

Frequently Asked Questions for Students



What should I do if I encounter difficulties using the Blackboard Learn platform?

1. Check for basic technical issues:

- Clear the cookies and cache of your browser.
- Restart your browser or try using a different one (preferably Chrome, Firefox, or Microsoft Edge).

2. Seek help within the platform:

- In the course "Blackboard Help (students)" in your Blackboard profile, you will find support materials and user guides for working with Blackboard.

3. Contact the Center for E-Learning and Distance Education:



052 677 123
052 677 124



elearn@mu-varna.bg



room 304A, 3rd floor,
Rectorate building



I cannot log into Blackboard. What should I do?

1. Check if you are entering your username and password correctly.

- Make sure the Caps Lock key is turned off.
- If you are copying the password, try entering it manually instead.
- Ensure you are using the correct link to your university's Blackboard platform (different institutions have different portals).

2. Try accessing from a different device, network, or browser.

- Sometimes, the issue may be with your device or internet connection.
- Try logging in using another browser, computer, or mobile phone.

3. Check for system-wide issues.

- It is possible that Blackboard is experiencing a temporary outage.

- Check your university's website for any announcements.

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What file formats can I upload to Blackboard?

You can use the following file formats in Blackboard:

File Type	Extensions
Text Documents	.doc, .docx (Microsoft Word) .pdf (Portable Document Format) .rtf (Rich Text Format) .txt (Text File)
Spreadsheets and Data	.xls, .xlsx (Microsoft Excel) .ods (OpenDocument Spreadsheet)
Presentations	.ppt, .pptx (Microsoft PowerPoint) .odp (OpenDocument Presentation)
Images	.jpg, .jpeg (JPEG Image) .png (Portable Network Graphics) .gif (Graphics Interchange Format) .tiff (Tagged Image File Format) .bmp (Bitmap Image)
Audio Files	.mp3 (MP3 Audio) .wav (Waveform Audio) .wma (Windows Media Audio)
Video Files	.mp4 (MPEG-4 Video) .mov (QuickTime Movie) .avi (Audio Video Interleave)
Archives	.zip (ZIP Archive)

❖ *Tips:*

- Avoid using special characters in file names (e.g., #, %, &, \$).
- Make sure your file does not exceed the allowed size limit (typically 100MB, but it can vary by course).
- Always check if your instructor has specified a preferred format in the assignment instructions.



I cannot see my grades on Blackboard. Why?

1. The instructor has not yet published the grades:

- The instructor has not yet published the grades, or they are hidden until the final announcement.
- There may also be a temporary technical issue with your account or browser.
- Check whether you are using the correct **Grades** section in the course.

2. The assignment has not been graded yet:

- If you recently submitted an assignment or test, it might not have been graded yet.
- Some instructors restrict the automatic release of results.

3. Profile or system issue:

- If other students can see their grades but you cannot, there might be an issue with your account.
- A temporary bug or browser issue could also prevent grades from displaying correctly.

4. You are accessing the wrong section or view:

- Ensure you have entered the correct course and opened the "Grades" section from the main menu.

❖ *What to do:*

- Wait if the assignment was recently submitted.
- Contact your instructor for further information.
- If the issue persists, contact your university's IT support.



I cannot see the content of my course. What could be the reason?

If you cannot see the content in a specific course in Blackboard, it may be due to one of the following reasons:

1. The instructor has not published the materials yet:

- The materials (lectures, files, tests, etc.) may have been uploaded but are still hidden from students.
- Sometimes instructors release content gradually – week by week.

2. The content is scheduled to appear on a specific date.

- Blackboard allows instructors to set time-based availability – for example, the material will become visible on a certain date and time.
- If you access the course before that date, the content will not be visible.

3. Access conditions are not fulfilled.

Some materials are conditionally available. For example:

- You may need to complete a requirement (such as finishing a test) or mark previous content as "Reviewed."
- If these conditions are not met, the next content will remain hidden.

4. Technical issue or error

Content may fail to load due to:

- a slow internet connection,
- browser caching, or a temporary system bug.

❖ What you can do:

- Open the course in a different browser (e.g., Chrome, Firefox, etc.).
- Refresh the page or log out and log back in.
- Contact your instructor – they can confirm whether the content has been uploaded and made accessible.



I can't find a course in Blackboard.

- You are not enrolled in the course. Students only have access to the courses that correspond to the academic year in which they are officially registered.
- If you have reinstated your student status after an interruption, it is possible that you have been enrolled in a different cohort or curriculum for the current academic year.

❖ *Tips:*

- Use the search bar above the list of courses in your account, in the Courses section, to quickly find the required course.

❖ *What you can do:*

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What is a Safe Exam Browser (SEB)?

Safe Exam Browser is a special program designed for securely taking online exams. When you start it:

- You will only be able to see the exam (test) and nothing else on your device.
- You won't be able to open other websites, programs, or documents.
- You cannot use keyboard shortcuts or copy-paste text.

This ensures that the exam is fair and secure.



Where are the virtual classes held in the course?

The virtual classes are conducted via the video conferencing software Webex. You will find Webex directly in the respective course, marked with its icon.

