screenshot)
* Describe steps which can be taken to reproduce problem
e.g. Course Documents -> Week 1 -> document XX

If requesting a change to teaching staff or unit properties, include:

* Description of request (including full blackboard site codes)
* Relevant staff ID’s and teaching roles