

# Blackboard Technical Support Guide

Issue	Student Support
1. Password change for Bb, E-mail or Banner	<p>You can now change your password or unlock your account on your own through AD self-service.</p> <p><a href="#">Open to view the directions on how to enroll into the AD Service System</a>  <a href="#">Follow this link to reset your password by entering the AD Service System</a></p> <ul style="list-style-type: none"> <li>• Email IT for additional assistance: <a href="mailto:helpdesk@atlantatech.edu">helpdesk@atlantatech.edu</a></li> </ul>
2. Cannot login to Blackboard	<ul style="list-style-type: none"> <li>• Check password. If that is the issue return to Issue 1.</li> <li>• Clear Cache               <ol style="list-style-type: none"> <li>a. Close all SSO Accounts (e-mail, Bb, Banner)</li> <li>b. Open Chrome and clear your cache                   <ul style="list-style-type: none"> <li>• <a href="#">Select to download Chrome</a></li> <li>• <a href="#">Select to watch video tutorial on how to clear cache</a></li> </ul> </li> <li>c. Close Chrome</li> <li>d. Restart your computer</li> <li>e. Use Chrome</li> <li>f. Navigate to the <a href="#">Atlanta Tech Blackboard Site</a></li> <li>g. Select the faculty and student login link:</li> <li>h. Login with your Single Sign On (SSO) information</li> </ol> </li> <li>• If issues continue contact IT for assistance: <a href="mailto:helpdesk@atlantatech.edu">helpdesk@atlantatech.edu</a></li> </ul>
3. Cannot access course(s) in Bb	<ul style="list-style-type: none"> <li>• Be sure you are correctly registered in <a href="#">Banner</a>. Banner sends information automatically to Bb. If you are listed in Banner you will appear in Bb within 24 hours.</li> <li>• If it has been over 24 hours and you are correctly listed in Banner reach out to the Registrar.               <ul style="list-style-type: none"> <li>○ Registrar: <a href="mailto:ATCRegistrar@atlantatech.edu">ATCRegistrar@atlantatech.edu</a></li> </ul> </li> </ul>
4. Not on roster but still showing in Bb.	<ul style="list-style-type: none"> <li>• Be sure you are not enrolled through <a href="#">Banner</a>. If you are not enrolled, you should be removed from the Bb roster within 24 hours.</li> <li>• If it has been over 24 hours and you are correctly listed in Banner reach out to Distance Education Team:               <ul style="list-style-type: none"> <li>○ Distance Education Team: <a href="mailto:Onlinesupport@atlantatech.edu">Onlinesupport@atlantatech.edu</a></li> </ul> </li> </ul>
6. Issues with Publisher Content	<ul style="list-style-type: none"> <li>• Contact your instructor or the customer support number from your textbook.</li> </ul>
7. Grade Book Issues	<ul style="list-style-type: none"> <li>• Contact your instructor. The distance education team cannot grade or adjust grades or due dates for any assignments or assessments.</li> </ul>
8. General Bb Help/Training	<ul style="list-style-type: none"> <li>• Attend a Bb orientation or review the <a href="#">online orientation</a></li> <li>• Ask instructor for course specific help</li> <li>• Contact the Distance Education Team               <ul style="list-style-type: none"> <li>○ <a href="mailto:onlinesupport@atlantatech.edu">onlinesupport@atlantatech.edu</a></li> </ul> </li> </ul>