



Al Imam Mohammad ibn Saud Islamic University
College of Computer and Information Sciences
Information Management Master Program

E-learning Assistance and Support



Table of Contents

E-learning Assistance and Support:	3
Classroom and Lab Equipment Support.....	3
Blackboard (LMS) Support	4
Blackboard Tutorials for Faculty Members	5
Blackboard Tutorials for Students.....	5



E-learning Assistance and Support:

Link: [Support and Assistance](#)

- ❖ Direct communication lines:
 - For students: 0112599666
- ❖ Reporting system: Submit a ticket under the category for the (Blackboard) system via the Tawasul (communication) system.
- ❖ Please use your university email for communication so we can serve you.
- ❖ Official working hours: All days of the week except Friday and Saturday.



الدعم الفني والمساعدة

يسعدنا في إدارة التعلم الإلكتروني تقديم خدمة الدعم الفني والمساعدة لأعضاء هيئة التدريس والطلاب والطالبات عن طريق الوسائل التالية:

نظام تواصل  011 259 9666 
جميع أيام الأسبوع عدا يومين الجمعة والسبت من الساعة 08:00 من الساعة 08:00 م

  

Classroom and Lab Equipment Support

Out of the commitment of the Dean of Information Technology and E-Learning to fully utilize the technical facilities in the classrooms, and to facilitate communication with technical support, the deanship sends an SMS to all faculty. The SMS was attached with instructional video.

The video shows how to access this information which are:

- The technical equipment in the classroom.
- The status of the device.
- Request for technical support and maintenance.
- How to operate the projector.



- How to connect the mobile device with the application

[Link: Instructional Video](#) , [Link: Projector Guide](#)



Blackboard (LMS) Support

The Deanship of E-Learning and Distance Education has established an educational YouTube library specializing in Blackboard at the following link.

[Link: Imsimsiu - YouTube](#)

The YouTube channel "Imsimsiu" serves as an online educational platform, showcasing a variety of content aimed at enhancing the learning experience of its viewers. It provides academic lectures, tutorials, and supportive materials tailored for students and staff of Imam Mohammad Ibn Saud Islamic University all about Blackboard system to be as a main source for faculty and student to learn how to use black bord in most efficient way.

الدعم الفني والمساندة

يسعدنا في إدارة التعلم الإلكتروني تقديم خدمة
الدعم الفني والمساندة لأعضاء هيئة التدريس
والطلاب والطالبات عن طريق الوسائل التالية:

نظام تواصل 011 259 9666 12h

خدمة إلكترونية على مستوى الجامعة والهيئات
من الساعة 09:00 من الساعة 05:00 م

عمادة تقنية المعلومات
والنظام الإلكتروني



Blackboard Tutorials for Faculty Members

Link: [Blackboard Tutorials for Faculty Members](#)

Blackboard Tutorials for Students

Link: [Blackboard Tutorials for Students](#)

These guides are prepared by College of Compute and Information Science