

The Center for Teaching, Learning, & Technology

Instructional Technology Workshops



Blackboard Content Collection

Albert Robinson / Delwar Sayeed

Faculty and Staff Development Programs



Colston Hall Room 226
718-289-5100 ext. 3142

CONTENT COLLECTION

Blackboard's Content Collection is a file repository that allows faculty and students to store, manage, and share content. The Content Collection functions as a virtual hard drive that can be accessed from any computer by logging into a user's Blackboard account. When a file resides in the Content Collection, it can be easily reused and linked to from any Blackboard course, and if a file that resides in the Content Collection needs updating, faculty need to update it only once, eliminating the need to go into each course to upload an updated version of the file.

NAVIGATE CONTENT COLLECTION

After logging into Blackboard Learn, click the Content Collection tab in the page header.



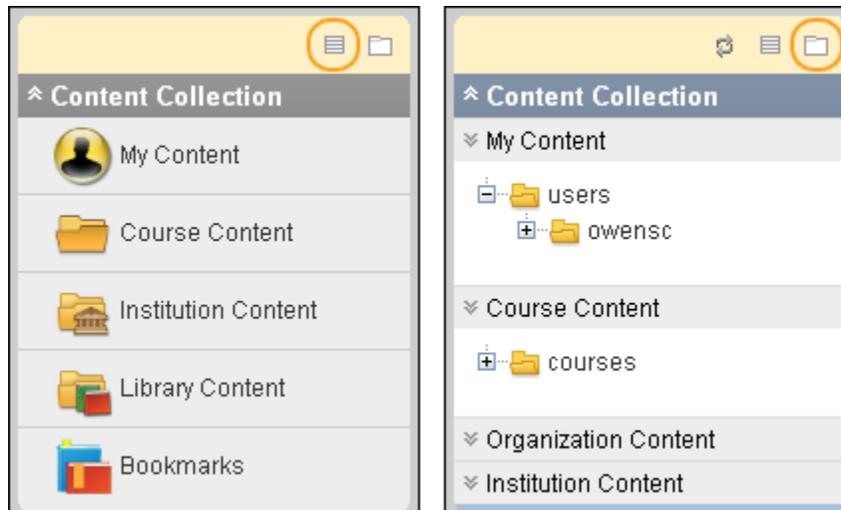
CONTENT AREAS

The Content Collection contains files and folders organized into separate areas for users, courses, institution and library. You access each area through the Content Collection menu in the left navigation pane. Selecting an area displays the hierarchy of folders and files available to you in that area.

CONTENT COLLECTION MENU

You can view the Content Collection menu in two ways. These views are represented by icons at the top of the panel. Initially, the shortcut view appears by default. The system saves your view preference and returns to this view each time you enter the Content Collection.

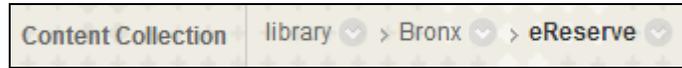
The shortcut view includes icons for each content area. The folder view shows each content area with a nested folder structure. You can expand or close each folder to view the sub-folders.



Blackboard Content Collection

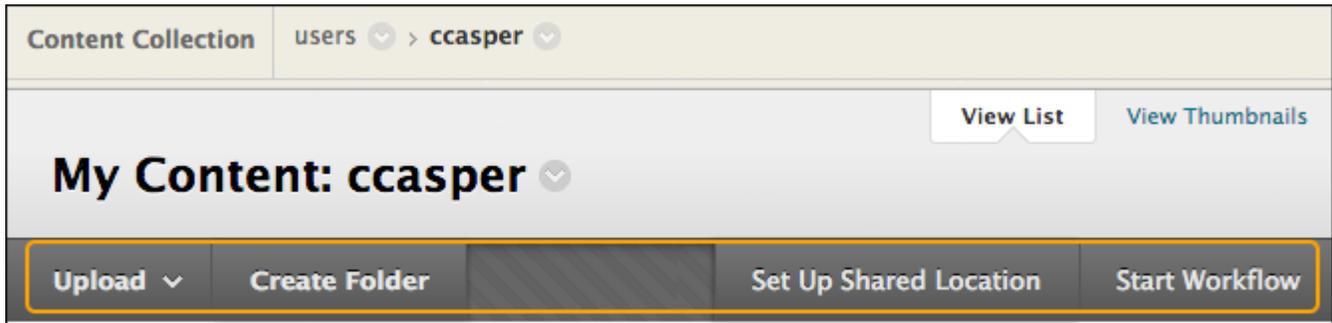
ORIENTATION BAR

The orientation bar appears at the top of the content frame. Use this hierarchical trail to show where in the Content Collection you are located and how you got there. Click an item on the bar to proceed to that folder. Orientation bar drop-down lists act as hierarchy folder separators and display a list of options for that folder.



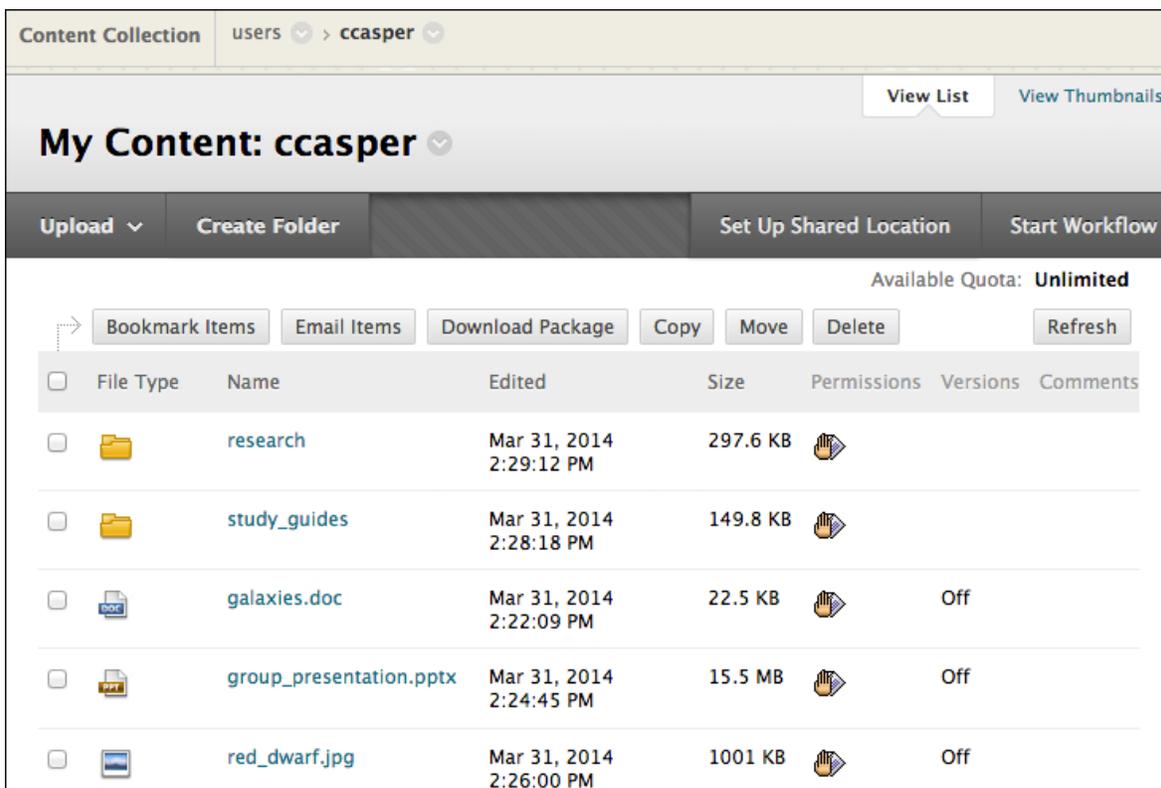
ACTION BAR

The action bar appears below the orientation bar and includes functions specific to that page. Some action bars contain more than one row of functions.



CONTENT FRAME

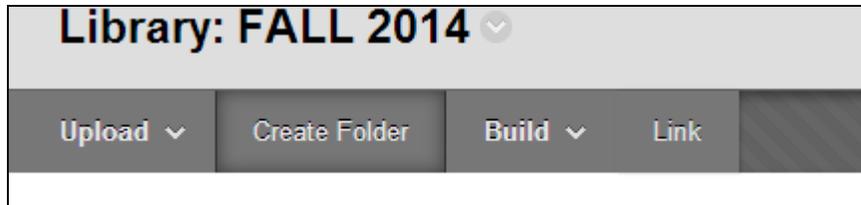
The content frame displays the area of the Content Collection you are working in. When displaying the contents of a folder, you can sort the folders and items by clicking the column titles.



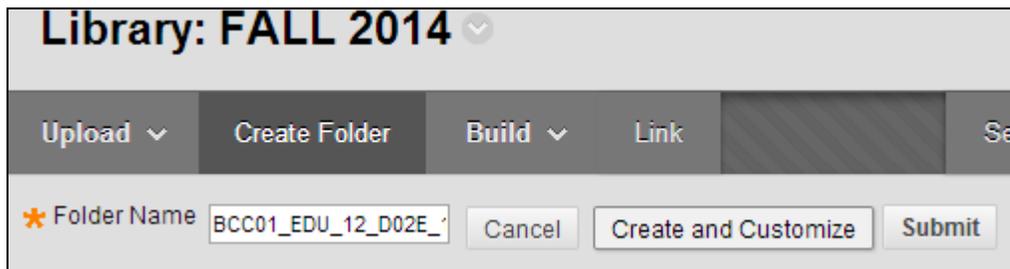
CREATE AND EDIT CONTENT

HOW TO CREATE A FOLDER

1. Access the Content Collection.
2. Navigate to the folder that will contain the new folder
3. On the Action Bar, click Create Folder. If the Create Folder function does not appear, you do not have permission to add a folder in the current location.



4. Type a name for the Folder in the field that opens below the Action Bar.
5. Click Create and Customize to set options for the folder or click Submit to complete the action.

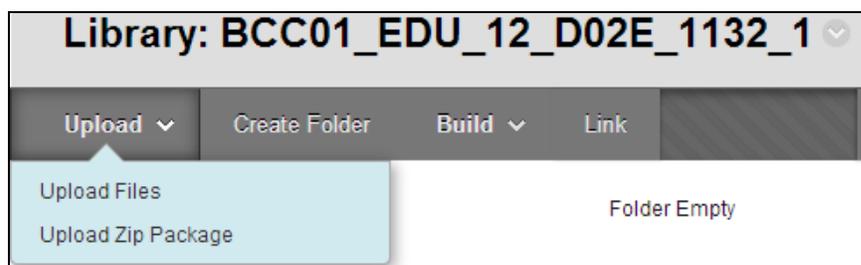


6. If you selected Create and Customize, the Edit Folder page opens. Select any of the available options to customize your folder and click Submit.

HOW TO UPLOAD ITEMS

Files can be uploaded to any content area where you have permission to do so. The Upload button will appear in the action bar with the options to Upload Files or Upload Package. Packages are ZIP files that will be unpackaged into the folder you selected.

1. Access the Content Collection where you want to upload files.
2. On the Action Bar, point to Upload and select Upload Files.



Blackboard Content Collection

3. If you are uploading multiple files, use the Multiple Files and Folders option available from the top right of the page. You can Browse for files or drag and drop files from folders on your desktop.
4. After adding files to the list, click Submit to upload the files. If an upload fails, click Undo to remove all uploaded files and return to the parent folder. Uploading multiple files and folders requires the Java plugin, version 1.5 or later. If the plugin is not available, use the Single File option to add files one at a time.

Single File **Multiple Files**

Upload Multiple Files and Folders

Browse (3) Remove All

Name	Size	Remove
Reference Letters		✕
Letter From Edward Smith.doc	23.5 KB	✕
Reference_Letter_employer.doc	23.5 KB	✕
Reference_Letter_Prof_Griffin.doc	23.5 KB	✕

70.5 KB Total

Cancel **Submit** (4)

Select Options

- Lock File
An item can be unlocked only by the person who locked it. Locking an item prevents other users from editing it and precludes overwriting and versioning.
- Share Comments
If Comments are Shared, users with Read permission may view and add Comments.
- Enable Versioning
If Versioning is enabled, overwriting or editing a file will create a new Version.
- Enable Tracking
If Tracking is enabled, each instance that a user interacts with an item is recorded.

HOW TO DOWNLOAD AN ITEM OR PACKAGE

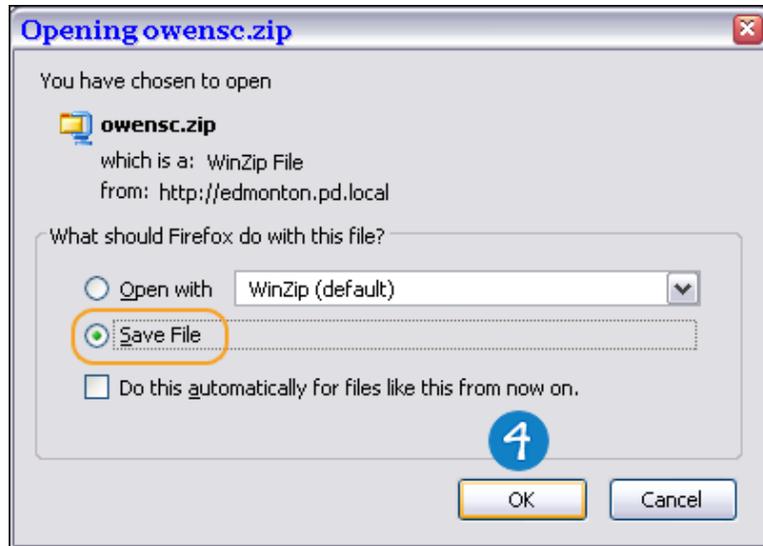
1. Navigate to the folder where the items are located.
2. Select the files and folders to download.
3. Click Download Package.

Bookmark Items Email Items **Download Package** Copy Move Recycle

<input type="checkbox"/>	File Type	Name	Edited	Size	Permissions
<input type="checkbox"/>	Folder	Casey's Homework	Mar 22, 2011 3:13:47 PM	0	👤
<input type="checkbox"/>	Folder	Recycle Bin	Mar 14, 2011 11:24:26 AM	0	👤
<input type="checkbox"/>	Folder	Reference Letters	Mar 14, 2011 4:46:32 PM	70.5 KB	👤
<input checked="" type="checkbox"/>	Doc	About Asteroids.doc	Dec 9, 2008 9:26:37 AM	24 KB	👤
<input checked="" type="checkbox"/>	Doc	Exercises.doc	Oct 28, 2008 3:51:39 PM	23.5 KB	👤
<input type="checkbox"/>	Doc	Intro.doc	Nov 6, 2008 9:23:11 AM	24 KB	👤

Blackboard Content Collection

4. Select Save File and click OK.



A single .XML file accompanies the downloaded files and folders called metadata.xml. This .XML file contains the metadata for all of the items downloaded.

EDITING THE METADATA

Once the item (or items) has been downloaded, the accompanying metadata.xml file can be edited outside of Blackboard. Keep in mind the following when editing the files:

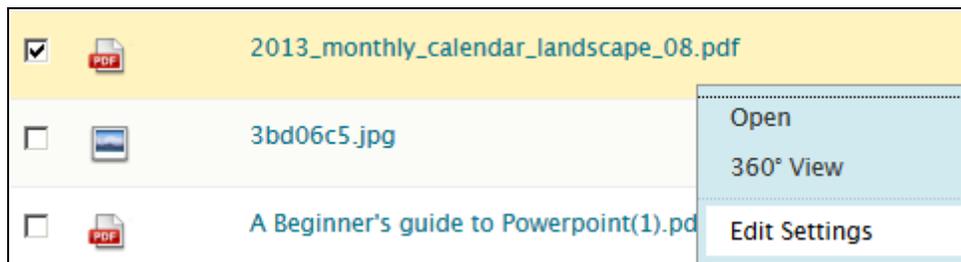
- If a metadata field is added to the .XML file and there is no associated metadata attribute on a metadata form, the new field is saved but is not visible anywhere within Blackboard.
- The system will not upload the file if the .XML file is not properly formatted.

MANAGE ITEMS

EDIT ITEM PROPERTIES

After an item has been created, its settings can be changed from the Edit Settings page. For example, if an item is initially created with a lock on it, the lock can be removed from this page. The Edit Settings page is also the place to look for detailed information about the item, such as who created the item and when the item was created and last edited.

1. Navigate to the folder that contains the item to be edited.
2. Access the item's contextual menu and select Edit Settings.



Blackboard Content Collection

3. Complete the following options as appropriate.
4. Click Submit.

MANAGE ITEM COMMENTS

Comments store text from users. Comments are useful for storing opinions or instructions regarding the contents of an item. The setting for controlling whether or not users can add comments to an item appears on the Set Private/Shared Comments page.

HOW TO WORK WITH ITEM COMMENTS

1. Navigate to the folder that contains the item.
2. Select Comments from the contextual menu for the item.

The following options are available on the Comments page:

To	Click
Create a comment	Create Comment from the Action Bar. A text box appears. Type a comment and click Submit.
Delete a comment	The check box next to the comments to delete then select Delete.
Sort comments	The column title to sort comments by that column.

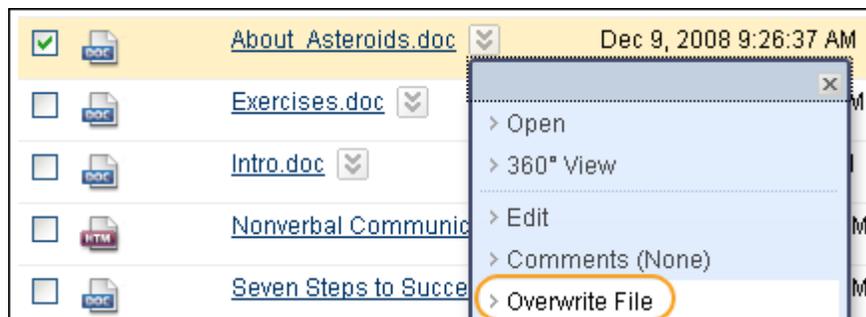
OVERWRITE FILES

After an item has been created, the user may decide to overwrite it with another file. This may be done on the Overwrite File page. Overwriting a file does not change the name of the file. You must have read, write and remove permissions to a file to overwrite it.

Do not overwrite a file with a different file type. For example, a DOC file should not be overwritten with a JPG file.

HOW TO OVERWRITE A FILE

1. Navigate to the folder that contains the item to be edited.
2. Access an item's contextual menu and select Overwrite File.



3. Click Browse to locate and select the file.
4. Click Submit.

Blackboard Content Collection

After uploading a new file, refresh the page to clear the browser cache and show the new file name.

OVERWRITING FILES AND VERSIONING

If versioning is enabled on a file, and Overwrite File is selected or the Overwrite check box on the Add Item page is selected, a new version is created and the old version is stored in version history.

If versioning is disabled, Overwrite File will overwrite the file and no history of past versions will be stored.

MANAGE VERSIONS OF ITEMS

Versioning keeps track of each interaction with a file. When a file is locked from the Manage Versions page, another version is created. Edits can be made on the newest version.

The Manage Versions page lists the following information about each version:

- The version number as a hyperlink.
- The date and time the version was created.
- The person who created the version.
- The size of the file.

Once a file is opened, it is automatically locked to other users. Users must use this option to make changes to the file and save them.

BEFORE YOU BEGIN

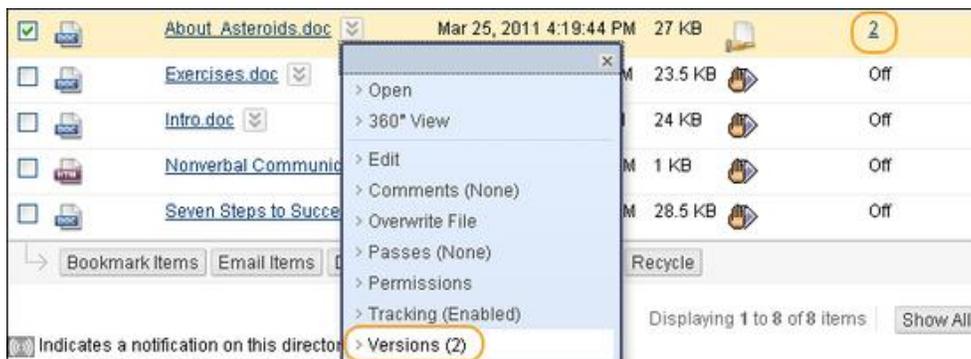
Versioning must be turned on to keep track of the file. To turn on versioning, access an item's contextual menu and select Edit. Under Options, select Enable Versioning.

HOW TO MANAGE VERSIONS FOR AN ITEM

1. Navigate to the folder that contains the item to be edited.
2. Select Versions from the contextual menu for the item.

-OR-

Click the number that appears in the Versions column next to the item in its home folder.



MANAGE VERSION OPTIONS

Manage Versions:About_Asteroids.doc

Set Up Web Folder Delete

When a file is opened, it is automatically locked. Saving changes creates a new copy of the file.

	Version Number	Created	Created By
<input type="checkbox"/>	Version 3	Mar 25, 2011 4:31:56 PM	Casey Owens
<input type="checkbox"/>	Version 2	2011 4:19:44 PM	Casey Owens
<input type="checkbox"/>	Version 1	2011 4:46:31 PM	Casey Owens

Displaying 1 to 3 of 3 items

- A. Set Up Web Folder: Provides you with more information. It is important to note that when a file is opened through the web folder, it is locked automatically to other users.
1. On the Mac, a web folder is called a Shared Location.
- B. View the Version Number: The item opens in the web browser; users are unable to make changes or save new versions from this view.
- C. Lock the File: When a file is locked, a new version is created and the options Unlock and Rollback appear in the contextual menu.
- D. Rollback: This link only appears if you have the file locked. This will remove the copy you were editing without saving changes.
- E. Delete Versions: Select a version and click Delete from the action bar.

LOCKING VERSIONS

To create another version of your content, you must select Lock from the contextual menu next to the version number hyperlink on the Manage Versions page. Click the link of the newest version to open the file and make edits and save changes. If you are collaborating on an item, be sure to unlock it to allow others to access the item.

TRACK CHANGES TO ITEMS

The tracking feature records every instance that a user interacts with the item. Tracking is useful for verifying that someone has read a required assignment or viewing who made changes to a file most recently.

TURN ON TRACKING

Tracking must be turned on to view the Tracking Log. To turn on Tracking, select Edit from the contextual menu for the item and under Options, select Enable Tracking.

ABOUT THE TRACKING LOG

The Tracking page lists each interaction with the item as a row. Each row includes the following information:

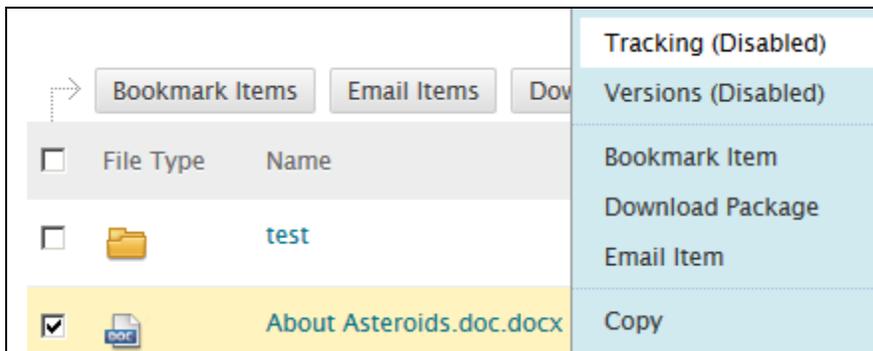
- The name of the user that accessed the file.
- The action that took place with the file.
- The version of the file accessed. Note that the version will appear only if versioning is turned on.
- The date the file was accessed.
- The IP address of the computer that the used to access the file.

TRACKING MULTIPLE OPERATIONS

If a single user completes the same operation on a file multiple times, the tracking log will only record the first operation. For example, if a user opens and reads the same document multiple times, only the first operation will be recorded. If the user clears the browser cookies and reads the file again, a second operation appears in the tracking log.

HOW TO VIEW TRACKING FOR AN ITEM

1. Navigate to the folder that contains the item.
2. Access the item's contextual menu and select Tracking.



The image shows the 'View Tracking About_Asteroids.doc' page. It has a 'Delete Tracking Log' button and a 'Refresh' button. Below the buttons is a table with the following data:

User	Action	Version	Date	IP Address	To/From
Casey Owens	Copy To		Mar 25, 2011 3:59:20 PM	10.100.106.35	/users/owensc/Casey's Homework/About_Asteroids.doc
Casey Owens	LOG_ACL_CHANGE		Mar 25, 2011 3:58:33 PM	10.100.106.35	BB:U:_352_1:NNNN YNNN
Casey Owens	Logging Enabled		Mar 25, 2011 3:57:36 PM	10.100.106.35	

DELETING THE TRACKING LOG

Selecting Delete Tracking Log from the action bar will remove all of the actions listed on the page. New actions will still be tracked.



COPY AND MOVE CONTENT

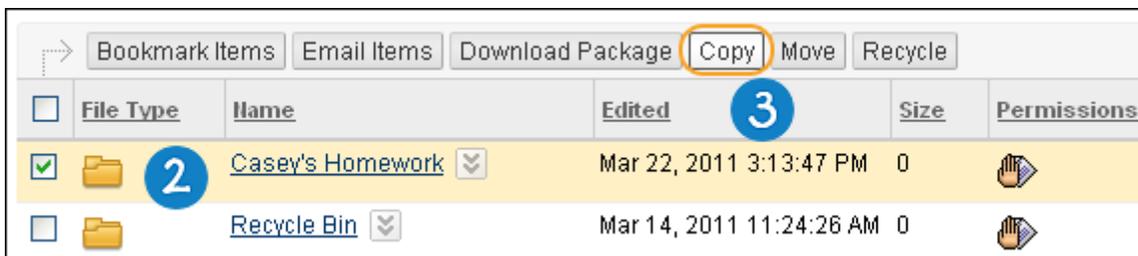
Copying an item or a folder creates an exact replica of that item or folder. The item or folder can be copied to the same location or a new location. The name of the item or folder remains the same if it is copied to a different location. If the copy is placed in the same folder as the original item or folder, the copy is named "Copy of (file name)" followed by the file or folder name.

If the name of the copied item or folder matches the name of an item or folder in the destination location, the Content Collection will prompt a user to confirm an overwrite.

Moving folders and items removes the folders and items from the current location and stores them in a new location. You can select multiple items and folders for moving, making it easy to transport large batches of content to new locations.

HOW TO COPY A CONTENT ITEM OR FOLDER

1. Navigate to the folder that holds the items or folders to be copied.
2. Select the check box next to the items or folders to be copied.
3. Click Copy.



4. Enter the path to the destination folder to store the copy of the item or folder including the name of the item or folder or click Browse to locate and select the destination folder.

Blackboard Content Collection

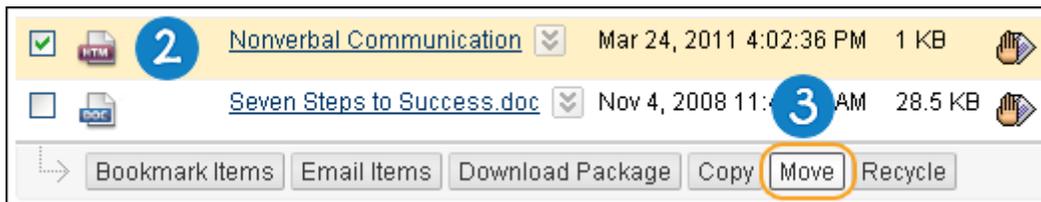
5. Select the check box to replace any folders or items in the destination that share the same name as any folders or items that are moved into the destination.
6. Click Submit.

The screenshot shows the 'Copy /users/owensc/Casey's Homework' interface. It is divided into three sections: 1. Content Information, 2. Destination, and 3. Submit. In the Content Information section, a table lists the folder 'Casey's Homework' with a size of 0 and a date of Mar 22, 2011 3:13:47 PM by Casey Owens. In the Destination section, the 'Destination' field is set to '/courses/COM250/Workshop Re' with a 'Browse' button. A checkbox is checked, and a note states: 'If selected, the system automatically overwrites the existing file with the same name.' In the Submit section, there are 'Cancel' and 'Submit' buttons. Blue circles with numbers 4, 5, and 6 highlight the 'Browse' button, the checkbox, and the 'Submit' button respectively.

Name	Size	Edited
Casey's Homework	0	Mar 22, 2011 3:13:47 PM by Casey Owens

HOW TO MOVE AN ITEM OR FOLDER

1. Navigate to the folder that holds the items or folders to be moved.
2. Select the check boxes next to the items or folders to be moved.
3. Click Move.



4. Type the path to the destination folder to store the item or folder or click Browse to locate and select a folder.
5. Select the check box to replace any folders or items in the destination that share the same name as any folders or items that are moved into the destination.
6. Click Submit.

 **Move /users/owensc/Nonverbal Communication**

* Indicates a required field.

1. Content Information

<u>"Name"</u>	<u>"Size"</u>	<u>"Edited"</u>
 Nonverbal Communication	1 KB	Mar 24, 2011 4:02:36 PM by Casey Owens

2. Destination

* Destination 4

5 If selected, the system automatically overwrites the existing file with the same name.

3. Submit

6

ADD PERMISSIONS TO AN ITEM OR FOLDER

Permissions are added and removed on the Manage Permissions page for an item or folder. Permissions can be added according to the following methods:

- By adding specific users
- By adding specific user roles
- By adding specific lists of users (Course, Course Group, Organization, Organization Group, Outcomes)

ADDING SPECIFIC USERS

1. Open the Content Collection folder where the item is located (for example, /users).
2. Select Permissions from the contextual menu for the appropriate item. The Manage Permissions page appears.
3. Click Select Specific Users. The Add User page appears.
4. Select Usernames and Permissions:

If permissions are added for a user or user list but no check boxes for specific permissions (Read, Write, Manage, and Delete) are selected, the user or user list is still added to the Manage Permissions page. This is true for all users and user lists with the exception of Public and All System Accounts. In these cases the user list is not added to the Manage Permissions page if no permissions are selected.

5. Click Submit.

GRANTING PERMISSIONS TO FOLDERS VERSUS ITEMS

Permissions granted to a folder may or may not affect items and sub-folders within the folder. An additional option, **Overwrite**, appears on the Permission pages for folders, allowing the user to choose how the contents of a folder are affected when Permissions are edited.

If the **Overwrite** option is selected, the current permissions for all items and sub-folders in the folder are removed. The permissions selected in the Permissions field are granted to these items and sub-folders. After editing permissions on a folder, the user may change the permissions on an item within the folder. These permissions will be overwritten if **Overwrite** is selected for the parent folder again.

If this option is not selected, the permissions selected in the Permissions field are granted to all items and sub folders, but existing permissions are not removed. For example, if an item already has **Read** permission, and only **Write** permission is selected on the Add Users page, the item will be granted **Read** and **Write** permission.

MANAGE PERMISSIONS FOR AN ITEM

User access to an item is controlled through the Manage Permissions page. Users can be added individually with separate permissions assigned to each user or users can be added in groups, such as all the users enrolled in a particular Course or all the users with a certain Institution Role. These groupings are derived from the automatically from Blackboard Learn.

HOW TO MANAGE ITEM PERMISSIONS

1. Navigate to the folder that contains the item to be edited.
2. Select Permissions from the contextual menu for the item.

FUNCTIONS

The Manage Permissions page for an item includes the following functions.

To ...	click ...
add a user	Select Select Specific Users in the Action Bar. The Add User page for the item appears. From this page a user or users can be added to the list and permissions set for that user or users.
add a user list	a User List from the Select Specific Users by Place drop-down list. From this page a list of users can be added and permissions set.
add specific user roles	Institution Roles from the Select Roles drop-down list. From this page a list of user roles can be added and permissions set.
grant permissions to all users	Permit Anyone from the Action Bar or select All Roles from the Select Roles drop-down list.
delete a user or a user list	the check box next to the user or user list then click Delete in the Action Bar. All of the selected users and lists will have their permissions removed. Once permissions are removed, the users can no longer access the folder.

To ...	click ...
edit the permissions for a group	Edit from the contextual menu for the appropriate user or group. The Edit Permissions page appears.

MANAGE PERMISSIONS FOR A FOLDER

User access to a folder is controlled through the Manage Permissions page. Users can be added individually with separate permissions assigned to each user or users can be added in groups, such as all the users enrolled in a particular Course or all the users with a certain Institution Role. These groupings are derived automatically from Blackboard Learn.

HOW TO MANAGE FOLDER PERMISSIONS

Follow these steps to open the Manage Permissions page for a folder.

1. Navigate to the folder that contains the folder to be edited.
2. Select Permissions from the contextual menu for the folder.

When permissions are granted on a folder, they apply to all sub-folders and items within the folder. For example, if Read permission is granted for a user on a folder, the user will also have Read permission to all sub-folders and items within the folder. Read permission may then be removed from specific sub-folders and items. Thus, Instructors and Students can work with items in the same folder and the Instructor can protect certain items from being edited by a Student.

FUNCTIONS

The Manage Permissions page for a folder includes the following functions.

To ...	click ...
add a user	Select Specific Users in the Action Bar.
add a list of users	a User List from the Select Specific Users by Place drop-down list. From this page a list of users can be added and permissions set.
add specific user roles	Institution Roles from the Select Roles drop-down list. From this page a list of user roles can be added and permissions set.
grant permissions to all users	Permit Anyone from the Action Bar or select All Roles from the Select Roles drop-down list. Adding public permissions to a folder allows users with accounts on the system, as well as people in the general public, to access the folder according to the permissions set.
delete a user or a list of users	the check box next to the user or user list then click Delete in the Action Bar. All of the selected users and lists will have their permissions removed. Once permissions are removed, the users can no longer access the folder.

To ...	click ...
edit the permissions for a group	<p>Edit from the contextual menu for the appropriate user or group.</p> <p>Changes in Courses and Groups may affect the use of this option.</p> <ul style="list-style-type: none"> • If a Group is deleted from a Course, the Group will no longer appear on this page and the permissions will be removed. • If a Course is made unavailable, the Groups related to this Course will still appear on this page and permissions will remain. • If a Course is disabled, the Groups will no longer appear on this page and permissions will be removed.

PERMISSIONS REQUIRED FOR SPECIFIC ACTIONS

The following table explains which permissions are required for specific actions. In the case of folders, the user generally needs the permission on the folder and all its contents, subfolders and their contents.

Read permission on subfolders is not always necessary, as long as the user has Read permission on the folder he or she is working with, and has other necessary permissions to the folder and its content. For example, if a user has Read and Delete permission on a parent folder and only Delete permission on the subfolder, the parent folder (including the subfolder) may be removed. In this case, the user may not remove only the subfolder because the user cannot Read it.

Action	Required Permissions
Add a file or folder	Read and Write permission on the current folder
Add, Edit or Delete permissions	Read and Manage permissions on an item
View permissions	Read and Manage permissions on an item
Download a file or folder	Read permission on file or folder and all items and folders within the folder to be downloaded.
Email a file or folder	Read permission on the item or folder
View properties for a file or folder	Read permission on the item
Copy a file or folder	Read permission on the item (and all its subfolders and files in the case of folders) and Write permission on the destination folder
Edit properties for a file or folder	Read and Write permissions on the item
Move a file or folder	Read and Delete permissions on the item to be moved, Write on the destination folder
Delete a file or folder	Read and Delete permissions on the item
Lock and unlock a file or folder	User must have Read and Write on permissions the item. Only the lock owner (the user who set the lock) may unlock an item.
Add a comment to or view a comment on a file or folder	Read permission on the item or folder if Comments are shared. Read and Manage permissions on the item or folder if Comments are private
Bookmark a file or folder	Read permission on the item
Tracking – enable/disable	Read and Manage permissions on the item
Versions – checkout a file	Read and Write permissions on the item
Versions – check in a file	A version is locked when the file is checked out; only the lock owner (person

Blackboard Content Collection

Action	Required Permissions
	who checked out the file) may check it in. User must have Read and Write permissions on the item.
Version – remove a file	Read, Write, and Delete permissions on item
Version – rollback a file	Only the lock owner (person who checked out the file) may rollback a version. User must have Read and Write permissions on the item.
Workflow – add a file	Read and Manage permissions on the item
Workflow – add a comment	User must be the Workflow Activity owner or recipient
Workflow – edit a file	User must be the Workflow Activity owner
Workflow – remove a comment from a sent or received Workflow Activity	User must be the Workflow Activity owner or the user who submitted the comment

FAQS ABOUT PERMISSIONS

There are some common scenarios where users may have questions about permissions.

VIEWING FILES AND FOLDERS

Usually when an item or folder is not displayed to a user it is because the user does not have read permission. However, a few common instances exist where a user cannot see a file or folder because of other system rules.

Situation	Reason
A user is enrolled in a class, but the Course folder does not appear under Courses or e-Reserves.	Course folders are not created in the Content Collection until the instructor, teaching assistant, or course builder has accessed the Content Collection. Once this happens, the Course folder appears to enrolled users under e-Reserves. Read permission must be granted to the user before the Course folder appears under Courses.
A user is enrolled in an organization, but the organization user folder does not appear under e-Reserves.	Organizations do not have folders under e-Reserves. Only Course folders appear under e-Reserves.
A user can view all of the content of his or her portfolio. However, a user with whom this portfolio is shared cannot view all of the files linked to in the portfolio.	The portfolio user list no longer has read permission to all items linked to in the portfolio. When the portfolio was originally created and shared, the users with whom it was shared were added to the portfolio user list and granted read access to all items linked to in the portfolio. Since then, read access has been removed from one or more of these items. When the user accesses the items through the portfolio, he or she is unable to view them. A user with read and manage permission to the file must add read permission for the portfolio user list to each item where this permission has been removed.
A user can view a folder, but not all of its contents.	The user has read access to the folder, but not to its contents.

PERFORMING ACTIONS ON FILES OR FOLDERS

Usually when a user cannot perform an action on a file or folder it is because he or she does not have the correct permissions. However, a few common instances exist where this may not be the case.

Situation	Reason
A user has manage permission on an item, but is unable to copy it to a different folder.	The user does not have write permission on the destination folder.
A user may view a file or folder but is unable to link to it from a portfolio.	<p>The user only has read access to the file or folder. Manage access is required to link the file or folder to a portfolio.</p> <p>The user does not need manage permissions to items added from the /institution folder because All System Accounts have read permissions to /institution. The system assumes that if All System Accounts have read access, anyone may link to it.</p>

USING PASSES TO SHARE CONTENT WITH USERS OUTSIDE THE SYSTEM

Passes are used as a means of sharing an item or folder with a user who does not have access to the Content Collection. Passes are a safe way to collaborate on projects with others outside the school because the access is specific and controlled.

ABOUT PASSES

A pass creates a URL that can be used to access a file or folder by outside users. Passes can be restricted by setting an expiration time or date. It is also possible to manage pass privileges so that external users (users who do not have access to the Blackboard system) can collaborate on work or simply view an item or folder without changing it.

Passes are listed in a table on the Manage Passes page. Each row represents one pass containing the following information:

- The date and time the pass expires
- The permissions assigned to the pass. A green checkmark represents that the privilege is available.
- The URL that will allow those outside the Content Collection to access the pass.

Sending a pass for a folder grants access to all sub-folders and files within the folder where the pass was created. Pass recipients with Read access have the ability to view sub-folders and files. Pass recipients with Read/Write access have the ability to add and edit folders and files.

If comments for the item or folder are shared, the user with the pass may read comments and add new comments. If a user outside the system adds a new comment, the name associated with the comment is 'Anonymous'.

RECEIVING PASSES

A person who receives a pass must have:

- An email account
- Access to the Internet
- An application capable of opening the item, for example, Microsoft Word to open a Microsoft Word document.

HOW TO CREATE A PASS

- Navigate to the folder that contains the item or folder.
- Select Passes from the contextual menu for the item.
- Click Create Pass in the Action Bar.
- Enter information in the following fields and click Submit.

HOW TO EMAIL PASSES

Once a pass has been created it may be shared with outside users through the Email Pass page. The Email Pass page sends an Email message to outside users with the URL path for accessing the Content Collection item or folder.

If the user is granted Read and Write permissions to the item, the URL path is linked to a file information page. The user may access the file from this page, or they may access additional information such as shared comments and versions.

If the user is granted Read only permissions to the item, there are two options for linking the URL path. The URL path may be linked directly to the file or be linked to the file information page. The file information page provides access to the item and to any shared comments.

- Navigate to the folder that contains the item or folder.
- Select **Passes** from the contextual menu for the item.
- Select a pass by clicking the check box next to it.
- Click **Email Pass** on the Action Bar.
- Enter the require information on the Email Passes page and click **Submit**.

eRESERVES

The Library eReserves area is a folder within the library that contains materials for which access must be controlled, such as documents with copyrights. This area may be made available only for courses. eReserves are not available for organizations.

eReserves allow librarians to make content available to users throughout the system. Content is made available in the Library Content folder, or placed into a course folder within eReserves. All users who have at least read permission to a course folder, except guests and observers, may view the content in eReserves folders, but only the librarian may add or edit eReserve content. Courses must be available for the content in eReserves to appear. Instructors may add content from eReserves to their courses.

RESOURCES

1. **Blackboard Content Collection Manual:**
<http://goo.gl/L29yn4>
2. **Blackboard Content Collection Help:**
<http://goo.gl/Mwqzm5>
3. **About Library:**
<http://goo.gl/kbtrgN>

NOTES

- ❖ All links are to official Blackboard resources, unless specified.
- ❖ The feature that automatically creates folders within courses referenced in many of the documents will not be enabled for CUNY.
- ❖ Resource URLs are case sensitive.