

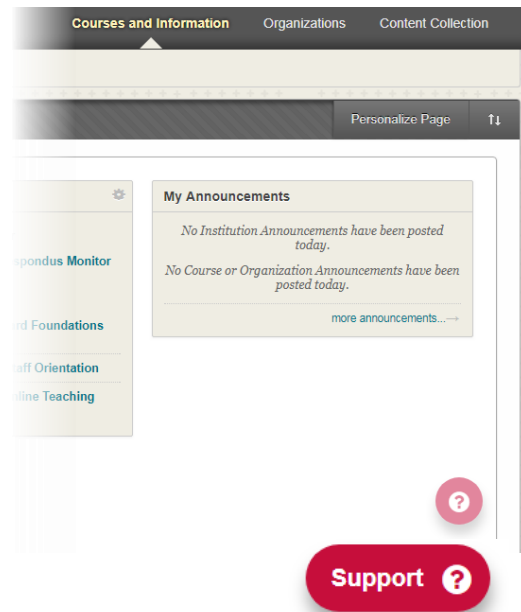
## Blackboard Help

The new help button is available in all areas of the UHD Blackboard environment. When you click the Support icon in the bottom right corner, a window will open in the foreground. The support window is divided into three sections:

1. Context-Sensitive Topics
2. Suggested Help
3. Contact Support

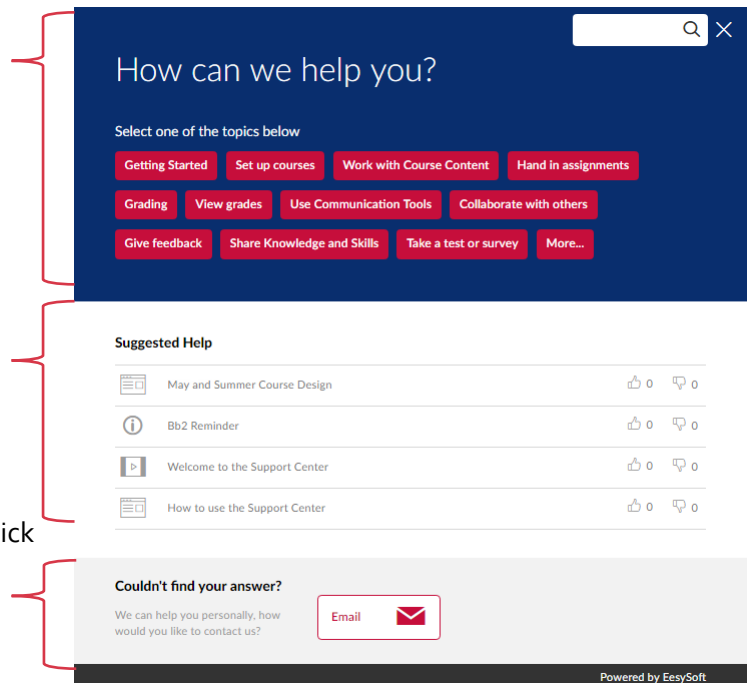
## Access Support

- Look for the question mark icon (?) in the bottom right corner of any Blackboard area.
- When you hover over the icon, it expands with the word "Support."
- Click the Support button to open the three-part support window in the foreground.
  - Ensure pop-up blocker settings are relaxed.



## Using the Support Window

1. **Context-Sensitive Topics** – these topics change based on where you are working inside of Blackboard.
2. **Suggested Help** – recommends additional help resources
3. **Contact Support** – if you cannot find an answer, click the email button to write and send a message directly to UHD Blackboard Support.



If you have any questions or comments regarding the steps outlined in this document, please contact UHD TLS Training Services by calling (713) 221-8200, or by sending an email to [ttlctraining@uhd.edu](mailto:ttlctraining@uhd.edu).