

You may have noticed a new tab on your Blackboard screen.

The screenshot shows the Blackboard interface for Glenville State College. At the top, a navigation bar includes links for 'My Institution', 'Courses', 'Community', 'Content Collection', 'Services', 'System Admin', 'My Center', and 'WVNET Help Desk'. The 'WVNET Help Desk' link is circled in red, with a red arrow pointing from the text above to it. Below the navigation bar, the 'Glenville State College Help System' form is displayed. The form includes the following fields and sections:

- Name:** Full Name (Real User ID)
- Course Title:** Copy and paste title of course as it appears on your course list ex. 2016SU1RPSV3001: Adulthood and Aging
- Course Instructor:** ex. John Smith
- Email address:** ex. user@domain.wv.edu
- Phone Number:** ex. 304.555.5555
- Subject:** Brief Description of Problem
- Please enter a detailed description of the issue:** A large text area for describing the problem.
- Attach a file:** Choose File | No file chosen
- Solve the math problem (Captcha):** Click image to refresh math problem. The math problem shown is $6 + 2$.
- Submit:** A green button to submit the ticket.
- Powered by WVNET:** A logo at the bottom of the form.

Anytime you have an issue in Blackboard, especially after hours or on the weekend, please open a trouble ticket. Provide as much information as possible regarding the course. Please add an attachment if needed. Once you complete the ticket, you will receive an email notifying you that a trouble ticket has been created. You can check on the status of the ticket by clicking the link in the email. You will be notified by email when the ticket is updated and resolved.