

Blackboard Quick Tips

Blackboard Address

<http://michener.blackboard.com>

Blackboard Logins

Username: first name initial, last name, last 3 digits of your Michener student number
Example: **Jane Student with Student number 45123 = jstudent123**

Blackboard Support

For Blackboard support information please access:

<http://www.michener.ca/resources/bbsupport.php>

For issues regarding **Blackboard**:

Monday – Friday 8:00am – 5:00pm
Call the Help Desk at 416-596-3101ext 3369
Or, email: bbsupport@michener.ca

For urgent issues after hours:

Monday – Friday 5:00pm – 9:00pm
Weekends and Holidays 9:00am-5:00pm
Call Blackboard Support at 647-267-2475

For issues regarding **Groupwise e-mail** or **I.Q. Web** support:

Call the Help Desk at 416-596-3101ext 3369 or e-mail helpdesk@michener.ca during regular business hours.

IMPORTANT!

When submitting an email or telephone support call, please ensure that you provide:

Your first and last name
The course(s) in which you are experiencing problems
Your student ID number
Your username on Blackboard
Details of the problem(s) you are experiencing, including:
- Any error messages
- Steps the support staff can take to re-create the problem
Please be patient! We will return your call or e-mail message as soon as possible

Changing Your Password

It will be necessary for you to change your initial password in Blackboard for security reasons. Please follow the directions below:

- Click on the "Personal *Information*" option and select the "*Change Password*." (This is located under the "*My Institution*" page, on the left hand-side under "*Tools*.")
- **Password:** Enter a new password for your account. The password must be at least 6 character and contain no spaces or special characters
- **Verify Password:** Enter the password again to ensure accuracy.