

Blackboard

Make sure **you** completely review the **Blackboard instructions**

1. Go to EACC's website homepage at **www.eacc.edu**
2. Select the **Blackboard** link under the **Students** menu on the left hand side of the homepage
3. Complete the instructional power point to get an overview of the basics for using Blackboard (click the button "Blackboard + learn" for the instructional power point)

Although you should complete the online instructional power point prior to the start of a semester – **you will NOT be able to login to your Blackboard account and see your classes until the first day of the semester.**

Think you are having Blackboard issues?

Make sure you have completely reviewed the Blackboard instructions. If you do not know how to login because you do not know what to use as your username and password go through the instructions again.

If you are still having issues with **Blackboard** please send an e-mail to **blackboard@eacc.edu** and include the following:

1. Your full name
2. Your complete student ID number (**NOT** your Social Security number)
3. The course name w/ number and section number
(example: General Biology, BIO-1014 1)
4. A brief explanation of the problem encountered
(example: When I login to Blackboard I don't see my class.)

Read this information

Before sending the e-mail, make sure **you** have completed the **online instructional power point**.

The e-mail must be from your **EACC e-mail** account; every student has an EACC e-mail account.

As a student you are responsible for knowing your Student ID Number. The Blackboard Administrator cannot tell you what your ID number is, please see the Registrar's Office for that information.

This is for **Blackboard problems only**. **Do not** contact Blackboard with **campus e-mail** problems or **Campus Connect** problems; those should be addressed in person in the Computer Education Center (CEC)

Free downloads that will help your computer work with Blackboard

Have you downloaded the most current version of JAVA?

If not go to: **http://www.java.com/en/** and download the free version.

Have you downloaded Firefox web browser?

If not go to: **http://www.mozilla.com** and download the free version of Firefox

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