

Student Blackboard Frequently Asked Questions

How Do I Access myBlackboard?

myBlackboard is best accessible through **Firefox** or **IE8** for PC, or **Safari** for Mac. In the address bar, type in <http://mybb.gvsu.edu> and hit enter.

You may also find myBlackboard on the [GVSU homepage](#) by clicking on **Quick Links** at the top and selecting **myBlackboard**.

How Do I Get My Network Username or Password?

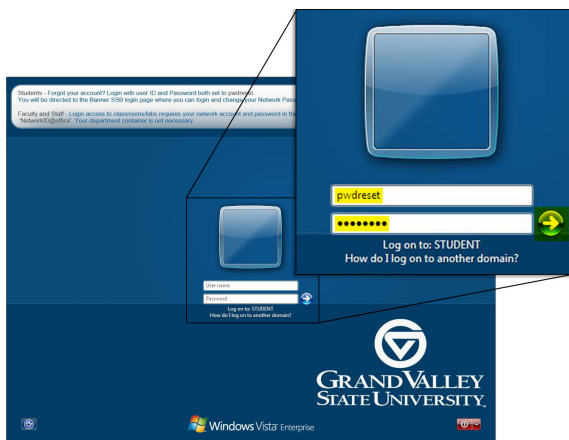
You can find your username by going to the [GVSU homepage](#) and typing in your name in the **People Finder** (link located at the top right of the page).

Your username and general **Student Information** are available in [myBanner](#) and require a separate login (your G-number) and pin.

To Change Your Password From The Web:

Login to [myBanner](#) using your G-number and Pin. Click on the **Personal Information** link, and then **GVSU Network Account Password Reset**. Your username will be displayed above the password reset boxes. You will have to type in your new password twice and hit **submit**. You will see a confirmation that your password was reset and the changes will occur in a few minutes.

To Change Your Password From A Lab Machine:



Login to the machine with the User ID and Password set to **pwdreset**. After a few minutes, you will be directed to the **myBanner** login page where you can enter your G-number and Pin. Follow the instructions above to change your password.

Your **myBlackboard**, **network**, and **e-mail** usernames and passwords are all the same. Therefore, if you change your password for your network account, it will be synchronized with your Blackboard and GVSU e-mail account.

If you need further assistance with your password, call the Helpdesk (616) 331-2101

Why Is My Course Not Listed In myBlackboard?

Not all faculty use Blackboard; however, if your instructor has stated that Blackboard course materials are available, you should check [myBanner](#) to be sure you are officially enrolled in the course. If you recently registered for the course, you will need to allow up to six hours from the time you register before Blackboard will acknowledge your enrollment. It may also be possible that the instructor has forgotten to make the course available to students.

Who Can I Send E-mail To From myBlackboard?

You can only send e-mail to participants of courses or organizations in which you are enrolled. If you want to send e-mail to someone outside of a Blackboard course or organization, you should use your regular e-mail account.

What If I Can't Get Into A Quiz My Instructor Says Is Available?

If you cannot access a quiz, please contact your instructor. They should make sure they made the quiz available in the course.

Note: if you open a quiz and stop you may be locked out.



What If I "Time Out" On A Quiz That I Am Taking?

Any problems that you have with taking a quiz should be directed to your instructor.

What Do I Need To Know Before I Take A Quiz Or Test?

Please visit [Taking Tests and Quizzes Using Blackboard](#) at www.gvsu.edu/it/bb. Click on Blackboard Handouts, and then Student Handouts to find the document.


What Does The Exclamation Point In My Quiz Grade Mean?

A green and white exclamation point  in the grade center means that the assignment still needs grading. A yellow and red exclamation point  means that there is an error. Any questions that you have about a grade or character listed in the grade book should be directed to your instructor.

Where Do I Find My Grades?

If your instructor is using the Grade Center in Blackboard, you will find your grades by going into your course and clicking on **My Grades** under **Tools** in the navigation bar on the left.

Does Blackboard Have A Spell Checker?

Yes, Blackboard has a spell checker. When you have added in text, you can click the Spell Check button  to check the spelling. This will bring up a second window, highlighting the errors and suggesting changes.

What About Using A Non-GVSU Email Account?

All official GVSU email goes to your GVSU email account. That includes communication from Records, Admissions, Billing, Housing, myBlackboard, etc. It is recommended that you use your GVSU email account; however, you may forward it to your preferred account. It will be your responsibility to make sure you receive all GVSU email. You can learn to forward your email by clicking [here](#).

Why Am I Still Not Getting Any Class Email After Changing My Address?

Blackboard sends all emails as a blind carbon copy. Due to this, many emails programs, such as Hotmail and MSN, consider it to be bulk or junk mail. Therefore, it will not go into your new mail folder automatically. If you check your bulk or junk folder, your class messages will most likely be there. We recommend that you also check your property settings in your email account to see how you can disable this function, as most email programs automatically delete junk mail after a certain period of time.

Why Do I Have To Login To myBlackboard Every Time?

You are required to login every time you access myBlackboard because information in myBlackboard is personal, such as your grades, courses, and customized myBb page.

How Do I Logout of myBlackboard?

To keep your personal information confidential, please remember to click on the **Logout** button at the top right of the page. This can be found at the top of the myBlackboard window. You may also close your browser to logout when you are finished using myBlackboard.

Why Does My Email Address Not Show Up On The Class Roster?

This is a setting that you can activate. Once you are logged into myBlackboard, click on **Personal Information** in the box titled **Tools**. Then click **Set Privacy Options** and place a check mark in the box next to Email Address. It will then be visible to your classmates on the Roster screen.

What Resources Are Available To Form A Study Group?

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6`UW_VcUX`A is an Instant Messaging System that allows you to text, voice and video chat with members of your course or organization. The program also allows for screen sharing. For example, you could allow members of your group to see you editing your group paper in Word by using the screen-sharing tool all while you are texting or talking over the voice features. You can download **6`UW_VcUX`A** by logging into Blackboard and clicking on the **Get 6`UW_VcUX`A** link in the **6`UW_VcUX`A** module of myBb. Full instructions are available at <http://www.gvsu.edu/it/learn/wimba-handouts>. Then click on Blackboard IM.