

Password and Authentication in Blackboard



This manual contains pertinent
information about passwords
and authentication in
Blackboard.

June 2019

Blackboard

About

Blackboard is an extension of the classroom online. As such, students may occasionally experience issues with passwords, have questions about notification settings, or wonder about compatibility with different browsers. This document helps to answer many of those questions.

Commented [PD1]: Not sure if this document is even needed....

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Blackboard

Passwords and Blackboard

Blackboard does not store any passwords and your password cannot be changed in Blackboard. Users must log into Blackboard with their SLC Network credentials. This is the username and password that you use to log into SLC.me or a College computer.

When you attempt to log into Blackboard, the system asks the Network if the username and password entered is valid and active. If the network sends back a "yes" then you have a successful login. If the network sends back a "no" then you will not be able to access Blackboard.

Two Possible Reasons for Login Failure

(Less likely) Your Student Number (or Employee Number) or username in Blackboard does not match your SLC Network account. The Service Desk will be able to help you verify these.

(More likely) For some reason your Network Account is not valid or active. Your password may have expired, you may have tried unsuccessfully more than five (5) times and been locked out, or you may have been de-activated by IT. Try to log into SLC.me. Chances are that you will not be able to log in successfully. You should receive an error message as to whether your account is inactive, or your password has expired. An expired password can be changed at any time through SLC.me.

How do I get my Login working?

You can initialize your login credentials on any college computer on any of the three campuses (Brockville, Cornwall or Kingston) or you can log into SLC.me

Username – The username for your blackboard account is the same as for your SLC.me account. There are currently two options for this, it can be either your first initial, your last name, and the day of your birthday (example Joe Doe with a birthday of May 5th, would have a username of Jdoe05) alternatively student accounts may be an assigned alphanumeric code (example 24dr6). In either case, the username is not case sensitive.

Password - The first time you sign on as a new student or after a reset by IT, your password will be 0 + your student number. For example: If your student number is 1234567 your initial password will be 01234567. When you sign on to your SLC.me account, the system will force you to change your password to something you create. The parameters for your new password are as follows: Your new password must be 8 characters or more. It can contain letters and/or numbers and is case sensitive. Please do not use any fancy characters ie. '!' or '&'. Your password cannot be something that you have used previously at the College. *Make sure you remember what you enter!*

Where can I change my password? - You cannot change your password in Blackboard. You must use a College computer or SLC.me

You will be locked out if you enter an incorrect password more than five (5) times in a row!

At that point you will have to call the ITS Student Service Desk to have it reset.

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SLC.me

SLC.me can be accessed from any computer on the Internet so it is very handy for managing your password and accessing College resources.
Simply type SLC.me or <http://SLC.me> into your browser window.

Where can I get help? Nothing is working.

Login and Technical Assistance

For assistance with your Network Login (which must be active in order to access Blackboard), please visit or contact the ITS Student Service Desk.

Email: SLC.me@sl.on.ca

Telephone: x4357 menu option '1'

From Brockville: 613-345-0660

From Cornwall: 613-933-6080

From Kingston: 613-544-5400

Notification Settings

What are Notifications?

Any Blackboard user can receive system notifications of events that happen in course areas in which they are enrolled.

Initially, you are set up to receive notifications on the My Dashboard page only. You can set each notification type to be delivered to My Dashboard, your email (as set in Personal Settings) and/or your mobile device. These settings can be made all at once for all of the courses you are taking or teaching, or individually for each course.

It is recommended that you at least deliver the notifications to My Dashboard. Currently mobile notifications only work on the iPhone and iPad in Wi-Fi areas.

Instructions:

At the very top right of the screen in the header that appears on all Blackboard pages, click on **My Places**.

In the white box that appears, look under **My Preferences** and click on Edit Notification Settings. Click on **Edit General Settings**.

You must select either **Individual Messages** or **Daily Email Digest** in both **#1** and **#2** in order for email notifications to work. A **Daily Digest** is when all the messages that occur in one day are saved up and delivered end to end in one long email message at the end of the day. **Individual Messages** are sent at the time that they occur.

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Initially, removal of old notifications is set to 120 days. The number of days set in advance to remind you of a due date is 7 days. You can modify both of these settings in both **#1** and **#2**. Click **Submit**.

Now you are ready to make the actual notification setting selections. Under Edit Notification Settings, you can select either **Edit Individual Course Settings** or **Bulk Edit Notification Settings**. In bulk editing, you can select several courses at a time and make their Notification Settings all the same.

If you choose Bulk Edit Notification Settings (optional) you will be able to select by highlighting & using the arrows to move the courses that you wish to work on over to the window on the right.

Below this window, you will see a list of all the possible events that can trigger a notification. Remember these will not be messages initiated by the instructor. They are sent by the system.

Make your selections. Make sure that if you choose text messages to your mobile, **you have an unlimited messaging plan!** Click **Submit**.

My Dashboard Settings

Any Blackboard user can personalize their My Dashboard and My Courses pages. You can select which modules you would like to see, and on which page. Only a few modules have been forced by the system. You can also move the modules around on the page to meet your needs.

Instructions:

At the top right of the screen, click on the tab for the page you wish to personalize, **My Dashboard or My Courses**. Here you will see various modules that will help you to navigate Blackboard and keep you up to date on events in your courses. Some are there by default, and can be removed, and some cannot be removed.

To add modules to either **My Dashboard or My Courses**, click on the button at the top left. Here you will be able to add or delete modules. To exit, click **OK** at the bottom of the page.

You can use the Personalize Page and the Reorder buttons in the upper right to change the colour scheme or the placement of modules on each page.

You can also rearrange the modules on either tab page by drag and drop.

Language Settings

Blackboard currently has the following language options: English (United States) French & Spanish

Instructions:

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To change your language setting:

Click on My Places at the very top right Click on Personal Information

Click on Change Personal Settings

Pick the language in number 2 (probably English (United States) Click Submit

Browser and System Compatibility with Blackboard

With our recent upgrade Blackboard no longer works with Windows XP or with Internet Explorer 9 or below. Please ensure that you are running Windows 7 or above and upgrade your browser to IE 11, or use Mozilla Firefox or Google Chrome.

Blackboard uses Pop-Ups so you must make sure that Pop-Ups are enabled. Blackboard uses cookies so you must make sure that cookies are enabled.

Blackboard uses Java so you must make sure that you are running a recent version of Java.