



System Availability

Policy

Blackboard strives to have minimal downtime. Scheduled downtimes for upgrades and maintenance will be posted with at least a one week notice when possible. After unscheduled downtimes, instructors will receive notification via an announcement on Blackboard listing the time span in which Blackboard was unavailable.

Procedure

The Blackboard System Administrator will post announcements on Blackboard regarding downtime.



Helpdesk
940-898-3971
helpdesk@twu.edu
<http://www.twu.edu/help-desk>

Blackboard Support
940-898-3706
blackboard@twu.edu
<http://www.twu.edu/blackboard>

