



BLACKBOARD

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# FREQUENTLY ASKED QUESTIONS

**?** The System closed while doing the exam. I can not enter. What should I do?

Check your internet connection. If there is no problem with your internet connection, you can access the exam by refreshing the page within the specified time for taking the exam. If you have exceeded the time set for taking the exam, you must contact the instructor of the course via e-mail.

**?** My answers are not being saved. What should I do?

Answers are recorded automatically in exams. Failure to save your answers may be due to an interruption in your internet connection. Responses may be recorded with a short delay depending on the status of your internet connection. Your answers will be saved automatically when you check your internet connection and provide the connection.

**?** I can not see my exam results on the Blackboard Platform. What should I do?

Exam grades are announced on the OIS Platform.

**?** I can not see my course records from the last weeks. What should I do?

You can access the course recordings from the Virtual Classroom link. In the window where the records are listed, change the filtering criteria of "**Recent Recordings**" to "**Recordings in A Range**" in the upper right part. When the date range is changed on the screen that opens, the records will be listed.

**?** I can not find course materials. What should I do?

You can access the course materials from the **Content**.

**?** I entered the course in the virtual course, but no one is there. What should I do?

Lessons in the virtual classroom can be taught through the **Course Room** or a scheduled session. If no one is visible in the session you are logged in, check the scheduled session.

**?** I can not find my course. What should I do?

In order to your courses to be viewed on the Blackboard Platform, your course registrations must be approved. You should check your course registration approval on the OIS Platform and contact your advisor if approval is required. Once your course registration is confirmed, you can view your courses by logging into the Blackboard Platform and selecting the **Courses**.

**?** I can not enter the virtual classroom. What should I do?

Browser cookies should be cleared. Next, click on the strike through eye sign in the browser address bar and select **Allow**.

**?** I can not enter the OIS Platform. What should I do?

You can access the OIS Platform at <https://ois.fbu.edu.tr/>. **Student** should be selected under the **User Group** heading. In the **User Name** field, type your username without the @stu.fbu.edu.tr. If you cannot log in even though you have entered this information correctly, you can reset your password from the **Forgot Password** field.

**?** I do not know my user name and/or student number. What should I do?

You can learn your username and/or student number from the Student Affairs Office.

**?** When I reset the password in the OİS platform, it gives a warning " User Information Incorrect ". What should I do?

You can access the OİS Platform at <https://ois.fbu.edu.tr/>. To reset the password, select the **Forgot Password** heading and enter the username, student number and date of birth.

**?** There is a browser related shift when resetting the password on the OİS platform. What should I do?

In the first blank: name.surname  
In the second blank: Student number  
By entering the date of birth in the date field you can reset the password .

**?** I could not find a problem I have in the **Frequently Asked Questions** section. What should I do?

For solutions related to the Blackboard Platform, you can create a request via the help desk at <https://portal.fbu.edu.tr>.

