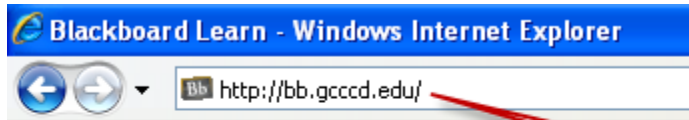


How to Log In to Blackboard

This tutorial will show you how to log in to Blackboard to access online content for your classes.

Navigate to the Blackboard login page

1. Launch Internet Explorer or Firefox
2. Type bb.gcccd.edu in the address bar of your browser
3. Press Enter



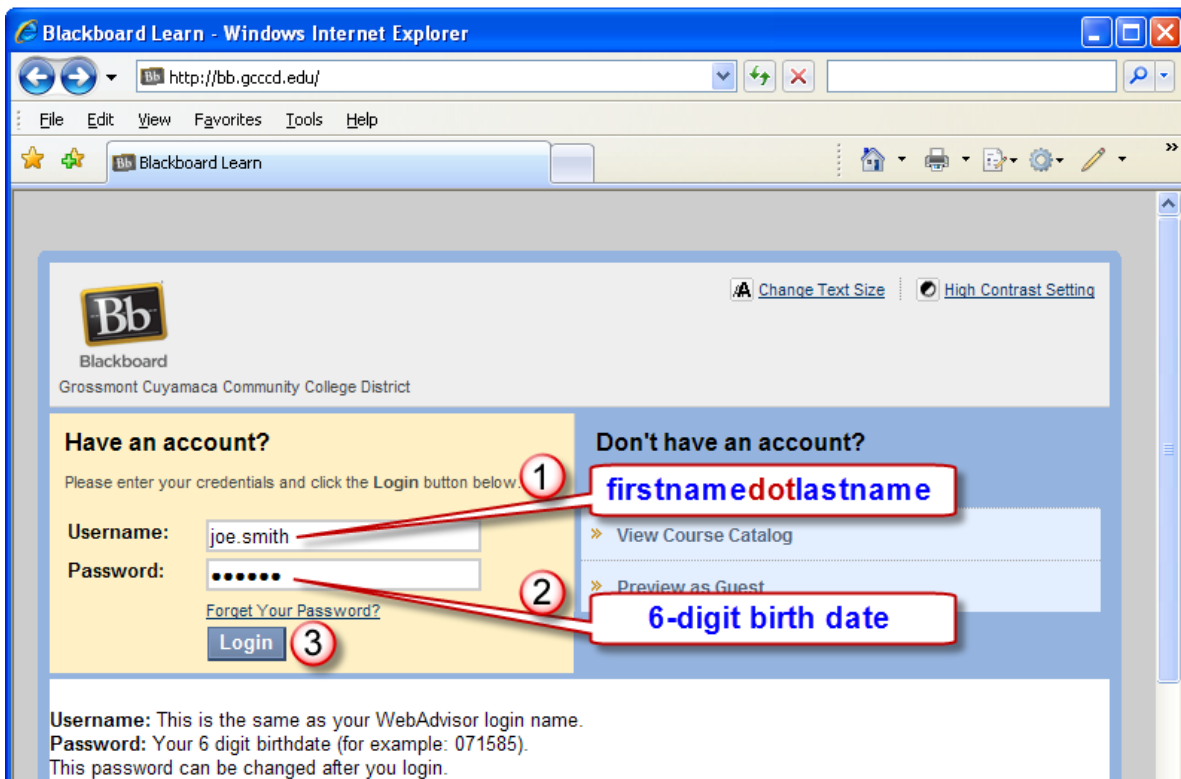
<http://bb.gcccd.edu>

Log In

On the Blackboard login page, enter your Username and Password, then click the Login button.

1. **Username** is your first name, followed by a dot, then your last name. This is the same as your WebAdvisor User ID.
2. **Password** is your 6-digit birth date. (for example August 21, 1992 would be 082192)
3. Click the Login button

Exceptions: Some common names have a random number attached at the end of the Username. If you are not sure what your username is, skip down to the section below titled "Login Problems - Verify Username Step 1."



Congratulations, you're logged in!

If you reach this welcome page, you have successfully logged in and are finished with this tutorial.

The courses you are enrolled in that have been opened by your instructors will show in the upper right corner of this page in the **My Courses** section. Not all instructors use Blackboard. Those that do use Blackboard will typically open their courses the first day of classes. Before that time, your courses will not appear on this list.

The screenshot displays the Blackboard user interface for Grossmont-Cuyamaca Community College District. At the top, there are navigation links for 'My Places', 'Home', 'Help', and 'Logout'. Below this, the user is greeted with 'Welcome' and 'My Courses' tabs. The main content area is organized into several panels:

- Tools:** A vertical list of links including Announcements, Calendar, Tasks, View Grades, Send Email, User Directory, Address Book, Personal Information, and Course Merge Tool.
- My Announcements:** Two panels indicating that no announcements have been posted in the last 7 days, with a 'more...' link.
- My Calendar:** A panel indicating that no calendar events have been posted for the next 7 days, with a 'more...' link.
- My Tasks:** A panel indicating that no tasks are due, with a 'more...' link.
- My Courses:** A panel titled 'Courses in which you are enrolled:' showing one course: '2010SU-ENGL-120-0000: ENGL-120-0000 College Composition & Reading'.
- Quick Tutorials Catalog:** A panel providing information about Blackboard Academic Suite tutorials, including a link to the 'Quick Tutorials Catalog' and a link to the 'On Demand Learning Center'.

Login Errors

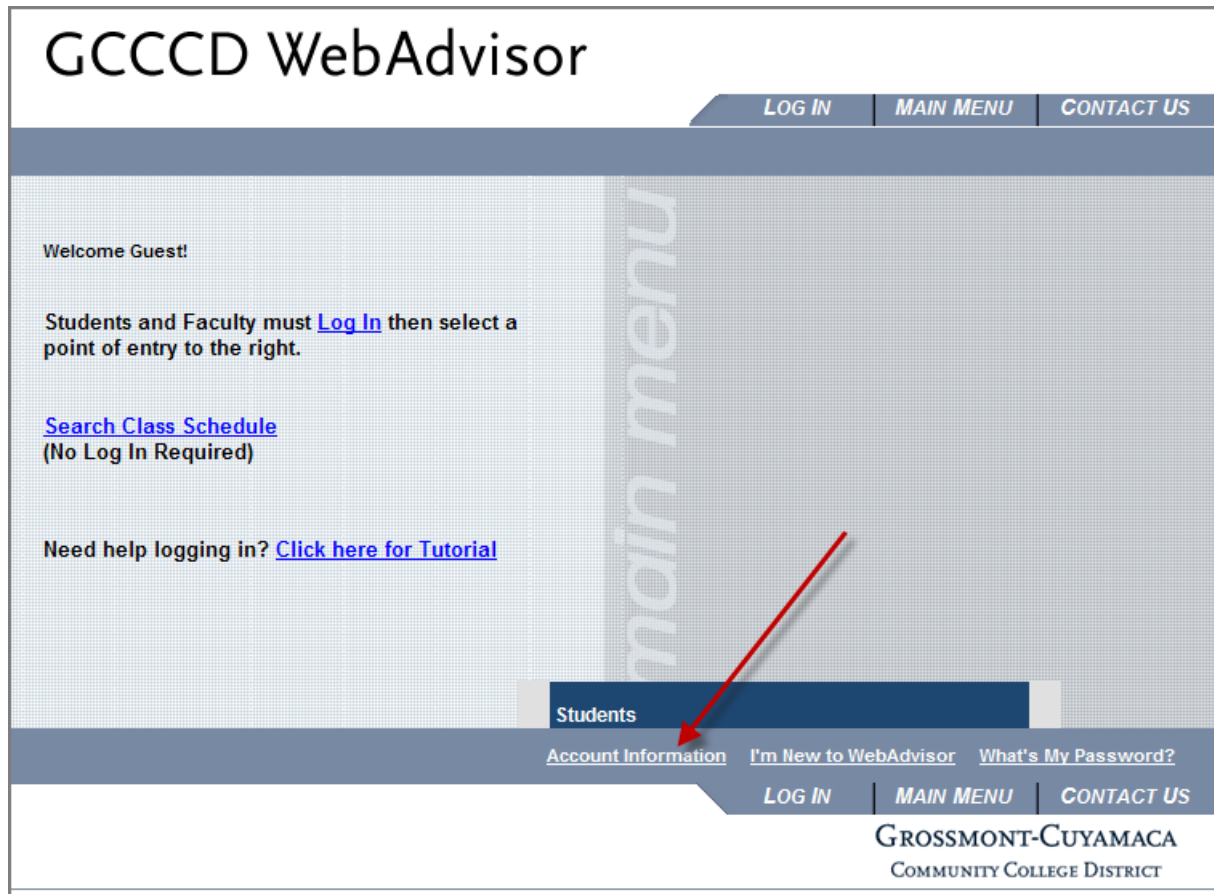
If you get the message that says "An error occurred while the system was processing this login request," follow the instructions below to find your correct WebAdvisor User ID and Password.

The screenshot shows the Blackboard login interface for Grossmont Cuyamaca Community College District. At the top left is the Blackboard logo and the text 'Blackboard Grossmont Cuyamaca Community College District'. At the top right are links for 'Change Text Size' and 'High Contrast Setting'. A prominent red banner displays the error message: "An error occurred while the system was processing this login request." Below this banner are two main sections:

- Have an account?:** A yellow box containing the instruction "Please enter your credentials and click the Login button below." It features input fields for 'Username:' and 'Password:', a link for 'Forget Your Password?', and a 'Login' button.
- Don't have an account?:** A blue box containing the instruction "Please choose from the options below." It offers two options: 'View Course Catalog' and 'Preview as Guest'.

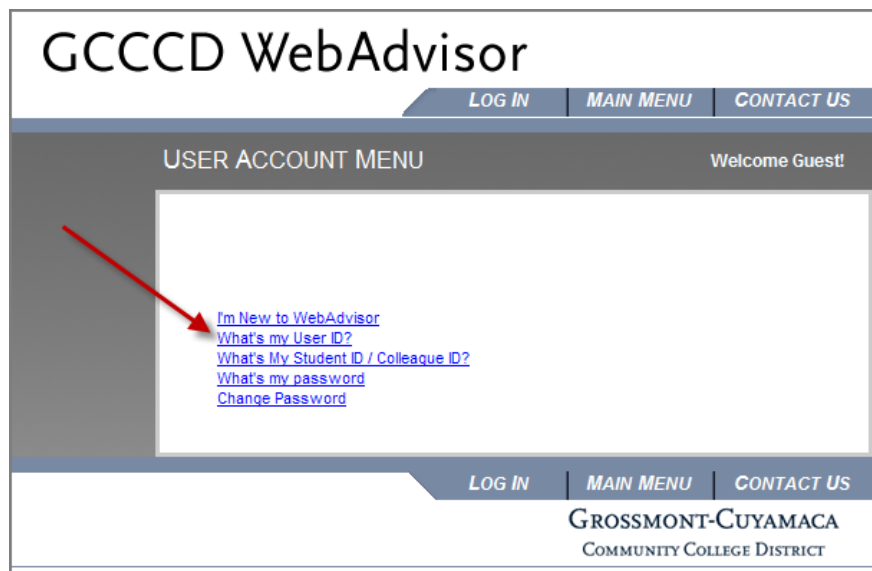
Login Problems - Verify Username Step 1

If you're having problems logging in, first verify that you're using the correct username by going to the page you used to register for classes, which is called WebAdvisor. It can be found at wa.gcccd.edu. Then click on the **Account Information** link.



Login Problems - Verify Username Step 2

Click on **What's my User ID?**



Login Problems - Verify Username Step 3

1. Fill in the **Last Name** field
2. Enter either your Social Security Number **OR** your Colleague ID
3. Click the Submit button.

GCCCD WebAdvisor

[LOG IN](#) [MAIN MENU](#) [HELP](#) [CONTACT US](#)

Welcome Guest!

What's my User ID?

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

* = Required

1 Last Name*

2 SSN

OR

2 Colleague ID

SUBMIT 3

Login Problems - Verify Username Step 4

A page will appear that shows your User ID. This User ID is what you should use as your Username in Blackboard.

Try to log in again

Return to the top of this document and follow the instructions to try to log in again using the User ID you obtained from WebAdvisor.

Did it work?

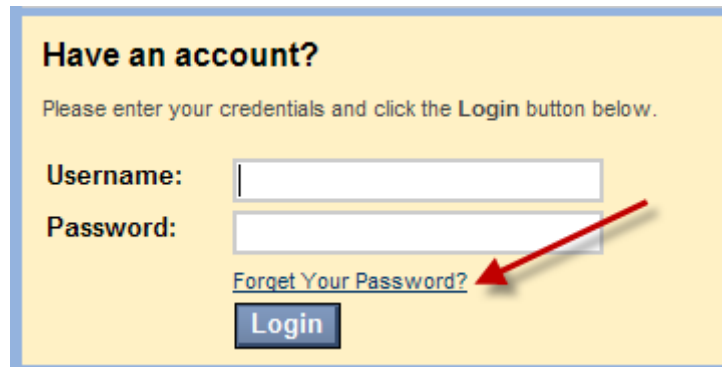
If you reached the welcome page, congratulations! You can stop this tutorial now.

If you still get the message that says "An error occurred while the system was processing this login request," follow the steps below to find out your correct password.

Password Fix - Option 1 - Request Password Change

On the Blackboard login page, click the [Forgot Password?](#) link and fill out the page that comes up. An email will be sent to you with instructions for changing your password.

Note: If WebAdvisor has the wrong email address for you, this option won't work.



Have an account?

Please enter your credentials and click the **Login** button below.

Username:

Password:

[Forgot Your Password?](#)

Login

Password Fix - Option 2 - Contact Instructor

[Contact your instructor](#) and ask to have your password changed.

Password Fix - Option 3 - Help Desk

Each college has a Help Desk that online students can contact for help with login problems.

Cuyamaca College Students

phone: 619-660-4395

email: c-helpdesk@gcccd.edu

Grossmont College Students

phone: 619-644-7383

email: g-helpdesk@gcccd.edu