

Student Quickstart

Welcome to Blackboard, Loyola's online course management system. Instructors at Loyola use Blackboard as an electronic extension of their classes. They may use it to post their syllabi, handouts, assignments, quizzes and tests, and grades on the Web. They might also conduct class discussions or virtual office hours through Blackboard. To access the Blackboard portions of your courses and to download your course materials, log into the Blackboard website at <http://blackboard.luc.edu>. It is available 24 hours a day from any computer connected to the Internet.

You must be officially enrolled in a course through LOCUS (at <http://locus.luc.edu>) to see the Blackboard portion of that course. Once you register with LOCUS, your Blackboard account will be created within 24 hours – please wait at least a day before reporting a missing Blackboard account. Remember that not all University courses have an online Blackboard component. If you log into Blackboard and do not see a course you have registered for, ask your instructor if he or she is using Blackboard this semester.

Tips for First Time Users

If this is your first time using Blackboard at Loyola, then you should know these things:

- Use your **Loyola Universal ID (UVID) and password** to log into Blackboard. These are the same username and password you use to log into LOCUS and your Loyola e-mail account.
- By default, e-mail sent to you through Blackboard will be sent to your Loyola e-mail account. If you prefer to have Blackboard messages sent to a different account (e.g., Hotmail, Yahoo, AOL), then re-route all of your Loyola e-mail to your preferred account with the Personal Account Manager (PAM) at <http://www.luc.edu/its/pam.shtml>.
- Many e-mail programs such as Hotmail, Yahoo, Gmail and AOL may identify e-mail sent from Blackboard as spam. If you have re-routed your Loyola mail to one of these providers, be sure to check your bulk mail folder frequently. Open the message from your instructor that has been sent to the bulk mail folder and click on the "This is not Spam" or "This is not Bulk Mail" button that appears on the top of the message field. Future messages from your instructor will be sent to your Inbox.
- Many Blackboard courses require plug-ins and viewers to access course materials. Make sure you have the right plug-ins and viewers installed on your computer. Download these programs at http://www.luc.edu/its/help_blackboard_plug_ins.shtml.
- Blackboard sometimes uses pop-up windows, so it is best to turn off pop-up blockers while using Blackboard. It is not uncommon to have more than one pop-up blocker enabled on your computer. Popup blockers can be found in these three categories:
 - browser toolbar add-ons (AIM toolbar, Google toolbar, Yahoo toolbar, etc.)
 - packaged with internet security applications (Norton, McAfee, etc.)
 - within Internet browsers themselves (Internet Explorer, Netscape, Firefox, etc)
- There are some characters that are not allowed in filenames on Blackboard, and using them will result in your instructor not being able to view your file. Here is a list of allowed characters for filenames: A-Z, a-z, 1-9, "-" dash and "_" underscore (leave out the quotes).
- There are two ways to find your grades for a Blackboard course:
 - On the **My Institution** page, on the left side under **Tools**, click on **View Grades**. Then, click on the course.

- Enter the course by clicking on its name in the list on the **My Institution** page, then click on the **Tools** menu button, then on **My Grades**.

Don't Know Your Universal ID?

Your Loyola Universal ID grants you access to many university resources. It's the username you use to login to LOCUS, Blackboard, your student e-email, and computers in Loyola computing labs. If you don't know your UVID, don't worry. Here are two ways to get it:

- Contact the Technology Support Center at 4-4444 (on campus) or 773-508-7190 (off campus) from 8:00 am – 5:00 pm, Monday through Friday. They will need to verify your identity, so have your Social Security number handy.
- Ask a computing lab advisor. Be sure to show them your Loyola student ID card.

Forgot Your Password?

Don't worry; it happens to everyone at least once. To get a new password:

- If you have set up your personal identifiers in the Personal Account Manager (PAM), click here: [Reset Your Password after You've Set Your Questions](#).
- If you haven't set up personal identifiers in PAM, then contact the Technology Support Center at 4-4444 (on campus) or 773-508-7190 (off campus) from 8:30 am- 5:30 pm. They will reset your password for you. This is a temporary password good for only six grace logins. You will need to change this using PAM at <https://pellonia.it.luc.edu/iuadmin>. Read about how to create a strong password at http://www.luc.edu/its/security_passwords.shtml.

You should use PAM to set up your personal identifiers now, while you still remember your password. This will enable you to reset your password without contacting the Technology Support Center. Simply visit <http://www.luc.edu/its/pam.shtml> and click **Setting Up Questions in Pam – First Time User**. Follow the directions on the page.

Logging into Blackboard

1. Go to the Blackboard login page at <http://blackboard.luc.edu>.
2. Click **Login**.
3. Type your Loyola Universal ID into the "USERNAME:" field.
4. Type your Loyola password into the "PASSWORD:" field.
5. You will see your courses listed under the **My Courses** section. To enter a course, click the link to the course you want to enter.
6. Your course might not appear on the list for a variety of reasons. Read "Don't See Your Course?" below to learn why.
7. To return to your course listings, click the **My Institution** tab at any time.

Login Problems?

- If you see the error message "**Could not login. Valid authentication credentials were not provided.**"
 - The problem is most likely with your password. Try logging in to LOCUS with your current UVID and password. If you cannot login to LOCUS your password has expired. In this case,

- see “Forgot Your Password?” above.
- If your UVID and current password gets you into LOCUS, you may not have a Blackboard account, and you should e-mail blackboard@luc.edu.
 - If you see the error message “**An error occurred while the system was processing this login request.**”
 - You may have mistyped your UVID, and you should verify that you can login to LOCUS with that UVID.

If you have tried the solutions mentioned above and are still having trouble logging in from your home computer, please see “Trouble Logging in From Home,” below.

Don’t See your Course?

There are several possible reasons you are not seeing your course:

- **Your class may not use Blackboard at all.**
Check with your instructor to confirm that he/she will be using Blackboard this term.
- **Your course exists, but has not been made "available" to students.** Contact your instructor directly and ask him/her to make the "course available" on Blackboard. Your instructor might not be making the course available for a specific reason or may have forgotten to do so.
- **You may have recently registered for the course or you may not be registered.** Check LOCUS to confirm your registration is up to date. If you recently registered or recently cleared a registration issue, it may take 24 hours before you notice a change in Blackboard. If you need immediate access for assignments, contact your instructor.

Trouble Logging in from Home

If you are using Blackboard from your home computer we recommend instituting the following checks/steps as standard operating procedure to make sure your home machine is set up properly for Blackboard.

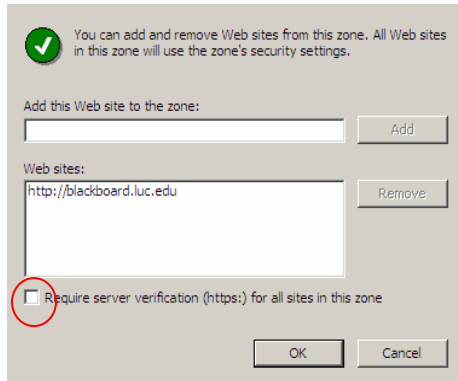
A. Check to see which version of Internet Explorer you are using. To find out which version you are using:

1. Click on **Help** in the IE Menu bar.
2. Click on **About Internet Explorer**.
3. An **About Internet Explorer** dialog box will open that will list the version number of the browser.

If you are using Internet Explorer 7 (this is most likely if your operating system is Windows Vista) and you cannot get the Blackboard to open, i.e., you get a blank page when you type in the blackboard.luc.edu, you need to add the blackboard url to your trusted sites. To do so:

1. Open your browser.
2. Click on **Tools**.

3. Click on **Internet Options**.
4. Click on the Trusted **Sites** icon under the **Select a zone to view or change security settings** heading. Click **Sites** to open the **Trusted Sites** box.
5. The URL for the Blackboard server should appear in the **Add this website to the zone** field. If not, enter the Loyola Blackboard URL – <http://blackboard.luc.edu>.



6. Since the URL for Blackboard does not use SSL security, uncheck the **Require Server Verification (https:) for all sites in this zone**.
7. Click **Add**.
8. Click **Close**.
9. Click on **OK** at the bottom of the box (Internet Security Properties box).
10. Close and re-open your browser and try the blackboard.luc.edu url again.

If you are running a Windows version prior to Windows XP Blackboard works best with Internet Explorer 6 SP1. You can download IE 6, SP1 at <http://www.microsoft.com/windows/ie/ie6/downloads/critical/ie6sp1/default.msp>. If you are running Windows XP Internet Explorer has already been updated as part of the XP SP2 update. Mac users should use Firefox 2.0.6, which you can download at <http://www.mozilla.com/firefox>.

B. Delete cookies as per the instructions below. Please remember to close your browser after you have deleted the cookies.

1. In Internet Explorer, choose **Tools > Internet Options...** from the menu bar.
2. Click the **General** tab.
3. Click **Delete Cookies > OK**.
4. Click **OK** to return to the browser window.
5. Close all browser windows.
6. Reopen Internet Explorer and return to <http://blackboard.luc.edu>. You should now be able to log in without a problem.

For Mac users who are using Firefox, open **Tools > Options**. Select **Privacy** and click on **Remove All Cookies**.

C. You must enable cookies to use Blackboard. In Internet Explorer (either IE6 or IE7), reset your browser security settings as per the instructions below. Please remember to close your browser after you change the security settings.

1. In Internet Explorer, choose **Tools > Internet Options** ... from the menu bar.
2. Click the **Security** tab.
3. Make sure the **Internet** icon is highlighted.
4. For IE6 move the slider in the bottom half of the page to **Medium**: Prompts before downloading potentially unsafe content; Unsigned ActiveX controls will not be downloaded; Appropriate for most web sites.
5. For IE7 move the slider in the bottom half of the page to **Medium High**: Prompts before downloading potentially unsafe content; Unsigned ActiveX controls will not be downloaded; Appropriate for most web sites.
6. Click **Apply**.
7. Close your browser and reopen it.

For Mac users who are using Firefox, click **Tools > Options > Privacy**. Scroll down to Cookies and open it by clicking on the + sign. Enable **Allow Sites to Set Cookies**.

D. Routers can cause access problems. If you have a router (this applies only if you are using multiple machines at home) unplug the machine from the router and plug it directly into your internet connection. Check to see if you can access the Blackboard site properly in this way. Routers come with many preinstalled security features that may be interfering with access to the Blackboard site.

Changing Your Password

To change your password for Blackboard, you must change your Loyola Universal password through PAM. Once you change your password, use that same password to log into Blackboard, LOCUS, Student E-Mail, and Loyola lab computers.

1. Go to <https://pellonia.it.luc.edu/iuadmin>.
2. Click **Change Your Password**.
3. Type your Universal ID into the **Username** field and click **Next**.
4. Click your username.
5. Type your old password into the **Old Password** field.
6. Type and re-type your new password and click **Submit**.

Can I Change My E-Mail Address in Blackboard?

Blackboard uses your official Loyola e-mail address (uvid@luc.edu), which cannot be changed. Your instructors will be sending you e-mail via Blackboard, so it is important that you check your e-mail regularly or re-route your Loyola e-mail to your preferred account. Once you re-route your e-mail with PAM, **all messages sent to your Loyola account from then on will be affected**. Any messages to your Loyola account will be redirected to the address you specify in PAM. To learn how to re-route your e-mail, visit PAM at <http://www.luc.edu/its/pam.shtml> and read the directions under **Re-Route Your Loyola E-Mail Account**.

Setting Your Privacy Options

Users may provide as much or as little information about themselves as they want in Blackboard. Manage your personal data and privacy options from the **Personal Information** link in the **Tools** box on the **My Institution** page. Click **Edit Personal Information** to add or remove information about yourself. Fields marked with a red asterisk are required. Click **Set Privacy Options** to determine how much of that information you want revealed to other Blackboard users.

Getting Help

- If you forget your password, contact the Technology Support Center at 4-4444 (on campus) or 773-508-7190 (off campus) from 8:00 am – 5:00 pm, Monday through Friday.
- If you need help using Blackboard features, consult the **Student Manual**. To open the manual, enter any course, click **Tools**, and then click **Student Manual**.

More Blackboard documentation is available at http://www.luc.edu/its/help_blackboard_doc.shtml. Send problems, questions, or suggestions to blackboard@luc.edu.

Revised on 10/11/2007
ITS Academic Technology Services



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