Web-Based Courses

Support and Services - Whom Do I Contact?

**General Support**

Implementation/Course Options – Shannon  
http://www.edu.gov.mb.ca/k12/dl/wbc/courses/index.html  
Phone: 800-282-8069 or 204-945-5308  
Email: shannon.magee@gov.mb.ca

Course Development/Revisions – Donald  
Phone: 204-948-4090  
Email: donald.girouard@gov.mb.ca

Preview of Courses  
https://blearn.merlin.mb.ca (preview as guest)

**School/Division & Adult Learning Centres Support**

Division Contacts Updates – Shannon  
http://www.edu.gov.mb.ca/k12/dl/wbc/local.html

School/Division Requests for Training – Shannon  
Onsite training available with minimum of 10 teachers

Adult Students  
Phone: 800-465-9915 or 204-325-1700  
Email: wbcrequests@gov.mb.ca

**Teacher Support**

WBC Request System URL  
https://web40.gov.mb.ca/wbcrequests

Teacher Password/User ID Issues  
Phone: 800-465-9915 or 204-325-1700  
Email: wbcrequests@gov.mb.ca

Teacher Requests for Training  
Email: wbcrequests@gov.mb.ca or use the following when requesting a course  https://web40.gov.mb.ca/wbcrequests

Technical Support – Denis  
Phone: 800-465-9915 or 204-325-1700  
Email: denis.myers@gov.mb.ca

Teacher Community in Blackboard  
Log in to Blackboard:  https://blearn.merlin.mb.ca

General Blackboard Help  
http://help.blackboard.com/

Seat Sharing – Shannon  
http://www.mapleforum.ca/pg/groups/forum/6191/topic/15760

**Student Support**

Student Logins/Passwords  
Contact your teacher for support

General Blackboard Help  
http://help.blackboard.com/

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**Partnership in WBC**

**Delivery and Implementation:**

School divisions provide...

- Training release time for new web-based course teachers
- A division-to-department WBC Contact liaison
- Integrated local Senior Years' programming

Find local WBC Contacts for your division: <www.edu.gov.mb.ca/k12/dl/wbc/local.html>

Manitoba Education provides...

- Curriculum-congruent web-based courses
- Provincial license for Blackboard
- Professional development and training for new web-based course teachers
- Centralized student account creation and course enrollment

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**Computer Settings**


The following settings on your computer will affect the operation of Blackboard:

- School/Division firewall setting
- Computer browser settings
- Antivirus software default settings
- Router default settings
- Your network connections