A student or instructor calls claiming they cannot see their course.

- Have the student or instructor log into Blackboard
- Scroll to the right of the “Course List” and look for the gear (see fig. 1).
  - It is hidden until the user hovers over the spot where the gear is found.
  - Click on the gear
- Look through the course list for the missing course. If it is there click on the box to the left of the course.
- Click Submit.
- Course will now appear on the course list.
- If the client is a student and the course is not hidden in this area and the semester has not started it is possible the instructor has hidden the course. There is nothing we can do.
  - Please have them wait until the first day of the semester. If the course is still missing then submit a ticket following the guidelines below.
- If the client is an instructor and the course is still missing, please submit a ticket following the guidelines
Ticket Reminders

- Please supply course information (course name, instructor, section is essential, CRN if possible)
- Please provide specific information on technical issues (i.e. content area/folder name, assignment name, test name, error wording)
- Please have Walk-In Center submit tickets rather than directly sending faculty or staff to the IDTRC for help as we cannot always accommodate walk-ins. If it’s a pressing matter, please call the IDTRC main line (x22081) to verify that someone is available to assist.