

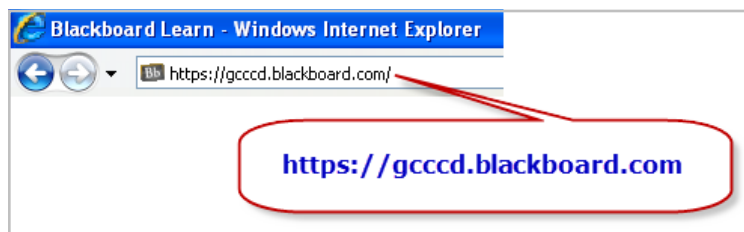
How to Log In to Blackboard - Bb9

BLACKBOARD 9.1 SP13

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 a browser such as Firefox, Chrome, or Internet Explorer (see <http://www.gcccd.edu/online/student/blackboard/browsers.html> to see which browsers are certified)
2. Type gcccd.blackboard.com in the address bar of your browser
3. Press Enter

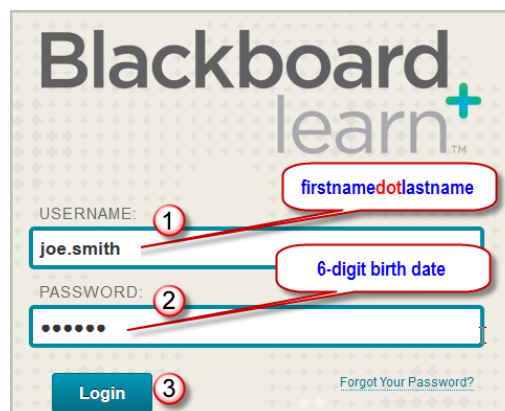


Log In

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."

A screenshot of the Blackboard Learn login page. The page features the "Blackboard learn+" logo at the top. Below the logo, there are two input fields: "USERNAME:" containing "joe.smith" and "PASSWORD:" containing six dots. A "Login" button is located at the bottom left, and a "Forgot Your Password?" link is at the bottom right. Red callout boxes highlight the username field with the text "firstname.lastname", the password field with "6-digit birth date", and the Login button with "3".

If you reach this welcome page, you have successfully logged in.

Not all instructors use Blackboard. 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. 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.



Login Errors

Follow the instructions below to find your correct WebAdvisor User ID and Password if you get the message that says "The username or password you entered is incorrect. Please try again."

Blackboard
learn⁺™

The username or password you entered is incorrect. Please try again.

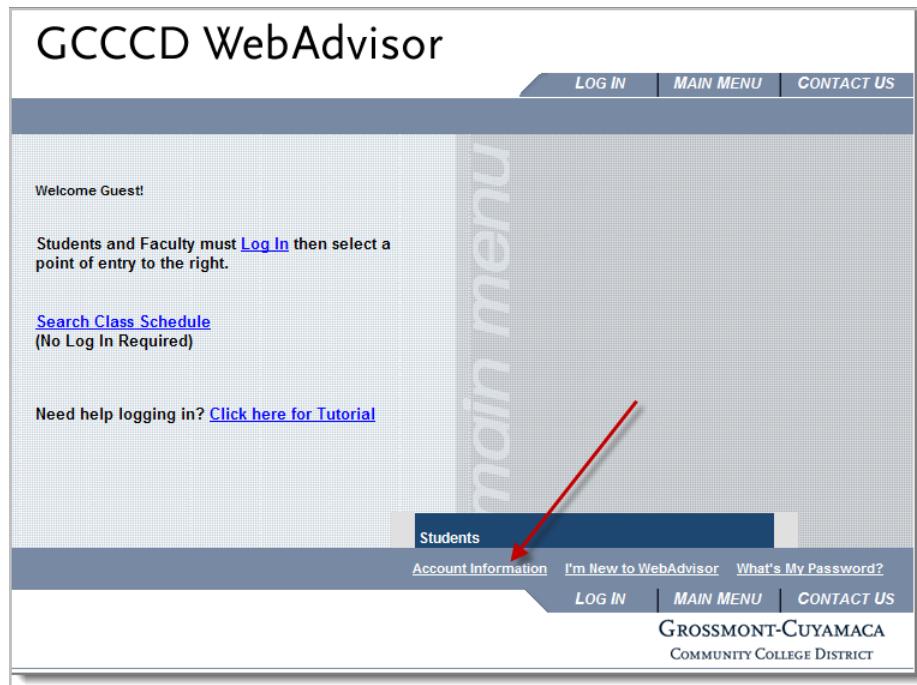
USERNAME:

PASSWORD:

[Login](#) [Forgot Your Password?](#)

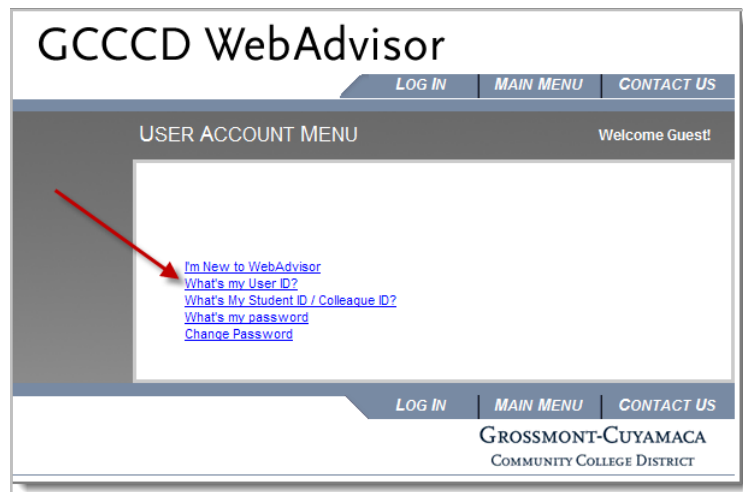
Login Problems - Verify Username Step 1

If you are having problems logging in, first verify that you are using the correct username. Do this by going to the page you use 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

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.

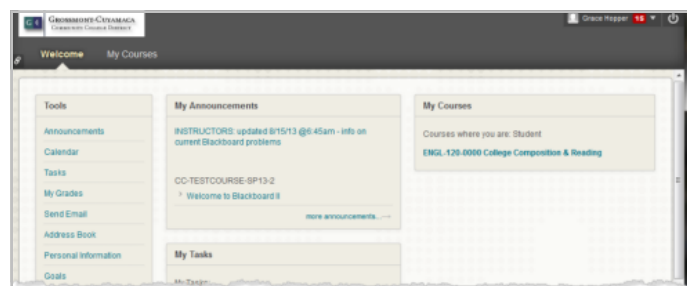
Try to log in again

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.

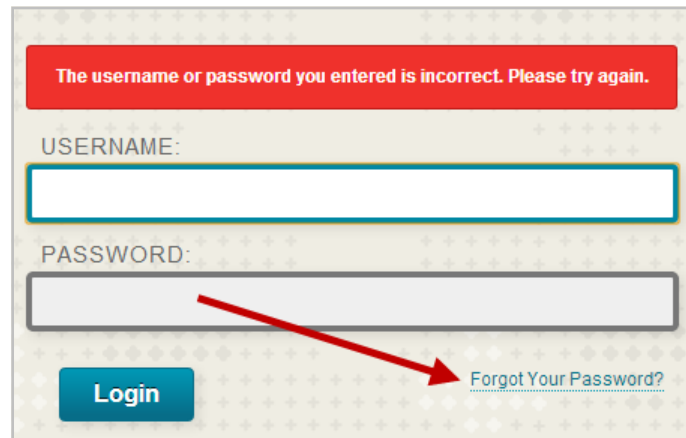
Follow the steps below to find out your correct password if you still get the message that says "The username or password you entered is incorrect. Please try again."



Password Fix - Option 1 - Request Password Change

On the Blackboard login page, click the **Forgot Password?** link and complete 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 will not work. To update your email address in Web Advisor see instructions on how to change your email address at <http://www.gcccd.edu/online/documents/tutorials/change-your-email-address.pdf>



The screenshot shows a login form with a red error message at the top: "The username or password you entered is incorrect. Please try again." Below the error message are two input fields: "USERNAME:" and "PASSWORD:". A blue "Login" button is located below the password field. To the right of the password field is a blue link labeled "Forgot Your Password?". A red arrow points from the password field to the "Forgot Your Password?" link.

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 students can contact for help with login problems.

Cuyamaca College Students

phone: 619-660-4395

email: c-helpdesk@gcccd.edu

Grossmont College Students

Please contact your instructor for assistance. They are the only ones that verify your username or reset your password if needed.