

Where to Find Help

Blackboard Web Community Manager

Blackboard®

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This guide covers all available features and functionality. Features included in your contract may vary.

Table of Contents

Introduction 1

How Do I Tab..... 2

Help Center 3

 Custom Search for Blackboard Web Community Manager 3

 Workspaces in Site Manager 4

 Administrative Workspaces 4

 Editing Workspaces..... 5

 App Showroom 5

 Core Resources 6

 Adaptive Content..... 6


Your Webmaster 7

Schoolwires Support 7

Introduction

As you work on your website, there are many help materials available for you to use. These help resources can be found in the **How do I** tab in [Site Manager](#) and in the Help Center on the [Community Engagement Resource Center \(CERC\)](#).

Sara, let us help!
Click on the title of the resource you'd like to use. To filter for a particular resource, begin typing in the search box to the right.


 **Help Articles**

Access a Section
Provides step-by-step instructions on how to access the Section Workspace or Workspaces to which you have editing privileges. Updated February 2014.

Access Durations for Forms & Surveys
Provides a description of access duration for forms and surveys. Updated January 2014.

Access Files & Folders
Provides step-by-step instructions on how to access Files & Folders in the Site, Subsite, Channel and Section workspaces through the Tools tab as well as the Common Tools dashboard link. Updated February 2014.

Access Gaggle as an End User
Provides steps for users to access Gaggle once it has been activated and configured. Updated March 2014.


 **Interactive Video Tutorials**

Add a Blog Page
Length: 3.5 minutes
Demonstrates how to add a Blog Page to the Section Workspace. Also covers how to enable commenting and RSS feeds on your Blog App. August 2015.
[View on a mobile device.](#)

Add a Calendar Event
Length: 2:28 minutes
Demonstrates how to add a calendar event. August 2015.
[View on a mobile device.](#)

Add a Page
Length: 3.2 minutes
Demonstrates how to add a page to a Section Workspace. August 2015.
[View on a mobile device.](#)

Add a Podcast Episode


 **Additional Resources**

Access Standard Webinars
Access the standard webinar library by using this link. The library contains Centricity2 webinars with the topics User Management, Section Workspace and Schoolwires Editor. Select a learning pathway. Site Administrators follow the Administrative Learning Pathway. Section Editors follow the Teacher Learning Pathway. Updated September 2014.


App & Page Types Help Card
Provides a brief description for each of the app types as well as examples of when you use them. Since most default page types consist of a one-column page layout that contains a single app, it also covers each page type. Which apps are available to you depends on your district's contract with Schoolwires and the implementation decisions made by your district. August 2015.

APPS Showroom
Visit the APPS Showroom and learn about the...


Help Center Home > Web Community Manager > Homepage



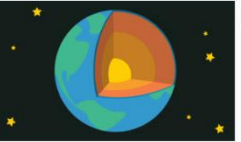
Hot Topics >
Hot Topics—Get the latest news




App Showroom >
Apps—Your content building blocks



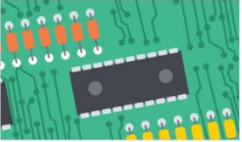
Workspaces in Site Manager >
Workspaces—Where you get the job done




Core Resources >
Resources—Answers to your questions



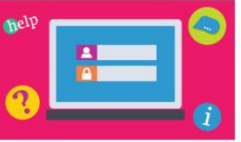
Adaptive Content >
Create content that displays on any device



Technical Requirements >
Requirements for editing and viewing



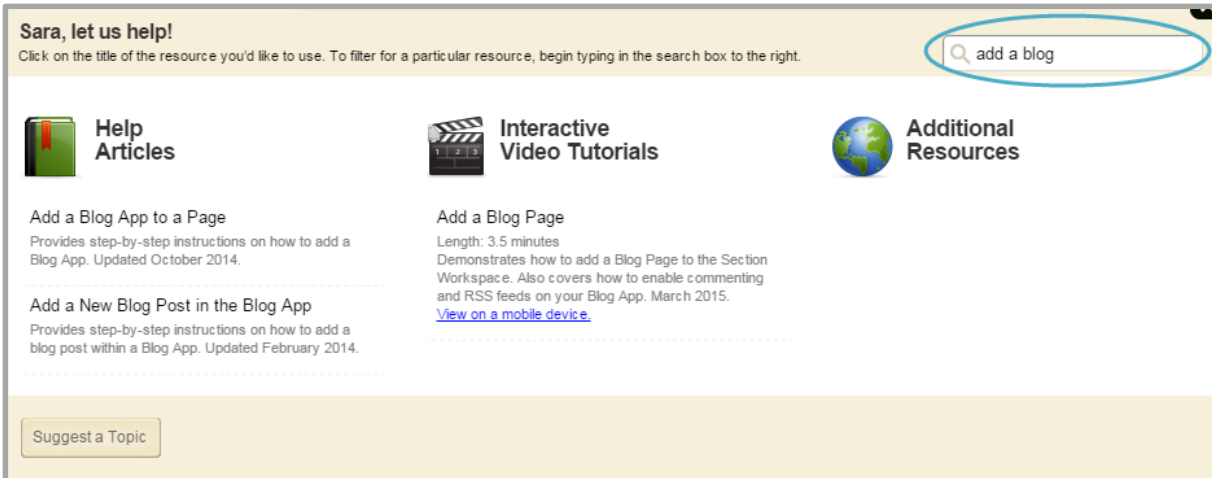
Support Packages >
General Support and optional packages



Support Portal >
Log in for designated contacts

How Do I Tab

The **How do I** tab is where you can find Articles, Video Tutorials and Additional Resources. Additional Resources contains guides, workbooks, help cards, helpful links and sample files. To find information for a particular topic, enter a keyword or phrase into the search field. For example, if you would like to add a Blog App, search for *Add a Blog*. All help resources available will show.



The **How do I** tab is available inside [Site Manager](#). The workspace from which you access the **How Do I** tab from will determine what materials that display. To see what workspace you are in, look at the top of *Site Manager*.

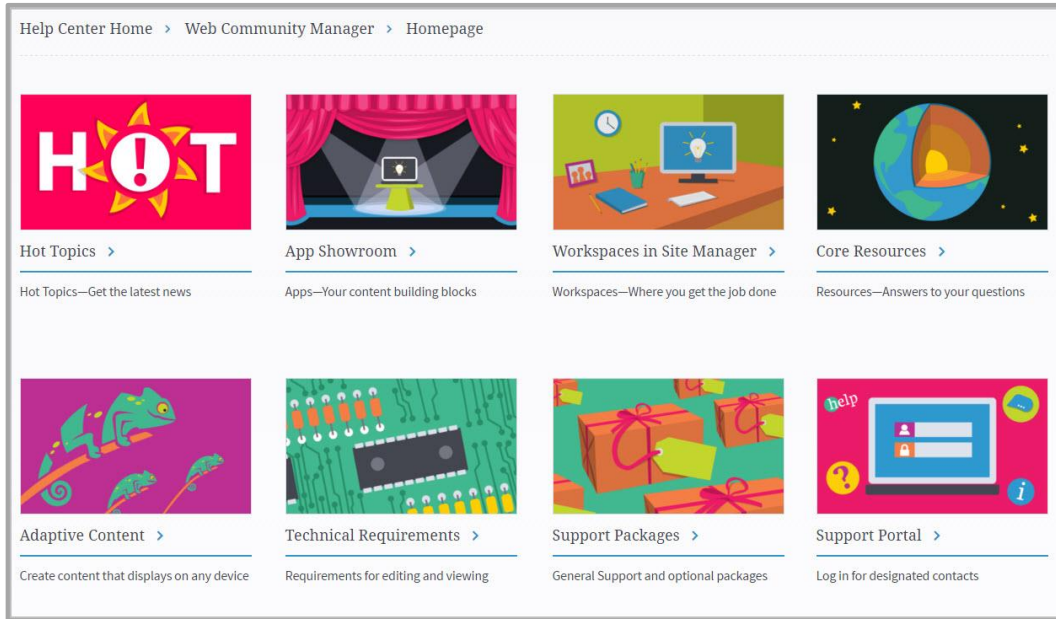


For example, to search for help materials on the Blog App, be sure to access the **How do I** tab from a Section Workspace. Searching for help materials on the Blog App from the Users Workspace may return fewer or no results.

If you do not see a help resource for your search request, use **Suggest a Resource** to let us know what topic you were unable to find. If you have a question or issue with your website, be sure to follow your organization's guidelines for technical support. Technical Support does not see topic suggestions.

Web Community Manager Help Center

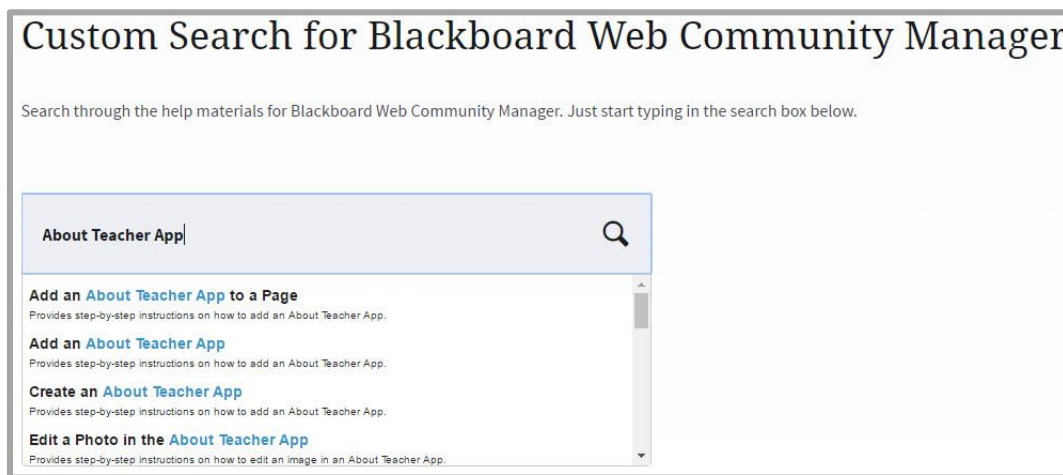
We're here to help you. In the Web Community Manager Help Center, you'll have access to the Custom Search, Hot Topics, the App Showroom, Workspaces in Site Manager, Core Resources and more!



Custom Search for Blackboard Web Community Manager


We make it easy to find the help materials you need. Here you can search for help materials. You can also find these materials on the **How do I** tab in *Site Manager*.

We designed our search to guide you to help materials within our database. Begin typing a word or phrase in the search box below. (e.g., *About Teacher App*) You will begin to see suggestions as soon as you type as few as two letters. The fewer words you type the more suggestions you will see.



Select a result from the list that displays and the CERC Help Center window will display all help resources related to your search. The search results also display a list of Related Topics.

CERC Help Content
Anywhere, anytime on any device!



Add an About Teacher App to a Page
Provides step-by-step instructions on how to add an About Teacher App.

Scroll down for 2 more related topics.

Related Topics
You may also find these helpful.



Upload a Photo in the About Teacher App
Provides step-by-step instructions on how to upload a photo in the About Teacher App.

Workspaces in Site Manager

Site Manager is made up of different workspaces. There are two different kinds of workspaces, Administrative and Editing.

Administrative Workspaces

You use the Administrative Workspaces to configure, create and manage Web Community Manager. In most cases, Site Administrators have permission to access all of these workspaces. Other users may be assigned permissions to access these workspaces as well.

The Administrative Workspaces are organized into three major groups—Users & Groups, Configure and Content Moderation. You can access these workspaces from the Content Browser in Site Manager.

Administrative Workspace Overview

You use the Administrative Workspaces to configure, create and manage Web Community Manager. In most cases, Site Administrators have permission to access all of these workspaces. Other users may be assigned permissions to access these workspaces as well.

The Administrative Workspaces are organized into three major groups—Users & Groups, Configure and Content Moderation. You can access these workspaces from the Content Browser in Site Manager.

<div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Users & Groups</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Users & Groups ></div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Create and manage your site user accounts.</div>	<div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Configure</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Configure ></div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Create and manage your sites and site assets.</div>	<div style="background-color: #004a7c; color: white; padding: 5px; margin-bottom: 5px;">Content Moderation</div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Content Moderation ></div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;">Screen website content prior to publishing.</div>
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Editing Workspaces

You use the Editing Workspaces to create content on your site. Editing Privileges can be assigned by workspace to users.

The Editing Workspaces are Site, Subsite, Channel and Section.

Editing Workspaces

<div style="background-color: #1a3d4d; color: white; padding: 5px; text-align: center; font-weight: bold; margin-bottom: 5px;">Site and Subsite Workspace</div> <p style="margin: 0;">Site and Subsite Workspaces ></p> <hr style="border: 0.5px solid #1a3d4d; margin: 5px 0;"/> <p style="font-size: 0.9em; margin: 0;"> Site Directors have access to all Site and Subsite Workspaces. Subsite Directors have access to all Subsite Workspaces for sites to which they have been assigned Site Director Privileges. Homepage Editors can access the homepage and calendar of a district or school. </p>	<div style="background-color: #800000; color: white; padding: 5px; text-align: center; font-weight: bold; margin-bottom: 5px;">Channel Workspace</div> <p style="margin: 0;">Channel Workspace ></p> <hr style="border: 0.5px solid #800000; margin: 5px 0;"/> <p style="font-size: 0.9em; margin: 0;"> Channel Directors have access to the Channel Workspace and all sections associated with the channels to which they have been assigned Channel Director privileges. </p>	<div style="background-color: #4b7c3c; color: white; padding: 5px; text-align: center; font-weight: bold; margin-bottom: 5px;">Section Workspace</div> <p style="margin: 0;">Section Workspace ></p> <hr style="border: 0.5px solid #4b7c3c; margin: 5px 0;"/> <p style="font-size: 0.9em; margin: 0;"> Section Editors have access to the Section Workspace of all sections to which they have been assigned Section Editor privileges. </p>
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App Showroom


The App Showroom provides explanations of each Web Community Manager App. Use this as a guide to harness the power and flexibility of Apps as you choose the [page layout](#) you will use to display your content. This page includes all available Schoolwires Apps, features and functionality. Features included in your contract may vary.

App Showroom


You build pages using the Web Community Manager apps—they are your content building blocks. Each app is designed to display in a way that is consistent with the type of content contained within the app. Choosing the right app or combination of apps and the right page layouts helps you provide your visitors with adaptive content that automatically responds to the type of device accessing the information and keeps your pages fresh and engaging.

Note that these apps are indiginus to Web Community Manager and are placed on pages in Site Manager to add content. They are different than the apps you download from Google Play or the Apple Store.


Use the Showroom to learn about our apps. You'll also find links to resources for each of the apps. Click on the Appetizer links you see to view specific use case examples. Note that the showroom includes all available apps, features and functionality—features included in your contract may vary.




About Teacher
 Introduce yourself.




Alumni
 Keep in touch.




Announcements
 Give notice.



Article Library
 Tell and organize stories.



Assignment
 Assign classwork.



Blog
 Share ideas.

Core Resources

Have questions about Web Community Manager? Use these Core Resources to find your answers. Learn at your own pace.

Core Resources Directory			ABCDEFGHIJKLMNOPQRSTUVWXYZ
A	<ul style="list-style-type: none"> End User Technical Requirements 	<ul style="list-style-type: none"> PassKeys 	
<ul style="list-style-type: none"> Adaptive Content 	F	<ul style="list-style-type: none"> Passports 	
<ul style="list-style-type: none"> Administrative Workspaces 	<ul style="list-style-type: none"> Files 	<ul style="list-style-type: none"> Photos 	
<ul style="list-style-type: none"> App Manager 	<ul style="list-style-type: none"> Files & Folders 	Q	
<ul style="list-style-type: none"> App Showroom 	<ul style="list-style-type: none"> Forms & Surveys 	<ul style="list-style-type: none"> Quick Links 	
<ul style="list-style-type: none"> Attachments 	<ul style="list-style-type: none"> Frequently Asked Questions 	R	
<ul style="list-style-type: none"> Audio 	<ul style="list-style-type: none"> Full Text Editor 	<ul style="list-style-type: none"> Reports 	
B	H	S	
<ul style="list-style-type: none"> Basic Text Editor 	<ul style="list-style-type: none"> Homework 	<ul style="list-style-type: none"> Sharing Rights 	
C	<ul style="list-style-type: none"> How do I tab 	<ul style="list-style-type: none"> Social Media 	

Adaptive Content

Learn how to create adaptive content that will look great on every device.

Using Apps to Create Engaging Pages

So, why does **adaptive** content make a difference? Visitors to your website are using their desktops, laptops, tablets or smartphones to find information.

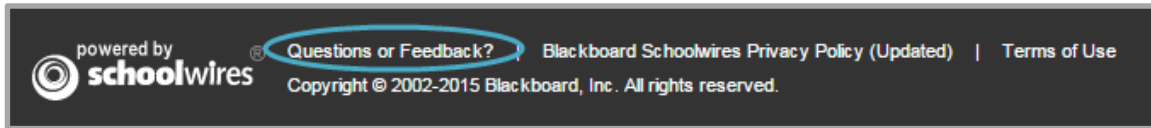


Video Series

Intro: [Using Apps to Create Engaging Pages](#)
 Lesson 1: [About Teacher App](#)
 Lesson 2: [Calendar App](#)
 Lesson 3: [Assignments App](#)
 Lesson 4: [Book List App](#)
 Lesson 5: [File Library App](#)
 Lesson 6: [Photo Gallery App](#)
 Lesson 7: [Adaptive Apps](#)
 Lesson 8: [The Table App](#)

Your Webmaster

If you encounter a problem when working with Web Community Manager, you should reach out to your Site Webmaster. You can email the webmaster by clicking the **Questions or Feedback?** link located at the bottom of the school website. If you are a school employee, please follow the guidelines provided by your school for technical support.



Schoolwires Support

If you are a designated contact, a Website Administrator, Webmaster or part of your IT Team, for your organization, you can use the Support Portal to enter a support case or review your organization's support history. You can also access the portal directly at <http://support.schoolwires.com>.