Blackboard IM Interface

The School Tab

Once you are logged in to Blackboard IM, you will see three tabs in the IM window.

The School tab lists the Help Desks that your institution has set up. These include UA Libraries, Technology Assistance, and UA Early College resources. A number appears in the tab label when Help Desks are available. Open Help Desks display the Office Hours icon 🔄 next to their name, while closed Help Desks display the offline icon 🕒. Help Desks can only be added, deleted, or modified by The University of Alabama’s Blackboard IM Administrator. The Find field allows you to search the list for a specific Help Desk.

If you are an instructor, this tab also enables you to assume the staff role for a help desk.

For further opportunities to learn about Blackboard IM, contact the Faculty Resource Center at 205.348.3532 or frc@ua.edu and visit the Faculty Resource Center at http://frc.ua.edu.

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