



Where should you go for help?

Information Services



- **Password** issues
- **Log-in** issues
- GroupWise **Email**
- **Course not available** in Blackboard
- **Accessing** I:\, K:\, S:\ & W:\ **drives** from home
- **Importing textbook "packs"** into Vista
- **Set up a blank course** in Blackboard Vista
- Computer **Viruses**
- **Technical** issues



If you have any questions, please submit a help ticket by going to:
<https://services.pnc.edu> or call the help desk at ext. 5511

Office of Learning and Technology



- **Design/redesign** a course in Blackboard
- Instructions on **how to use Blackboard Vista**
<http://www.pnc.edu/distance/Blackboardhelp.html>
- How to **upload videos, PowerPoints, etc. to Blackboard**
- Receive training in all of the available **instructional technology tools** (Echo 360, Adobe Connect, Respondus, Adobe Presenter, ScreenCorder, Qualtrics, SafeAssign, & LockDownBrowser)
<http://www.pnc.edu/distance/facultytutorials.html>
- Learn about **best practices** for online teaching
- Learn **tips** to help students succeed
- Find out about **professional development** opportunities
<http://www.pnc.edu/distance/profdevelop.html>



If you have any questions, please contact Dr. David Pratt, ext. 5578 dpratt@pnc.edu or Erin White, ext. 5734 ewhite00@pnc.edu