

Dear IIT student:

You are receiving this email because you will have access to IIT Online course content, either as an official IIT Online student or as a student enrolled in an IIT course with an online section.

This message includes information about how to access your online courses, including hardware and software requirements. Please review it carefully to ensure a trouble-free viewing experience, even if you have taken an online course at IIT before as there may be important changes.

IIT Online will send you important updates and other notices in the Personal Announcements channel on the Welcome tab of your myIIT portal and to your @iit.edu email addresses listed in the [Student Directory](#). If changes are necessary (e.g., you did not receive this email directly), contact the Registrar's Office.

IIT Online System Requirements

- Pentium III computer
- 256 MB RAM
- Connection:
 - Broadband recommended
 - 56Kbps dial-up (minimum)

You can test your system and connection with the demo at <http://www.iit-online.iit.edu/main/demo.php>.

RealPlayer

IIT Online courses use RealPlayer to deliver course lectures. The current release is RealPlayer 11, but to deliver optimal connection and video quality, IIT Online strongly recommends RealPlayer 10.5. IIT Online will notify you when we have fully tested compatibility with the newer version.

To determine the version of a previously installed copy of RealPlayer:

- Windows: Open the application, click Help in the menu, and select About RealPlayer.
Mac: Open the application, click RealPlayer, and select About RealPlayer.

RealPlayer Installation

If you do not have RealPlayer, please install the recommended version (10.5) from <http://forms.real.com/real/player/blackjack.html>.

Blackboard

IIT Online provides access to course content using Blackboard, a course management system. You can log into Blackboard via the myIIT portal at <http://myiit.edu>. Once you have logged into the myIIT portal click the Blackboard icon in the upper right of the page to access your Blackboard home page.

Additional help is available on the myIIT homepage.

Online Lectures

You are responsible for being prepared to access all course content including the lecture videos for the first week of class.

Accessing Online Lectures

- On your Blackboard home page, you will see a list of courses under the heading My Courses.
- Select and click a course.

You will be directed to a course home page that displays current announcements.

On the left sidebar, you will see a set of links, including IIT Online.

- Click IIT Online.

Once the semester has begun and class have met, you will see a list of lectures identified by class session date. Each lecture includes a link to the lecture video (designated by a camera icon). Some may include additional materials (e.g., slides) which are available as a PDF file via a text link. Multiple camera icons for a single lecture indicate there are multiple video sections of the class on that date. View them all.

- Select a lecture and click a camera icon to open the lecture video in RealPlayer. You will be prompted to enter a Username and Password. At this time you must use your portal username for your user name and your Banner CWID for your password. If you aren't sure what your Banner CWID is, refer to the IIT Personal ID Numbers channel on the Welcome tab of your myIIT portal. The Banner CWID begins with an A followed by 8 digits.

Note: Even if you have changed your password in Blackboard or myIIT, RealPlayer will not recognize that change; you will still need to use your Banner CWID to access the lectures. The IIT Support Desk can also assist you with looking up your Banner CWID via email at supportdesk@iit.edu or (312) 567-3375.

Availability of Online Lectures and Course Materials

Videos from class sessions are posted 24 - 48 hours after the live lecture has been held. Once posted, they are available 24 hours a day, 7 days a week for the entire semester except for periods of technical maintenance. The maintenance schedule is listed on the Blackboard homepage at <http://blackboard.iit.edu/>.

All course materials under the IIT Online link for each course (including lecture videos) will become inaccessible on the Friday following final exam week.

Changes to Course Schedules

It may take 24 hours for records to be updated. If this is your first semester registering at IIT or have just made changes to you schedule and they don't appear, please log in on the next business day.

Technical Issues or Questions

If you have technical questions or experience problems, it is your responsibility to contact the IIT Support Desk at supportdesk@iit.edu or (312) 567-3375.

Many answers to frequently asked technical questions can be found at http://www.iit-online.iit.edu/main/technical_support.php.

Have a great semester,

IIT Online Technical Services