UC Blackboard Login	myUC	Calendar		Discussion Board	

| User login to UC Blackboard | User is on myUC page | User clicks on Calendar | User connects calendar to Google | User goes to myUC | User clicks on Discussion Board | User clicks on a course | User goes to myUC |

Tess COPY — USER'S JOURNEY

| User login to UC Blackboard | User is on myUC page | User clicks on Calendar | User connects calendar to Google | User goes to myUC | User clicks on Discussion Board | User clicks on a course | User goes to myUC |

Tess COPY — USER'S DETAILED DESCRIPTION

| User login to the system using username and password. If the user forgets the password, they can click on Forget password? User will get a mail with a link to set a new password. | User can click on either calendar, discussion board or log off from the system. | User can view the traditional UC calendar and has option to connect it to Google calendar. | User needs to authorize his Google account to enable the synchronization of UC calendar with Google calendar. | On either Calendar or Google calendar page, user clicks on UC Blackboard. User will be re-directed to myUC page. | Now, on myUC page user clicks on discussion board. User will be directed to discussion board. In this page, user can view posts related to all the enrolled courses. | User clicks on a particular course, he/she will be directed to the course page, where user can create or reply to a thread. | User can click on myUC link on either discussion board or course page to get directed to myUC page. |

Tess COPY — USER'S STORYBOARD

Tess COPY — USER'S RESOURCES EACH STEP REQUIRES

	Time	Technology Use	Internet access

Tess COPY — EMOTIONAL JOURNEYS

Tess COPY — IMPORTANCE OF EACH STEP

Tess COPY — UC BLACKBOARD'S EXPERIENCE

UC Blackboard Administrator

Username and Password update in database

IT Service Desk Help

| Login Issues | | Google calendar issues | | | | Thread creation issue | |

Maintenance

UC Server