

Blackboard Quick Tips

Blackboard Address

<http://michener.blackboard.com>

Blackboard Logins

Username: consists of the year you are enrolled, your initials and an incremental number (ex: 14AD2) and is provided by Michener's Information Management staff

Password: Your 5 or 6 digit student number.

Blackboard Support

For Blackboard support information and resources please access:

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

For issues regarding **Blackboard**:

During Regular Business Hours:

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
Or, email: bbsupport@michener.ca

** Please be patient! Blackboard Support is not a call centre and you may have to leave a message. We will return your call or e-mail message as soon as possible

For issues regarding **Outlook e-mail** or **PowerCampus Self Service** 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 & contact information (phone number or e-mail address)

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

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." and in "Global Navigation" under "Settings" at the top right corner of the screen (click your name to open Global Navigation)
- **Password**: Enter a new password for your account. The password must be at least 6 character (a combination of letters and numbers is recommended) and contain no spaces or special characters
- **Verify Password**: Enter the password again to ensure accuracy.