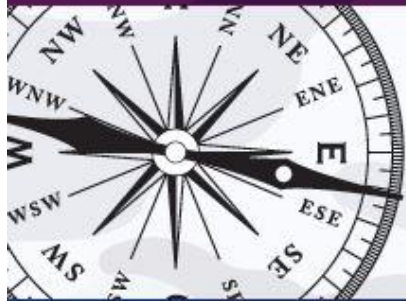


Tutoring Services

HEARTLAND TECHNOLOGY SURVIVAL WORKSHOP



The ultimate technology workshop to help you navigate the semester.

WE WILL COVER:

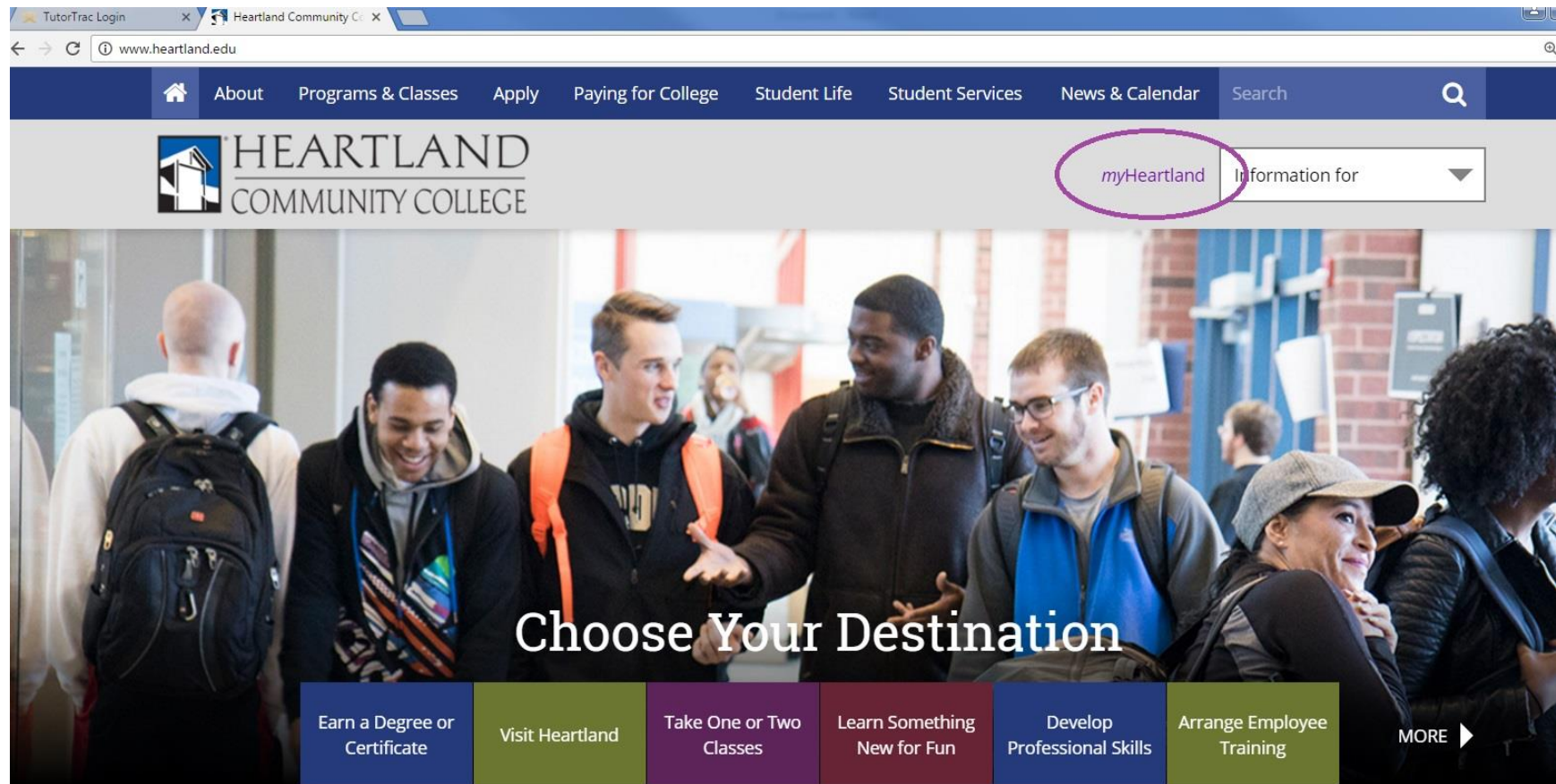
- myHeartland
- Blackboard
- I: Drive



Tutoring Services



Topic 1: Understanding “myHeartland”



Tutoring Services

The screenshot shows the myHeartland website interface. At the top, there's a navigation bar with 'Login' and 'Tech Support' links. Below this is a 'Welcome' section with a 'Help' link. The main content area is divided into three columns. The left column contains a 'Welcome' message and a list of services. The middle column contains 'First Time Using myHeartland?' and 'Important Information' sections. The right column contains an 'Outages and Alerts' table. Annotations include a purple circle around the 'Login' link, a purple arrow pointing to the 'Tech Support' link, a purple arrow pointing to the 'Welcome' link, and a purple arrow pointing to the 'Manage My Password' link in the 'Important Information' section.

myHeartland

Welcome | Help

Welcome

Welcome to myHeartland, a Web site that allows anytime, anywhere access to information that you need to be a successful student. Login once to access all your resources, but remember to practice safe computing. With one login name and password, you have many online College resources at your fingertips, including:

- IRIS, Internet Registration, Information & Services
- Blackboard, online course management system
- Heartland Email (including myMail and Outlook)
- Library Services
- Network File Storage
- College Announcements
- Class Meeting Cancellations

First Time Using myHeartland?

Before logging in for the first time to myHeartland you must create a password using [Manage My Password \(formerly Password Station\)](#). Remember to update your security questions after you create your password. Visit the Help tab for more information.

Important Information

Login Changes
We have a new login page!

In order to better integrate some of our services, we made a few changes to how you log in to myHeartland.

On Campus
While on campus, the Login button at the top of this page automatically and securely submits your HCC credentials so you don't have to supply your username and password. If you use Firefox, you will still be asked to supply your login credentials.

Off Campus
While off campus, you will see our new login page, and you will be able to sign in using either your HCC username or your HCC email address.

How do I change my password?
Login to [Manage My Password](#) to change your password. You must know the last four digits of your social security number, your date of birth, your login name and ID# (found on your student ID or class schedule).

Entered the correct password but still can't login?
If you correctly entered your password in the password field and you got a message saying, "The credentials you provided cannot be determined to be authentic," login to [Manage My Password](#) to change your password.

Outages and Alerts

Outage	Date/Time	Reason
Blackboard	Fridays at midnight until Saturday mornings at 8:00 a.m.	Routine maintenance
myHeartland	Saturday mornings from 6:00 - 8:00 a.m.	Routine maintenance
Outlook	Fridays from 8:30 p.m. until 6:30 a.m. on Saturday mornings.	Routine maintenance

Students login to myheartland to access their student email account, access their classes' blackboard shell and other course resources, schedule appointments with support resources on campus, request books from the library, and SO MUCH MORE!

1. Go to heartland.edu and select "myheartland".

The next page you will land on had some helpful links and information. For example, if you don't know your password or need to change it, you can click "Manage my Password." There is also a "Help" link and "Tech Support" link on this page to further

Tutoring Services

The screenshot shows the myHeartland website interface. At the top, there is a navigation bar with links: Home, IRIS, Email, Blackboard, Files, Library, Marketing, and Appointments. A pink arrow labeled '1' points to the 'Appointments' link. Below the navigation bar, there is a 'Home' section with several featured events: Early Bird Registration, Summer Registration, Priority Registration, Flexible Transfer Fair, Volunteer Fair, and Hawkpalooza. To the right of the 'Home' section, there is a 'Class Cancellations' section. This section includes a table with 6 cancellations found, displaying all cancellations. The table has columns: Date of Cancellation, Day, Time, Class, Description, Instructor, Location, and Comments. The table lists cancellations for Wednesday, March 29, 2017, for various classes including ART 150.02, EASC 102.01, LITR 118.01, MUSI 260.03, PSY 101.15, and PSY 209.01. Below the table, there are three large white arrows on a dark blue background: a left arrow labeled '3', an up arrow labeled '2', and a down arrow labeled '4'.

Date of Cancellation	Day	Time	Class	Description	Instructor	Location	Comments
Mar 29, 2017	Wed	11:00AM - 12:15PM	ART 150.02	Understanding Art	Giglio, John	ICB1702	
Mar 29, 2017	Wed	12:30PM - 1:45PM	EASC 102.01	Historical Geology	Travers, Steven	ICB1409	
Mar 29, 2017	Wed	9:30AM - 10:45AM	LITR 118.01	Children's Literature	Kratz, Stephanie	ICN1004	Details
Mar 29, 2017	Wed	12:30PM - 1:45PM	MUSI 260.03	Jazz, Blues and Rock 'N' Roll	Hoover, Travis	ICB1801	
Mar 29, 2017	Wed	11:00AM - 12:15PM	PSY 101.15	Introduction to Psychology	Crutcher, Kevin	HPC209	
Mar 29, 2017	Wed	8:00AM - 9:15AM	PSY 209.01	Human Growth & Development	Crutcher, Kevin	ICB2708	

assist you. You should also pay attention to the “Outages and Alerts” section of the page. If you are having trouble accessing course resources you may want to check this section for more information.

2. Next click “Login” and enter your Login credentials.

Tutoring Services



You are now logged into myheartland. There is a lot of information at your fingertips.

3. Let's start with Arrow #1. Here there is a panel of buttons.
 - a. IRIS: You can use IRIS to enroll in classes, drop classes, or learn of any outstanding balances.
 - b. EMAIL: This is for you to access your student email. This will be the easiest way for your instructor and classmates to communicate with you. Additionally, you will receive campus wide emails about opportunities and resources on campus.
 - c. Blackboard: This is the button you will use to access your classes' online shells. Your syllabus and any other important information for each course will be available to you in the course blackboard shell. We will look at this in more depth later.
 - d. Files: This is where you can store and retrieve files that are accessible to you on any college computer. Additionally, you can access and store these files from home by clicking this button. This is known as your backpack or "I" drive. We will talk more about your "I" drive a little later.
 - e. Appointments: This is where you can schedule appointments for support services on campus. You can schedule an appointment for yourself by clicking these buttons and following the prompts.
4. Now let's take a look at the *Class Cancellations* section. This is one way you can learn about any class cancellations. It is also helpful to check your email regularly, in case your instructor has notified you via email.
5. *New from the Nest* is another important section on this page. Within this section you will learn about opportunities on campus. This can range from fun stuff like a movie night, to professional opportunities like our Student Volunteer Fair. Keep an eye on this section to stay current with opportunities that you can take part in.
6. Finally, scroll further down the page and notice that you can see exactly how many more days until your password will expire. You will also notice another tech support link.

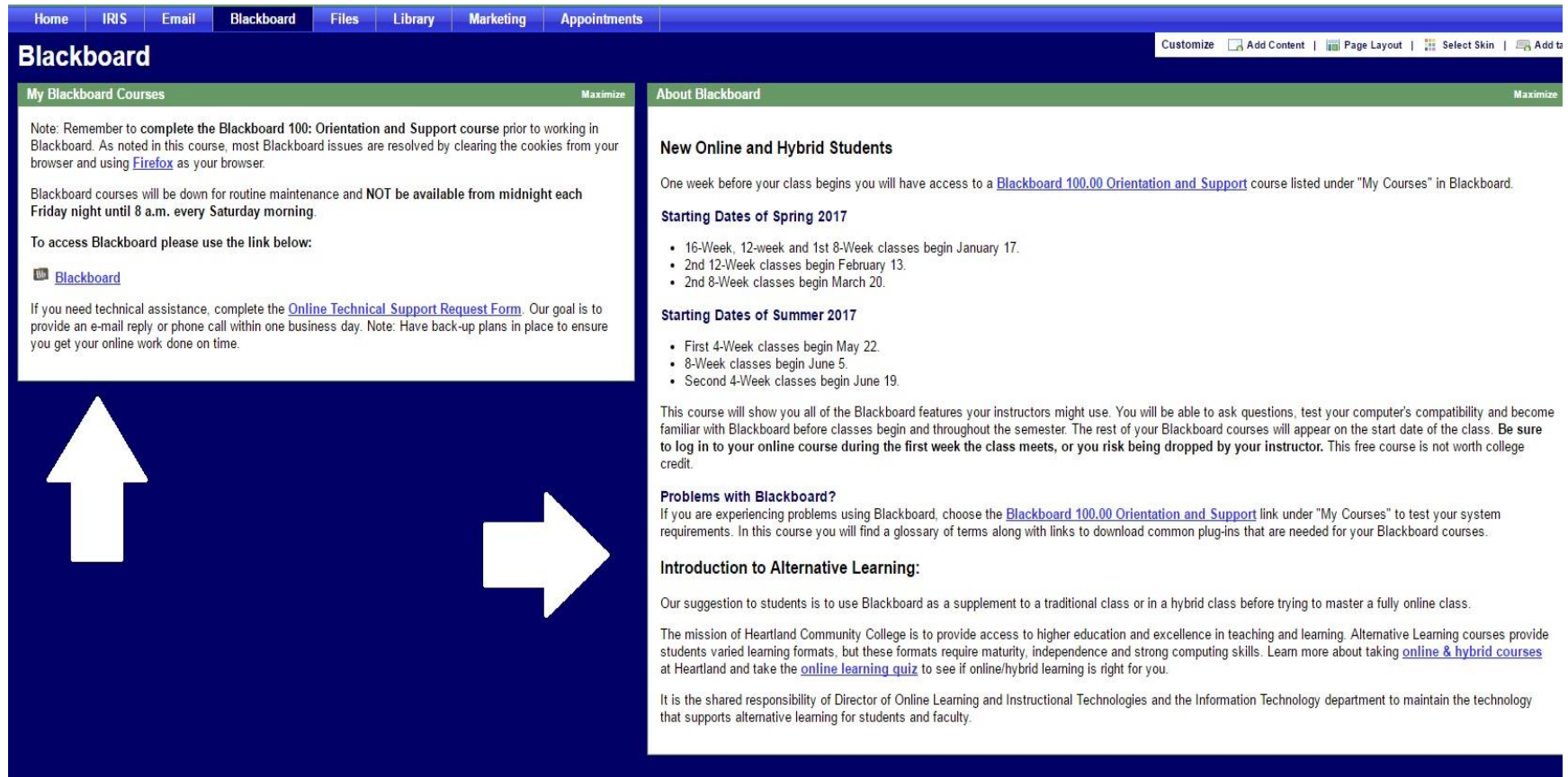
Tutoring Services

Topic 2: Understanding Blackboard



1. To get started, you need to be logged in to myheartland. Click the blackboard link. If too much time has lapsed, you may need to login again.

Tutoring Services



The screenshot shows the Blackboard website interface. At the top is a navigation bar with links: Home, IRIS, Email, Blackboard, Files, Library, Marketing, and Appointments. Below this is the Blackboard header with links: Customize, Add Content, Page Layout, Select Skin, and Add to. The main content area is divided into two columns. The left column is titled "My Blackboard Courses" and contains a note about completing the Blackboard 100: Orientation and Support course, a link to the Blackboard course, and a link to the Online Technical Support Request Form. The right column is titled "About Blackboard" and contains sections for New Online and Hybrid Students, Starting Dates of Spring 2017, Starting Dates of Summer 2017, Problems with Blackboard?, and Introduction to Alternative Learning. A large white arrow points upwards from the bottom left, and a large white arrow points to the right from the bottom center, indicating the sequence of steps.

Blackboard

Home | IRIS | Email | Blackboard | Files | Library | Marketing | Appointments

Customize | Add Content | Page Layout | Select Skin | Add to

My Blackboard Courses

Note: Remember to complete the Blackboard 100: Orientation and Support course prior to working in Blackboard. As noted in this course, most Blackboard issues are resolved by clearing the cookies from your browser and using [Firefox](#) as your browser.

Blackboard courses will be down for routine maintenance and NOT be available from midnight each Friday night until 8 a.m. every Saturday morning.

To access Blackboard please use the link below:

[Blackboard](#)

If you need technical assistance, complete the [Online Technical Support Request Form](#). Our goal is to provide an e-mail reply or phone call within one business day. Note: Have back-up plans in place to ensure you get your online work done on time.

About Blackboard

New Online and Hybrid Students

One week before your class begins you will have access to a [Blackboard 100.00 Orientation and Support](#) course listed under "My Courses" in Blackboard.

Starting Dates of Spring 2017

- 16-Week, 12-week and 1st 8-Week classes begin January 17.
- 2nd 12-Week classes begin February 13.
- 2nd 8-Week classes begin March 20.

Starting Dates of Summer 2017

- First 4-Week classes begin May 22.
- 8-Week classes begin June 5.
- Second 4-Week classes begin June 19.

This course will show you all of the Blackboard features your instructors might use. You will be able to ask questions, test your computer's compatibility and become familiar with Blackboard before classes begin and throughout the semester. The rest of your Blackboard courses will appear on the start date of the class. **Be sure to log in to your online course during the first week the class meets, or you risk being dropped by your instructor.** This free course is not worth college credit.

Problems with Blackboard?

If you are experiencing problems using Blackboard, choose the [Blackboard 100.00 Orientation and Support](#) link under "My Courses" to test your system requirements. In this course you will find a glossary of terms along with links to download common plug-ins that are needed for your Blackboard courses.

Introduction to Alternative Learning:

Our suggestion to students is to use Blackboard as a supplement to a traditional class or in a hybrid class before trying to master a fully online class.

The mission of Heartland Community College is to provide access to higher education and excellence in teaching and learning. Alternative Learning courses provide students varied learning formats, but these formats require maturity, independence and strong computing skills. Learn more about taking [online & hybrid courses](#) at Heartland and take the [online learning quiz](#) to see if online/hybrid learning is right for you.

It is the shared responsibility of Director of Online Learning and Instructional Technologies and the Information Technology department to maintain the technology that supports alternative learning for students and faculty.

2. Notice the "About Blackboard" section. There is a *Blackboard Orientation and Support* link. Click that link and watch the video for students.
3. Once you have watched the video, click the "Blackboard" link above.

Tutoring Services

The screenshot displays the Blackboard dashboard for Heartland Community College. At the top, the college's logo and name are visible, along with a user profile for 'Jenny Crones'. The navigation bar includes links for 'My HCC', 'Community', and 'Content Collection'. Below this, a secondary bar shows 'My HCC' and 'Notifications Dashboard'. The main content area is divided into several sections: 'Tools' (with links like Announcements, Calendar, Tasks, My Grades, Send Email, User Directory, Address Book, Personal Information, Goal Performance, Academic Materials, and Goals), 'My Announcements' (showing no recent announcements), 'My Organizations' (listing various professional development and training opportunities), and 'My Courses' (listing courses where the user is a student or previous instructor). The 'My Courses' section is highlighted, showing a list of courses including 'Blackboard: Faculty Resources and Orientation', 'Curriculum and Assessment', and several digital photography courses. A 'Personalize Page' button is located in the top right corner of the dashboard.

HEARTLAND COMMUNITY COLLEGE

Jenny Crones

My HCC Community Content Collection

My HCC Notifications Dashboard

Add Module Personalize Page

Tools

- Announcements
- Calendar
- Tasks
- My Grades
- Send Email
- User Directory
- Address Book
- Personal Information
- Goal Performance
- Academic Materials
- Goals

My Announcements

No Institution Announcements have been posted in the last 7 days.
No Course or Organization Announcements have been posted in the last 7 days.
[more announcements...](#)

My Organizations

Organizations where you are: Participant

- [Faculty Academy II: Game Changers—Education and Information Technologies](#)
- [Professional Development: Responding to an Active Shooter Training](#)
- [Professional Development: Universal Design for Learning](#)
- [Technology in Education Exposition 2017](#)

Organizations where you are: PD Sponsor

- [Tutoring Services](#)

My Courses

Courses where you are: Student

- [Blackboard: Faculty Resources and Orientation](#)
- [Curriculum and Assessment](#)
- [Spring 2017, Blackboard 100.00 Orientation and Support](#)
- [Summer 2017, Blackboard 100.00 Orientation and Support](#)

Courses where you are: Previous Instructor

- [Fall 2015, ART 190.02 Digital Photography & Imaging \(not currently available\)](#)
- [Fall 2015, ART 191.02 Digital Photography & Imaging \(not currently available\)](#)
- [Spring 2016, ART 191.01 Digital Photography & Imaging \(not currently available\)](#)

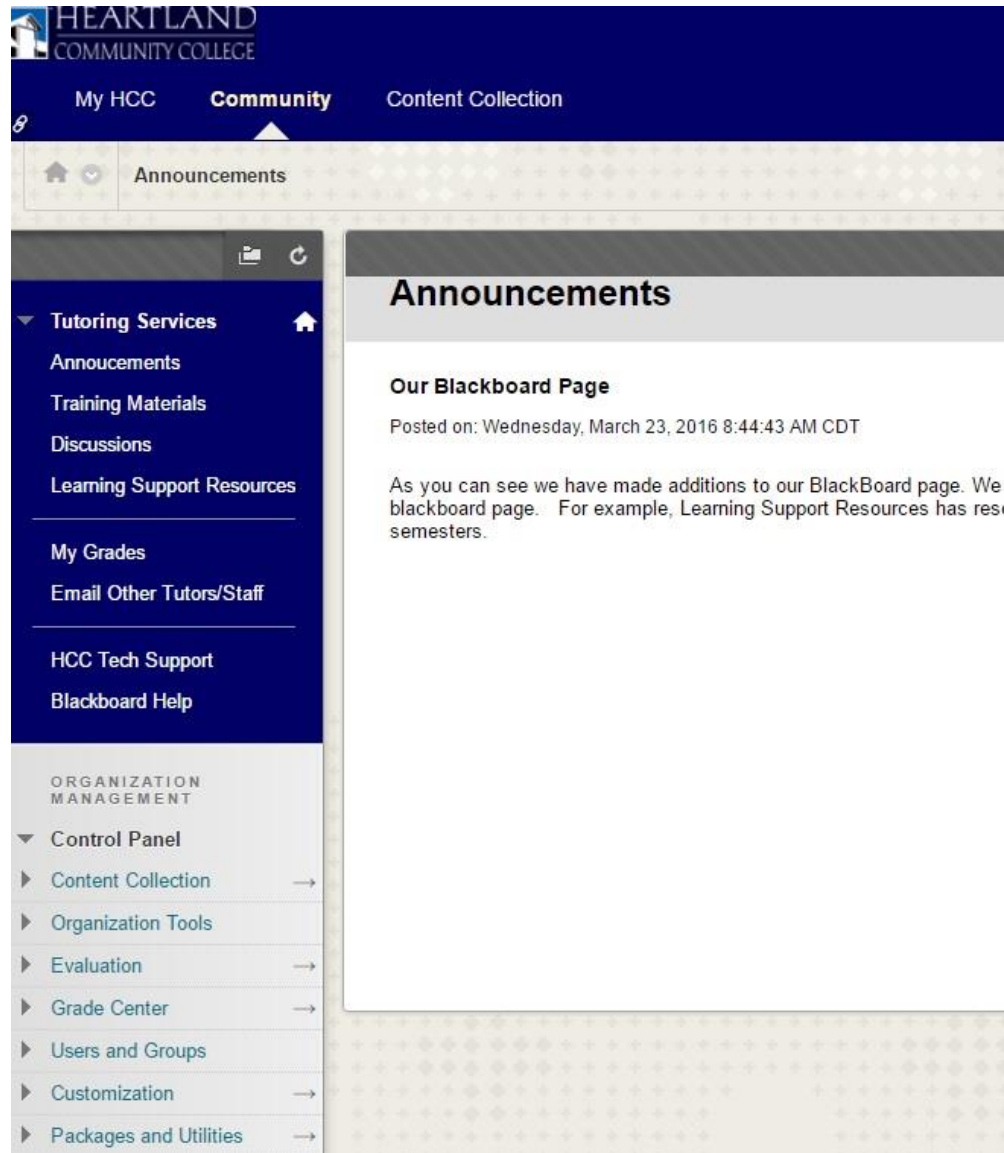
On Demand Help and Learning Catalog

Need help with Blackboard Learn? Want to learn something new? Get familiar with features in minutes. Watch short, engaging Blackboard Help videos on our YouTube channel.

[Videos for Students](#)
[Videos for Instructors](#)

4. Notice the “My Courses” section. This is where you will find the classes you are enrolled in. Select the link for one of your courses to view the course shell.

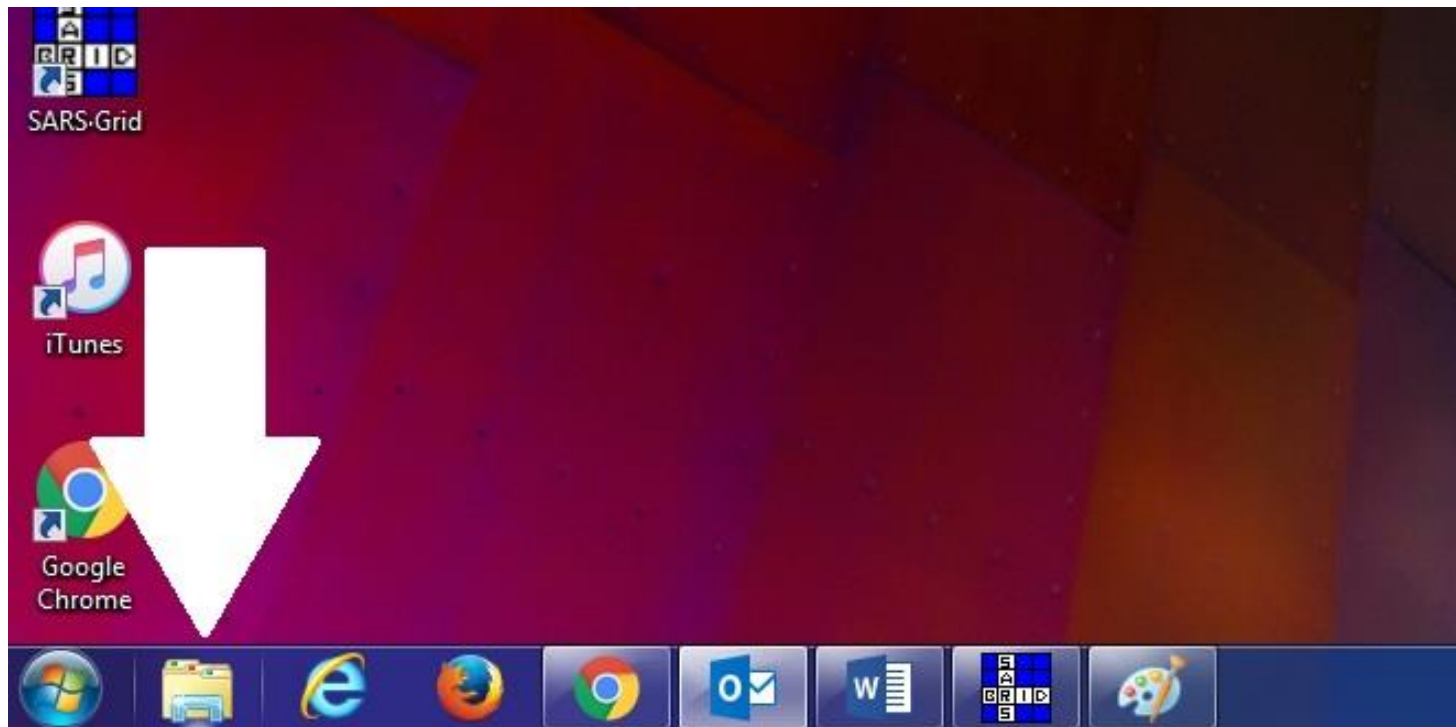
Tutoring Services



5. Look over the organization of your class shell. Does it look like this, or is it different? Click the various links in your class page and observe how the instructor is using each link. Find your class syllabus.
6. Every instructor has their own way of using blackboard. Make a point to learn how your instructor is organizing their page. Some instructors will have discussion boards, a place for you to submit assignments, a link to view your grades, announcements, and more!
7. Take a few minutes and jot down any questions you might have about your class shell. Ask the person leading the workshop, and if they cannot answer some of your questions, make sure to send them directly to your instructor.

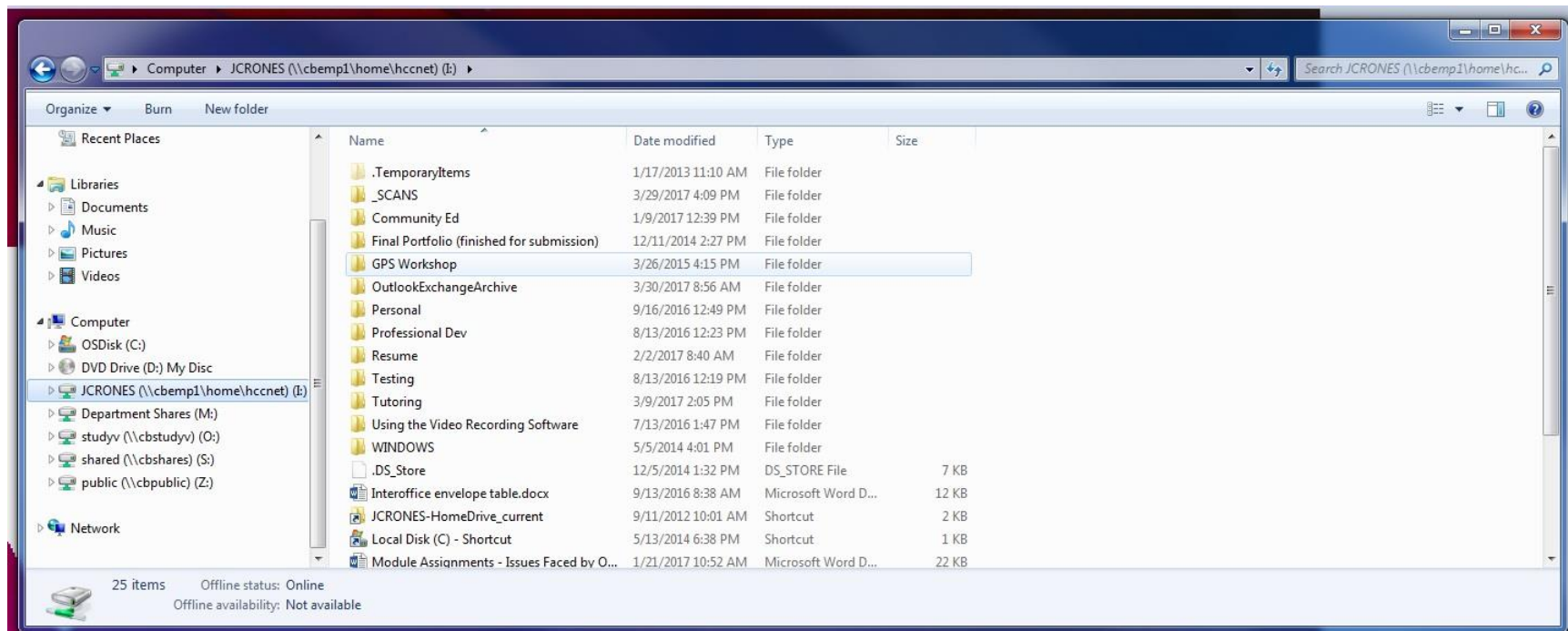
Tutoring Services

Topic 3: Understanding your “I” Drive.



1. To access our “I” DRIVE from a campus computer, login to a campus computer and click the “Windows Explorer Icon”. This is located on the taskbar, and is not to be confused with Internet Explorer.

Tutoring Services



2. Once the Windows Explorer dialogue box opens, you will see your “I” DRIVE listed under the *Computer* section on the left side of the window. My “I” DRIVE is titled “JCRONES”. My HCC Login is the name of my “I”DRIVE.
3. **You try:** Open up your “I” DRIVE to view if there are any files or folders already in it.
4. How will you find your “I” Drive when saving files in programs? Practice by saving a word document to your “I” Drive.

Tutoring Services

myHeartland

Welcome Jenny Crones. [Sign out](#)

[Home](#) [IRIS](#) [Email](#) [Blackboard](#) [Files](#) [Library](#) [Marketing](#) [Appointments](#)

Home

News from the Nest

Early Bird
[Early Bird Registration](#)
Register early for fall classes to be entered in a drawing to win a \$250 Apple gift card.

SUMMER REGISTRATION
[Summer Registration](#)
Summer registration starts March 7 and goes until classes start on June 5. Register early to get the classes you need at the times you want.

Priority Registration March 27-April 3
[Priority Registration](#)
Priority registration runs March 27 through April 3. Register early to get the classes you need at the times you want.

FLEXIBLE FOUR-YEAR OPTIONS
[Flexible Transfer Fair](#)
Explore your options at four-year schools with flexible bachelor degree options. 4/12

VOLUNTEER FAIR
[Volunteer Fair](#)
Learn about volunteer opportunities in the community. 4/4 and 4/5

HAWKAPALOOZA
[Hawkapalooza](#)
Celebrate your hard work at Hawkapalooza, an end-of-the-semester party. 4/19 and 4/20

HEARTLAND CAMPUS CAFE VISITING VENDOR
[Visiting Vendor](#)
Check out the list of Campus Café visiting vendors for the month of April.

PAYMENT OPTIONS
[Payment Options](#)
When it comes to paying for school, you have options.

Reference anchor: the starting point of the page content

This information was last updated on **Thursday March 30 at 9:01 AM**. Although every effort is made to insure that class meeting cancellations are current, Heartland Community College may not be held accountable for last-minute cancellations. [View contact information for each academic department.](#)

Today (3/30) | **3/31-4/6**

6 cancellations found, displaying all cancellations.1

Date of Cancellation	Day	Time	Class	Description	Instructor	Location	Comments
Mar 30, 2017	Thu	9:30AM - 10:45AM	ART 150.05	Understanding Art	Giglio, John	HPC210	
Mar 30, 2017	Thu	8:00AM - 9:15AM	ENGL 102.04	Multimodal Composition	Kratz, Stephanie	ICB2801	Details
Mar 30, 2017	Thu	9:30AM - 10:45AM	ENGL 102.11	Multimodal Composition	Kratz, Stephanie	ICB2801	Details
Mar 30, 2017	Thu	8:00AM - 9:15AM	SOC 101.02	Sociology	Holsington, Elizabeth	ICB2707	
Mar 30, 2017	Thu	9:30AM - 10:45AM	SOC 101.04	Sociology	Gifford, Heather	ICB2707	
Mar 30, 2017	Thu	11:00AM - 12:15PM	SOC 135.01	Sociology of Marriage and Family	Gifford, Heather	ICB2708	

- When you aren't on campus you can access your "I" Drive from home by logging into myHeartland. Click the Files tab at the top of the page.

Tutoring Services

Home IIRS Email Blackboard Files Library Marketing Appointments

Customize Add Content Page Layout Select Skin Add tab

Files

Resources

Web Site Search

The Heartland Community College website includes a [Website Search](#) that can help you find information available to the public at anytime from anywhere. This is the same list of links that are available through the Heartland Community College website. In most cases, no login is required to access or view many of the Web pages.

Z Drive File Access

As an employee of Heartland, you have access to an [A-Z list of Z drive files and information](#) either while logged in to the network from a campus computer or via myHeartland. While single sign-on to these resources via myHeartland is not currently available, you may access them using the same sign-on.

When choosing the Z drive A-Z link you may be prompted to enter your login name and password. If you do get prompted to login, please use the following instructions:

- In the user name box, type hccnet, before your user name (i.e. hccnetloginname).
- Then simply enter your network password.

You will be able to access all the same Z drive files that you would access from an employee computer.

Backpack

Start by selecting the folders you want to view:

[Your Personal Folders](#)
Your space is limited to 100MB. Remember to practice good computing habits. Backup your files in an alternate location. The maximum upload size is 10MB per file.

About Backpack

Use your "Backpack" to store your class assignments and other electronic files. They will be readily available any time you log in to myHeartland.

You should make it a lifetime habit to **always** keep at least two copies of any important computer file you use in at least two **different** locations. Data corruption, unfortunately, can occur from time to time, and when it does it is always at the worst possible time! Your "backpack" is the ideal location for that second copy of your important research paper or a back-up of that big spreadsheet project you've been working on.

The standard storage space limit for your backpack is 100 MB. Some instructors may request that this value be increased if the needs of a particular course warrant it. Such requests for more storage space must, however, be submitted to the IT Department by a Heartland faculty member – we cannot honor requests for increases in storage quotas from students.

Files may be easily uploaded and downloaded from any computer you use. Please note, though, that any individual file upload is limited to 10 MB.

While Heartland does perform regular back-ups of files, these back-ups are in place to protect against major, catastrophic events. Unfortunately the college cannot honor requests to restore files that you have inadvertently deleted from your backpack.

Copyright Heartland Community College

9:41 AM 3/30/2017

6. A new page opens. Click the link that is titled "Your Personal Folders."

Tutoring Services



Backpack Maximize

My Files

Welcome Page
Your Personal Folders
My Files
.TemporaryItems
_SCANS
Community Ed
Final Portfolio (finished for submission)
GPS Workshop
OutlookExchangeArchive
Personal
Professional Dev
Resume
Testing
Tutoring
Using the Video Recording Software
WINDOWS

Add File(s)
Create Folder
Move
Copy
Delete

<input type="checkbox"/>	.TemporaryItems	1 Items	Folder	1/17/13 11:10 AM	
<input type="checkbox"/>	_SCANS	7 Items	Folder	3/29/17 4:09 PM	
<input type="checkbox"/>	Community Ed	39 Items	Folder	1/9/17 12:39 PM	
<input type="checkbox"/>	Final Portfolio (finished for submission)	11 Items	Folder	12/11/14 2:27 PM	
<input type="checkbox"/>	GPS Workshop	1 Items	Folder	3/26/15 4:15 PM	
<input type="checkbox"/>	OutlookExchangeArchive	63 Items	Folder	3/30/17 8:56 AM	
<input type="checkbox"/>	Personal	7 Items	Folder	9/16/16 12:49 PM	
<input type="checkbox"/>	Professional Dev	13 Items	Folder	8/13/16 12:23 PM	
<input type="checkbox"/>	Resume	3 Items	Folder	2/2/17 8:40 AM	
<input type="checkbox"/>	Testing	7 Items	Folder	8/13/16 12:19 PM	

Display 10 Per Page
1 - 10 of 27
First | Prev | [Next](#) | [Last](#)

- Next you will see all of your files and folders in your online backpack. These are the same files and folders that are in your I Drive, when you are on campus. You can add files, delete files, or create new folders to organize the files you have. If you open a file and revise it, make sure to add that file back later. When you are at home, you can't save directly to your I Drive. However, you can upload and add files that have been revised or newly created to your backpack in myHeartland.
- You Try:** Save a file directly to your backpack. Next open the file you saved to your backpack. Finally, delete the file you created and saved in your backpack.

Tutoring Services



Survival Resources:

Having trouble using myHeartland, Blackboard or your i-Drive?

- You could drop into Tutoring Services (SCB 1300) or call us to set up an appointment at (309)268-8231
- You could contact our IT department and let them know what is going on. They can be reached via email at: Helpdesk@heartland.edu or by phone at: (309) 268-8380
- You could drop in to the Admissions area in (CCB 1000)