



SUFFOLK
UNIVERSITY
SAWYER BUSINESS SCHOOL

MBA Online Course Information Guide



I just registered for an online course. How do I access my online course?



How to log in to Blackboard

On your browser, type: <http://www.suffolk.edu/mysuffolk>

MySuffolk is the University's Portal and it hosts Blackboard, calendar, your schedule, etc. It might be useful to bookmark this page as reference.



Enter your **My Suffolk Log In ID and Password**, and click Log in



If you do not know this information, please contact Suffolk University Help Desk at 617-573-8000 x2002, between the hours 8:30AM to 8:00PM (EST).

Once you successfully log in, click the **Blackboard** tab



The Blackboard welcome page will now pop up in a new browser window.

**If Blackboard does not open in a new window, make sure pop-ups are ENABLED in your browser. Pop ups are required to successfully enter Blackboard. For more information on how to enable pop-ups in the following browsers, see appendix at the end of this Guide.*

Windows

- [Internet Explorer 8](#)
- [Firefox 3.0 or higher](#)
- [Safari](#)

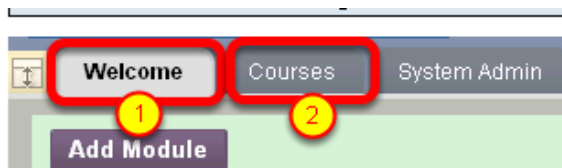
Mac

- [Safari 4.0 or higher](#)
- [Firefox 3.0 or higher](#)

Once the Blackboard welcome page opens, you will see “**My Courses**” module. To access a course, click on a course from the “My Courses” list.



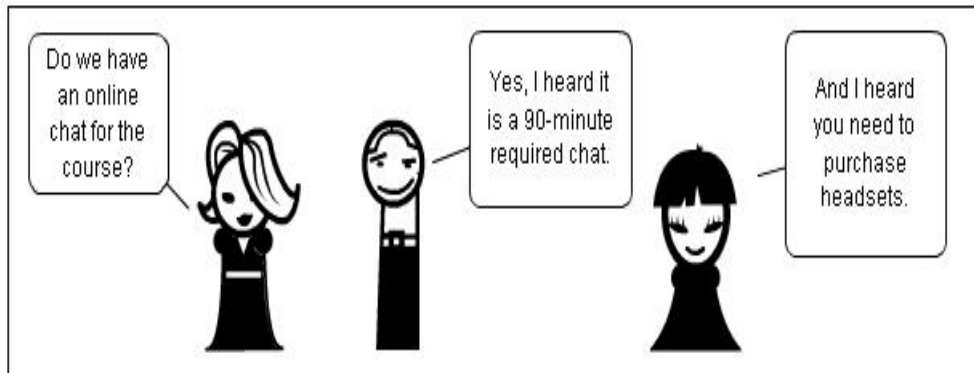
To select a different course, click the **Welcome** tab to return to the screen which shows the list of courses you are enrolled in. Alternatively you may select the "Courses" tab.



When are courses available to students?

Online courses are made available to students by instructors on the first day of the semester start date. On some occasions the faculty will make the course available sooner.

If you do not see your course, chances are the faculty member has not made it available and will open it on the first day of the semester. If you need textbook information, contact the Suffolk Bookstore or email the instructor directly.



Wimba Classroom

All MBA Online courses have a required 90-minute live chat.

Online courses use Wimba Classroom as the audio/chat tool. **What does this mean for you?** It means that you will be required to purchase a headset and also perform a Wizard Test on your computer.

For headset recommendation, please visit Skype at: <http://shop.skype.com/headsets/>.

To learn more about how Wimba works and Wimba requirements, visit:
<https://wikis.suffolk.edu/display/OTM/Wimba+Tutorials+-+Students>.

How to find Wimba Classroom and access the chat?

1. In Blackboard, choose **Tools** from the left-hand navigational course menu.



(Alternatively, some faculty may provide a direct link to the chat on the course menu, as illustrated on the example above; it is named "Wimba Chat 8/30/2011")

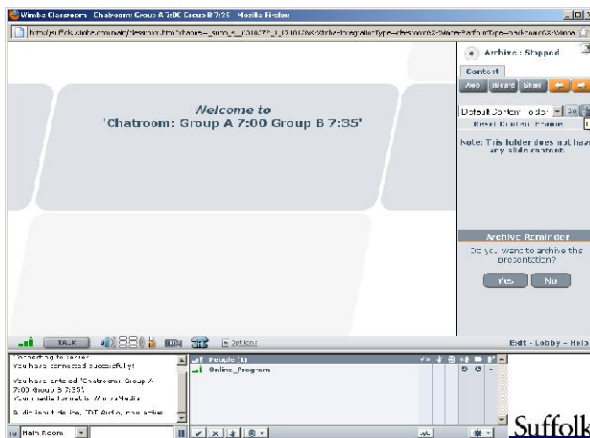
2. The "Tools" page opens on the right window pane. Scroll down the page to find **Wimba Classroom** towards the end. Click on the link to select it.



3. The Wimba Classroom page opens and lists the chat rooms' available. To access the chat, click the blue arrow under the "Enter" heading.

TITLE	TYPE	ENTER
Chatroom: Group A 7:00 Group B 7:35	Room	

The chat room window will open



Before you can access a Wimba Chatroom, you must perform a Wimba Wizard Test.

Wimba Wizard

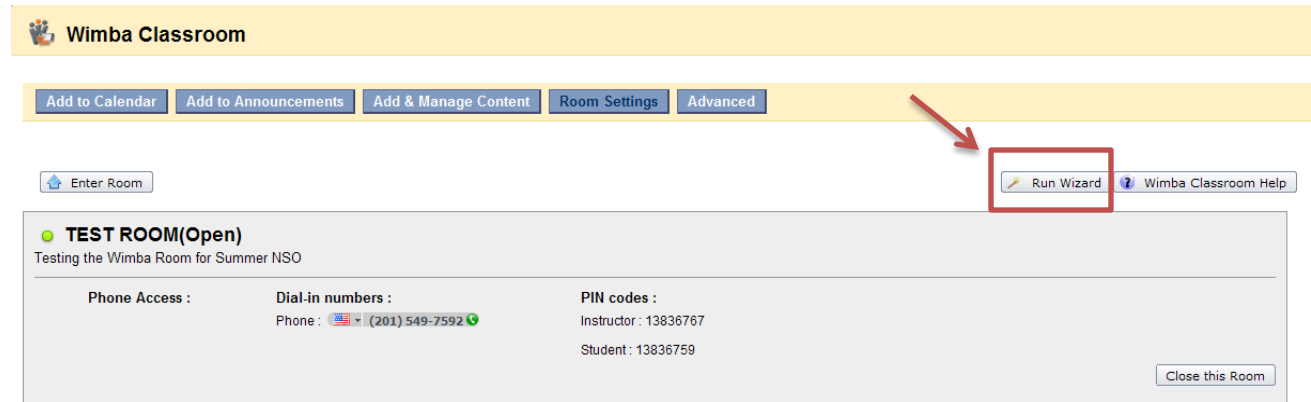
The Wizard will perform a series of tests to check your system's configuration.

Perform the Wizard test on the computer that you will use for your live chats and with the microphone and headset plugged in.

It is also recommended that you run the Wizard before a live meeting to ensure optimally computer configuration. You should plan to log on 10 minutes prior to your actual chat session.

How to run a Wimba Wizard:

- Log on to Blackboard and access your online course
- Click on Tools, (left-hand side), once the Tools page opens, scroll down to find Wimba Classroom
- Click on Wimba Classroom. Once the page opens, you will see a "**Run Wizard**" button.



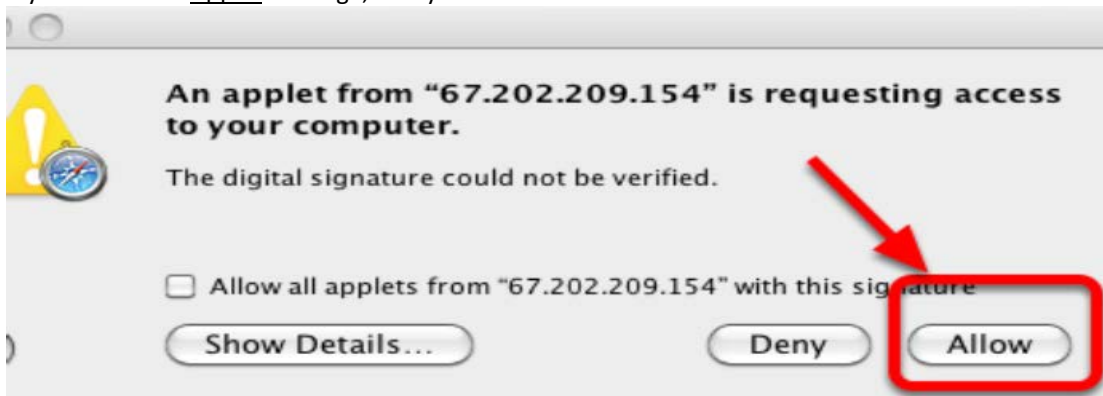
- The **Wizard Setup** window opens up
- Click "Start" button to begin the Wizard



As you move through the tests, a check mark will appear on the box to confirm that you have completed the test. Click on **Next** to continue through all the series of tests.



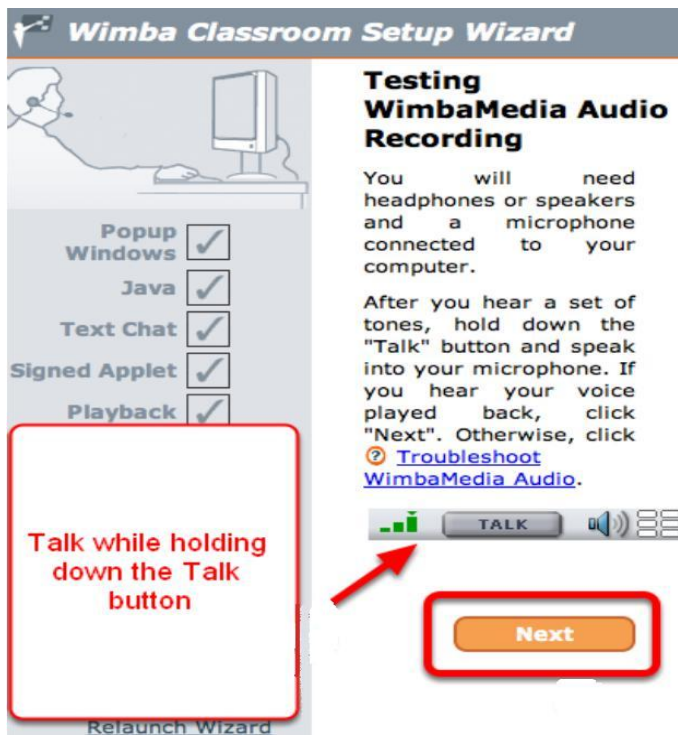
If you receive an Applet message, always click **Allow**.



When you get to the “Audio Playback” test, be sure to have your computer volume on.



The “Audio Recording” test will ask you to speak into your headset/microphone. To do that, press on the **Talk** button, and speak on your headset/microphone. You should hear your voice.





Other information

Suffolk Email Account

It is extremely important that you have access to your Suffolk email account. If you feel that you have too many email accounts to manage, you may forward your Suffolk email to your personal account. Please be aware that once you forward your email account, it is your responsibility to update the account if you change or cancel your personal account.

All communication between MBA Online office, your faculty, fellow classmates and the administrative offices at Suffolk will use your Suffolk email account to communicate with you.

For more information on email, navigate to <http://www.suffolk.edu/offices/43646.html>.

Suffolk Bookstore

To purchase your textbooks, navigate to Suffolk Bookstore at:

<http://www.bkstr.com/CategoryDisplay/10001-9604-14403-1?demoKey=d>

Online courses are designated with a "W1"

To speak to the textbook manager call: 617.573.8218 (ext 13).

Support Services

If you encounter technical difficulties with your online course, please reference the support services below for assistance:

Suffolk Help Desk

For technical help regarding Email and/or MySuffolk, please contact the Suffolk University Help Desk at:

Phone: (617) 557-2000

Email: helpdesk@suffolk.edu

Hours of operation: 8:30 AM - 8:00 PM ET, Monday - Friday.

Blackboard/HorizonWimba

For technical assistance for Blackboard and/or HorizonWimba, contact our 24 Hour Blackboard and HorizonWimba support line at:

Phone: 1-866-886-4861.

For HorizonWimba, choose option 1

For Blackboard, choose option 2



Other Suffolk resources

Blackboard Blog:

<http://blogs.cas.suffolk.edu/bb9/students/>

You will find information regarding:

- How do I submit an Assignment?
- How does the Discussion Board work?
- How do I create a Blog entry?
- How do I create a Journal Entry?
- How do I see my grades?
- How do I subscribe to a podcast in iTunes U?
- How do I send email to my instructor or classmates?

Office of Technology (OTM) Knowledge Base:

<https://wikis.suffolk.edu/display/OTM/Home>

Wimba Online Manual:

http://webhelp.wimba.com/WC/v6_0/Participant_Guide/



Appendixes

Windows

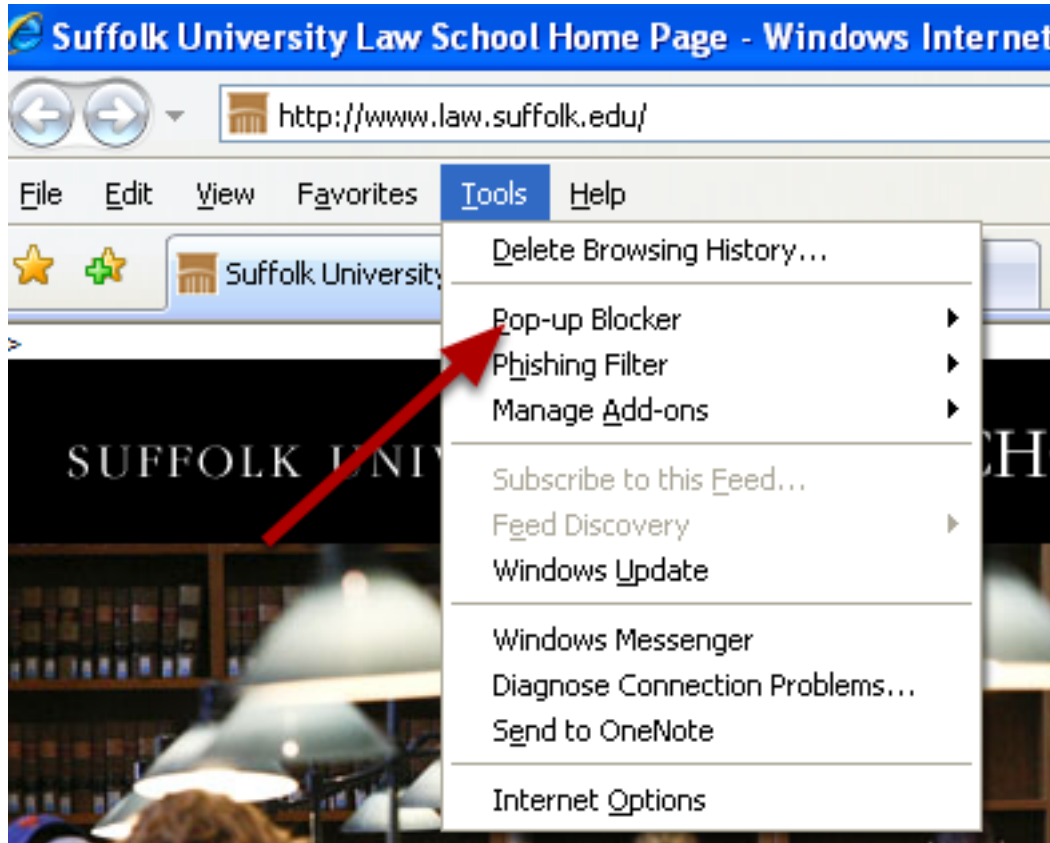
- [Internet Explorer 8](#)
- [Firefox 3.0 or higher](#)
- [Safari](#)

Mac

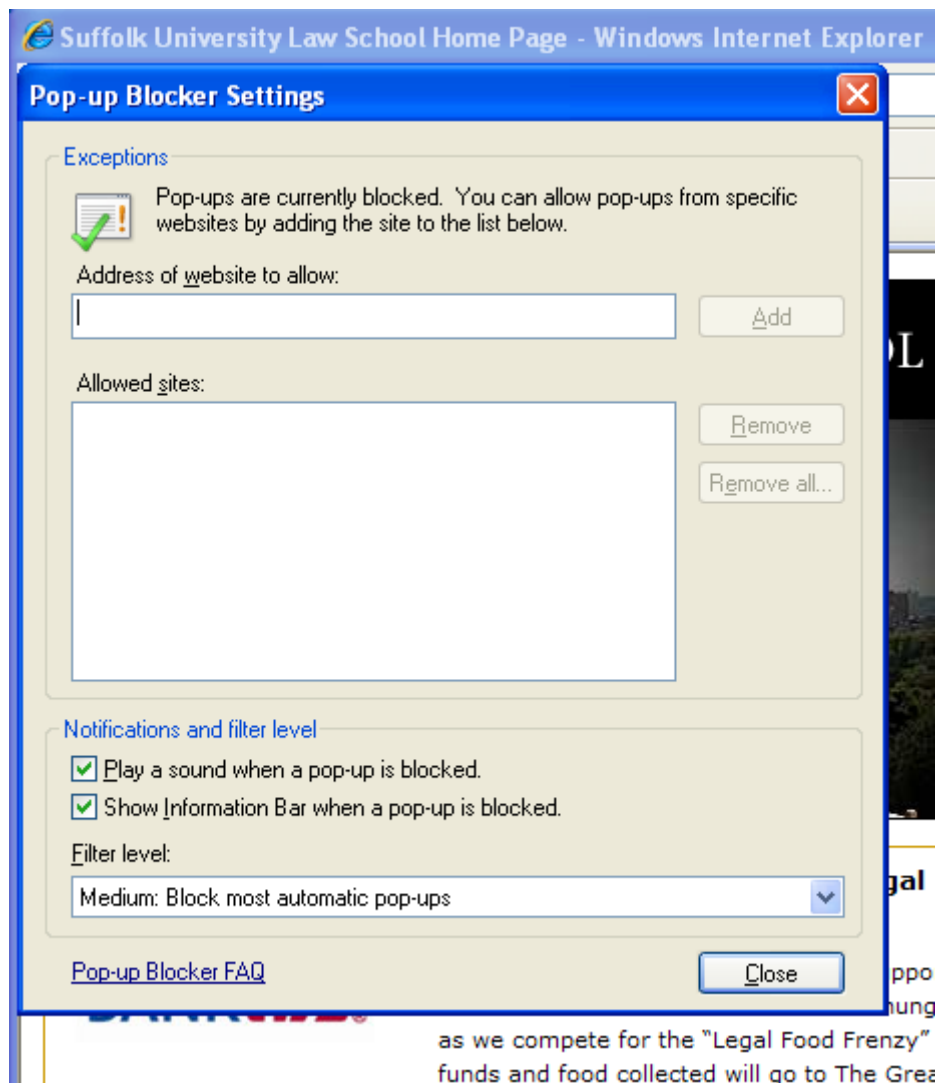
- [Safari 4.0 or higher](#)
- [Firefox 3.0 or higher](#)

How do I enable pop-ups for Internet Explorer 7 and higher? (Windows)

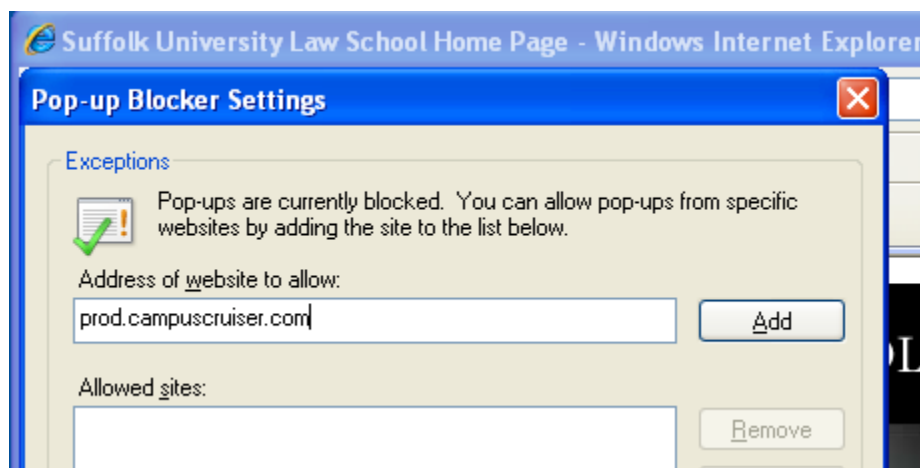
Once your browser is open, click on "Tools" on the top of your screen to open the drop down options and choose "pop-up blocker."



Choose "Pop-up Blocker Settings."

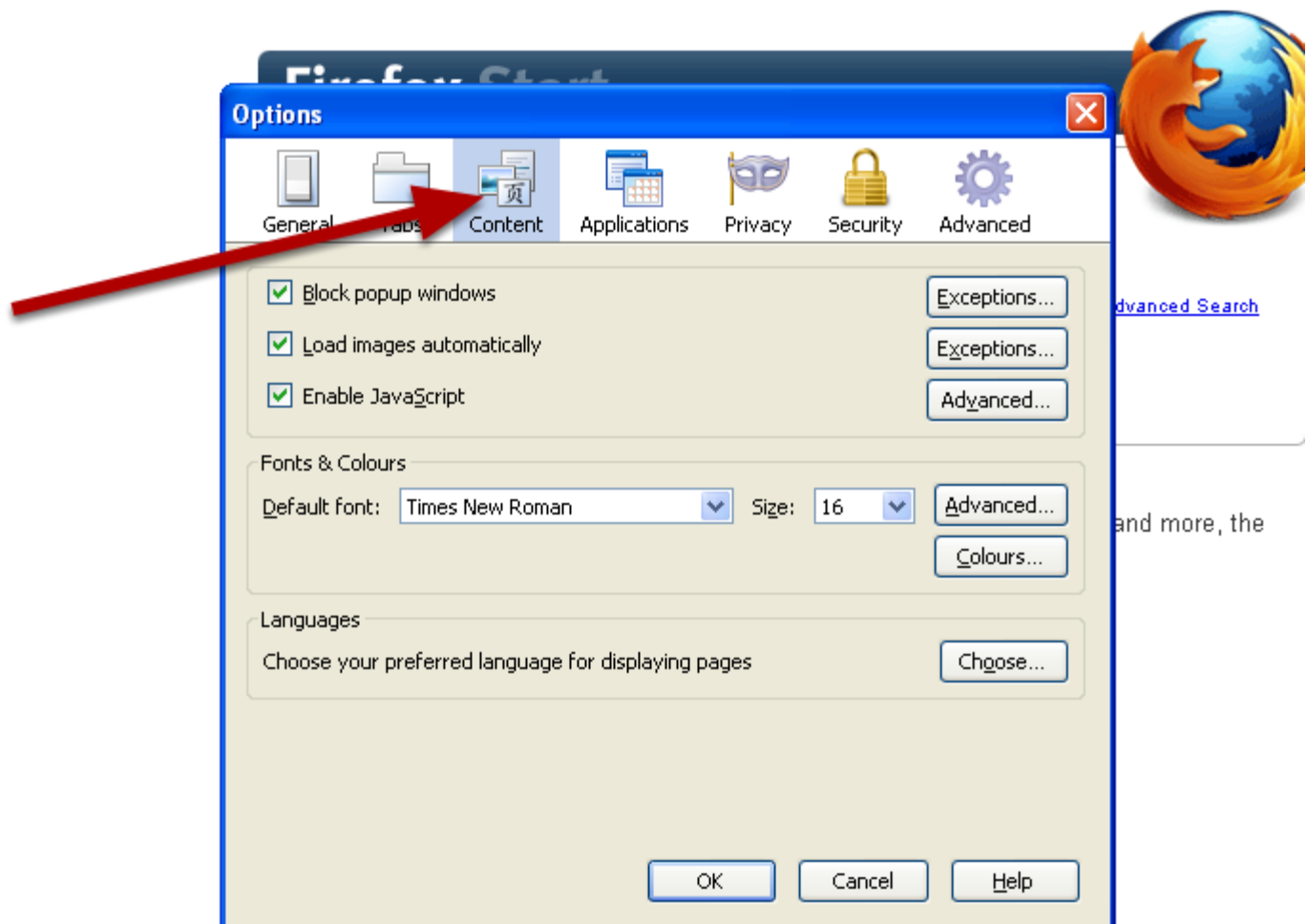
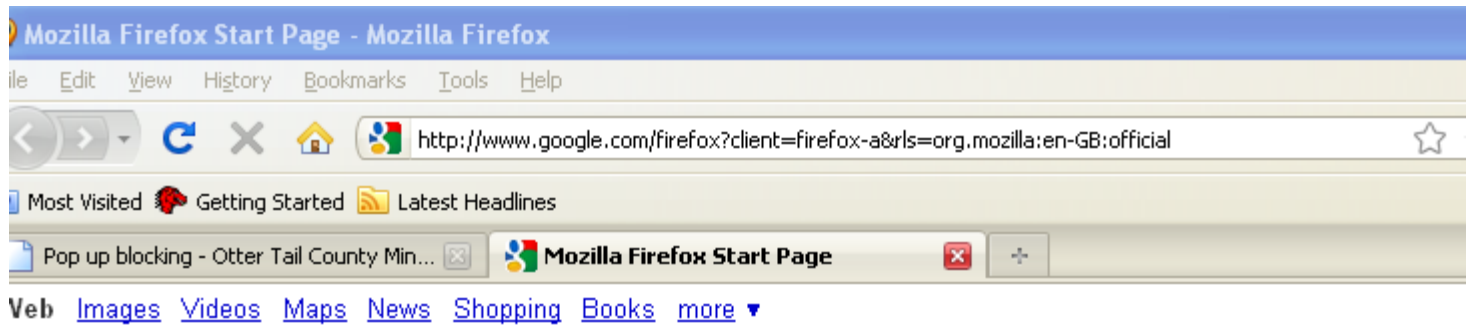


Under "Address of website to allow:" type in `prod.campuscruiser.com` or the URL of any other website.

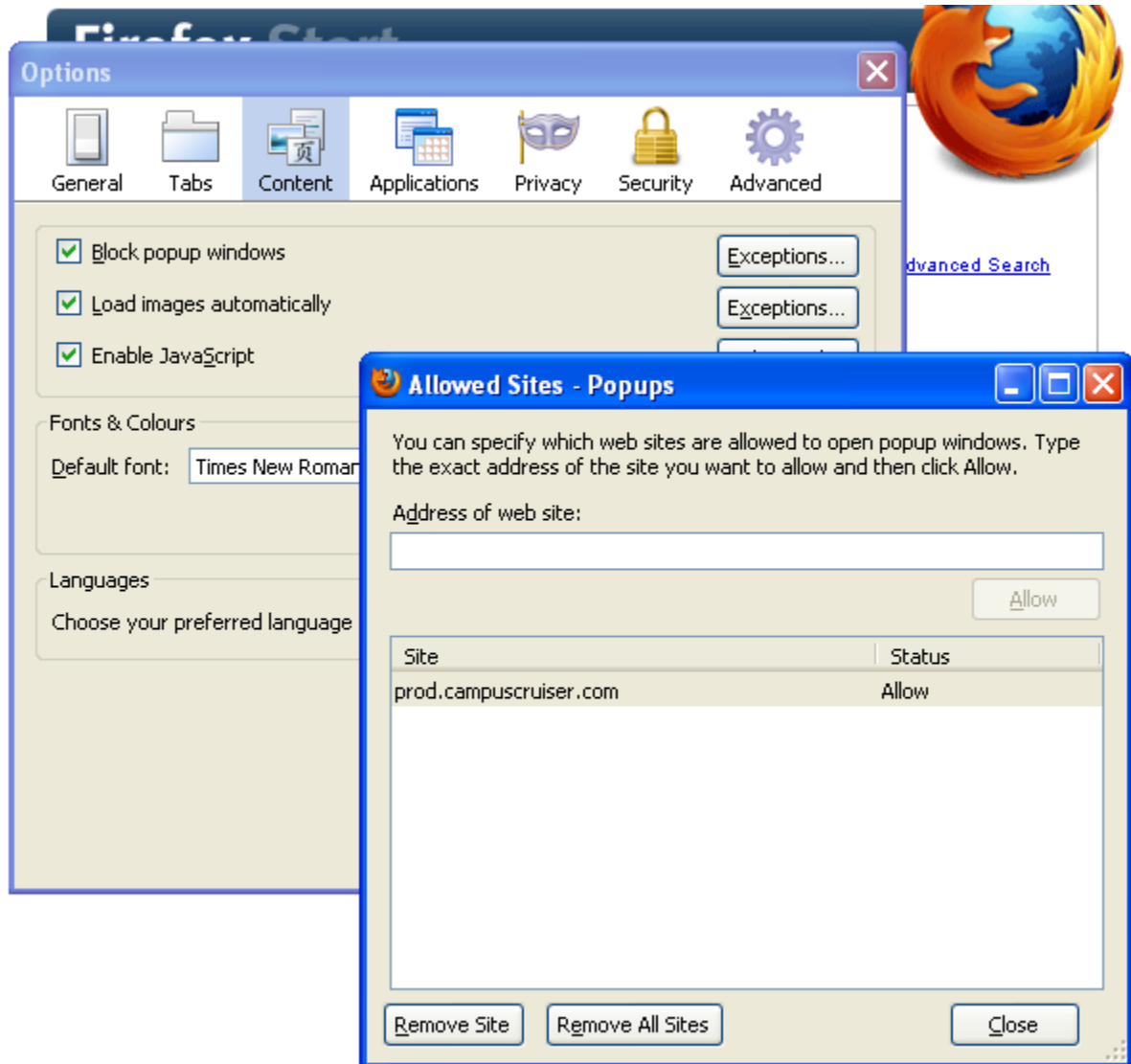


How do I enable pop-ups for Firefox 3.0 and higher? (Windows)

Once you have opened your browser, click "tools," then "options," and select "content."

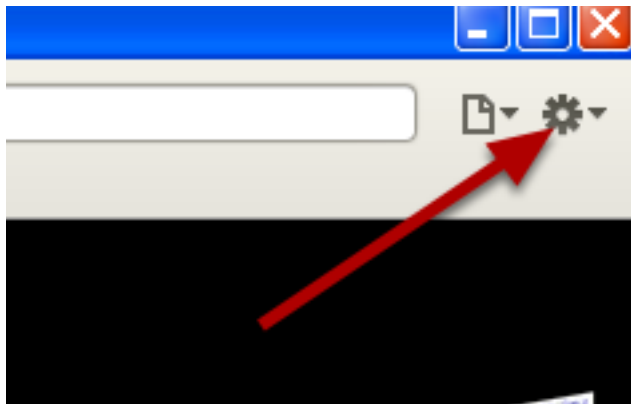


Click "exceptions" next to "Block popup windows" and then type the address of the website you wish to unblock. When finished, click "close."

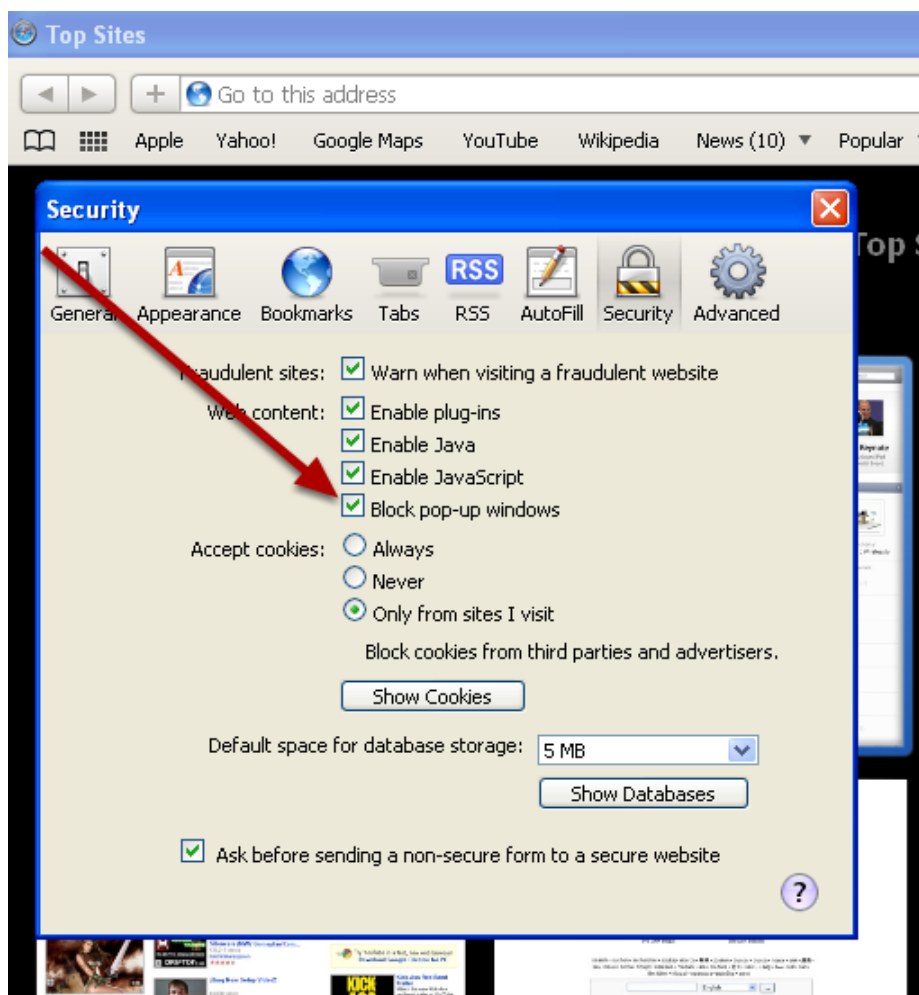


How do I enable pop-ups for Safari 4.0 and higher? (Windows)

Once you have opened your Safari browser, click on the "tool" icon in the right hand corner of the browser window. Select "Preferences" from the drop down menu.

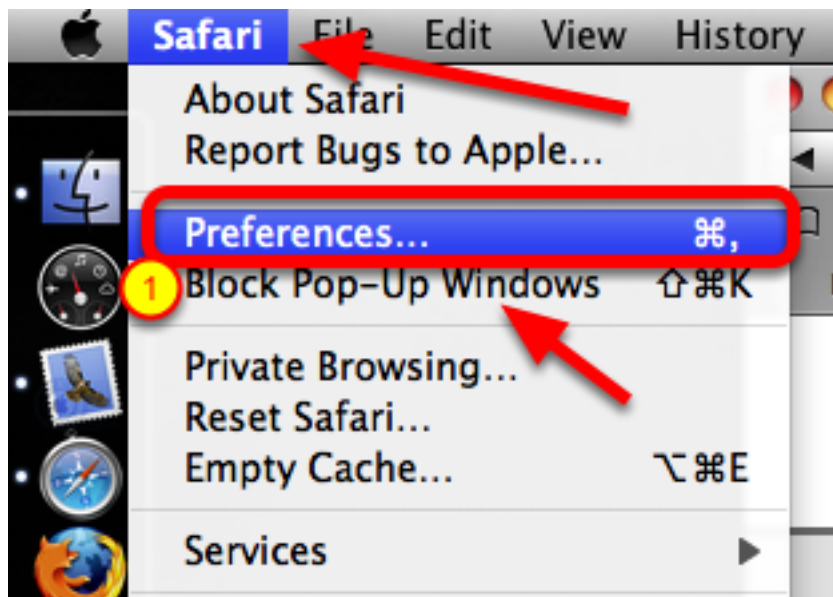


Click the "Security" icon at the top of the dialog box. Uncheck the box labeled "block pop-up windows." You will need to check and uncheck this box for each site you go to.



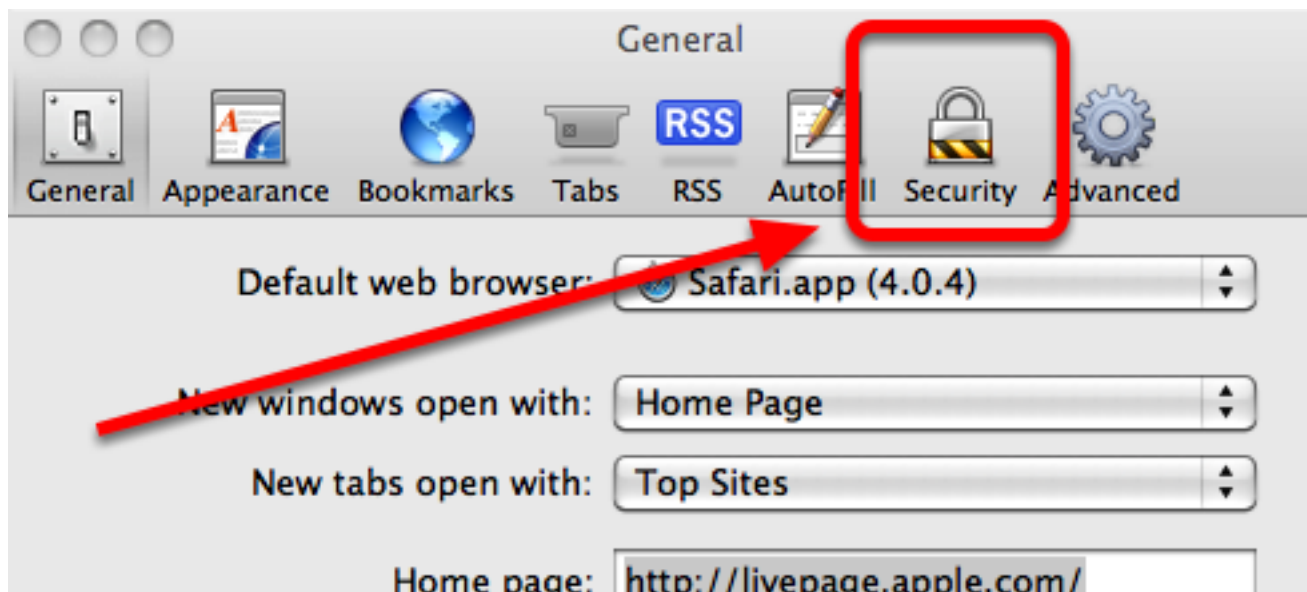
How do I enable pop-ups for Safari 4 or higher? (Mac)

Click on Safari on the upper left of your screen to open the drop down options and choose Preferences

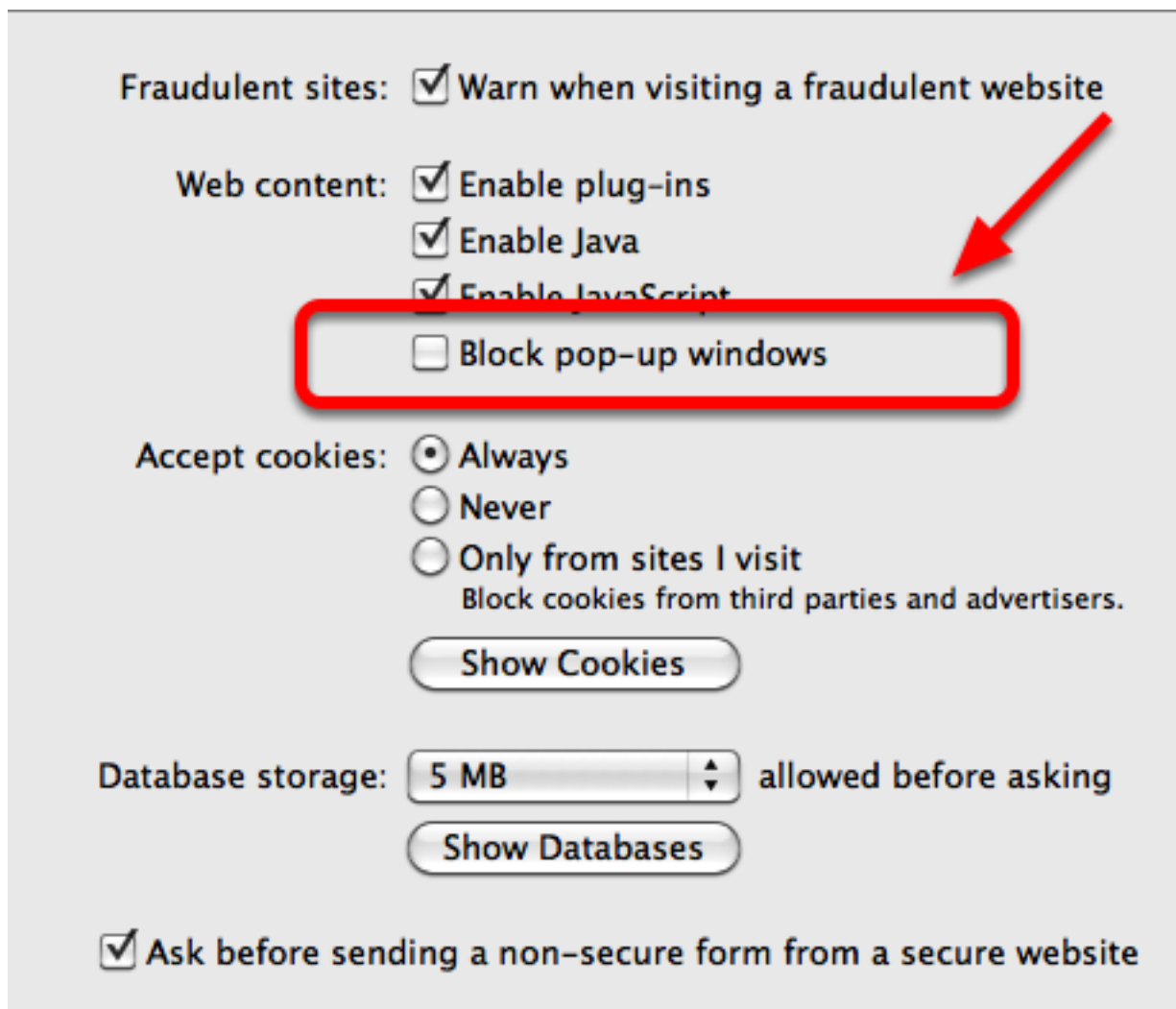


1. Make sure "Block Pop-Up Windows" is unchecked as in the image above. Then click Preferences.

From the menu, choose Security



Make sure Block pop-up windows is NOT selected



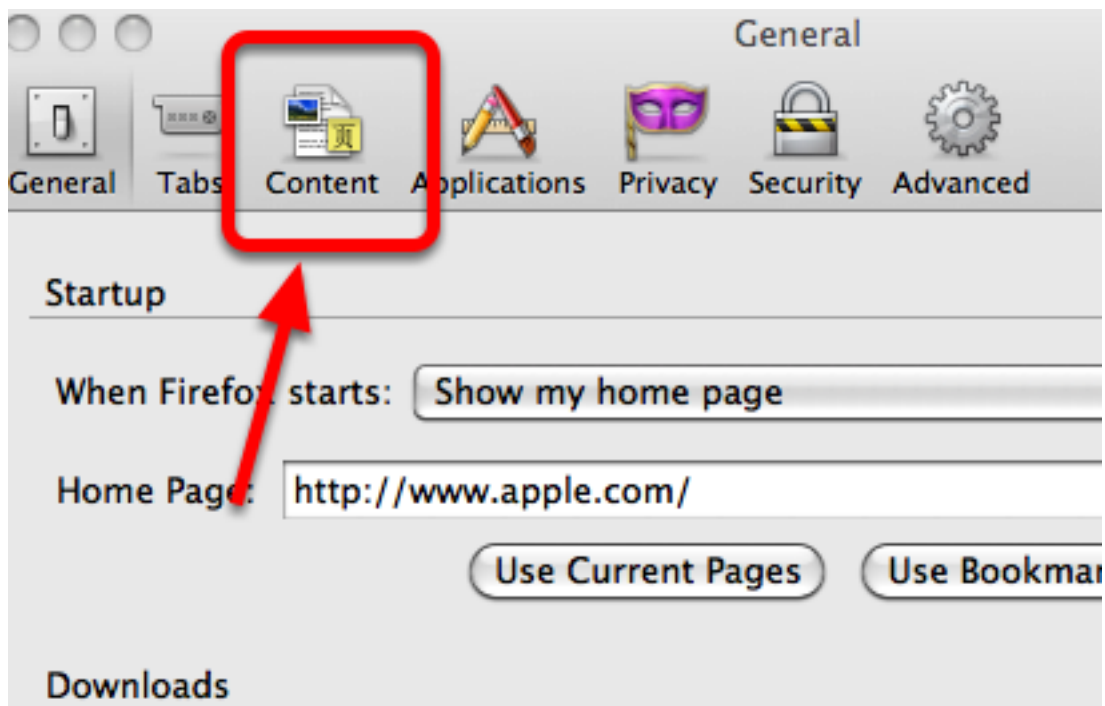
If it is selected, click it to deselect.

How do I enable pop-ups in Firefox 3.0 and higher? (Mac)

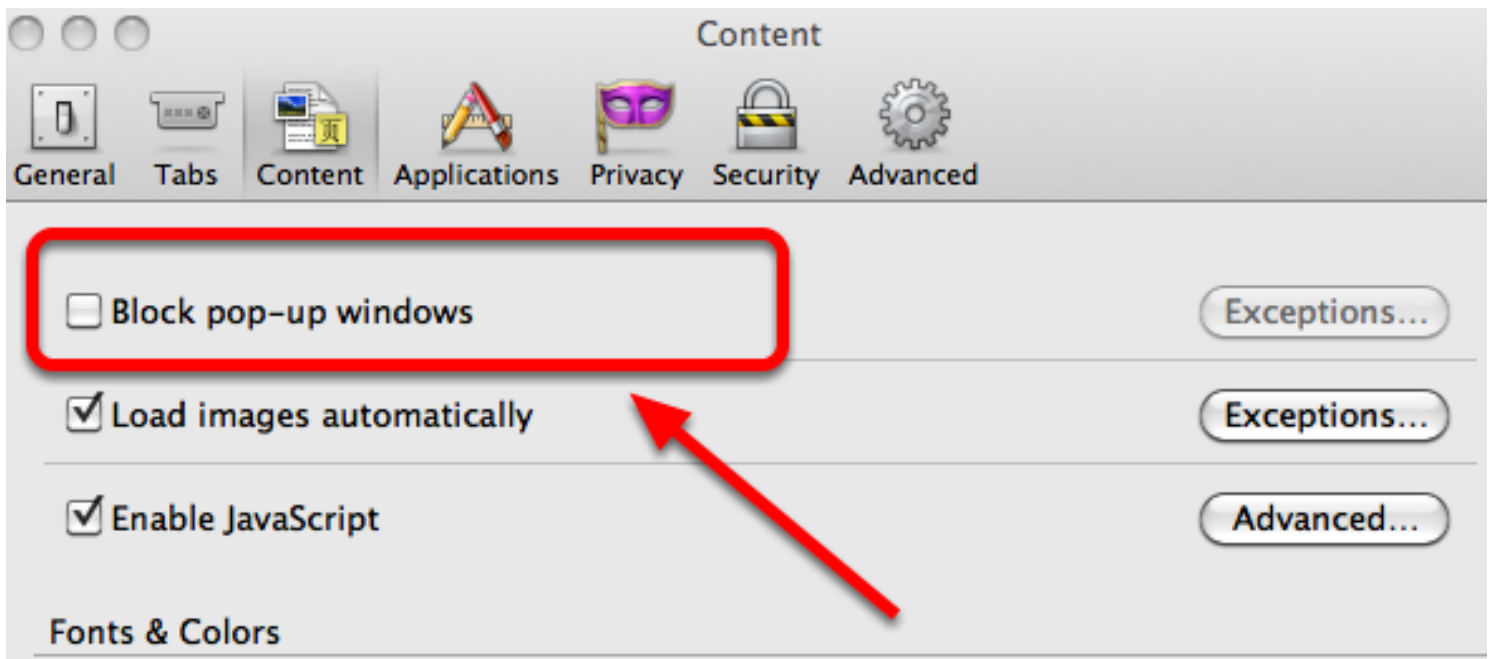
Click Firefox on the upper left of your screen on choose Preferences from the dropdown menu



From the Menu, choose Content



Make sure block pop-up windows is deselected.



If it is checked, you may click it to deselect it.