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QUESTION

How does a student access their Blackboard account for the first time?

SOLUTION

You need your Mines username and a Blackboard-specific password to access Blackboard. Blackboard accounts are created for all registered students by an automated script, which creates a password at that time. So, you have a password already. You just may not know it.

To find your password:

- Go to the [Blackboard Login](http://blackboard.mines.edu/) (http://blackboard.mines.edu/) page.
- Click on the "[Forgot password?](http://blackboard.mines.edu/webapps/blackboard/password)" (http://blackboard.mines.edu/webapps/blackboard/password) link.
- Follow the prompts:
 - Your Blackboard username is the same as your email username.
 - Fields are case-sensitive; remember to capitalize the first initial in your first and last names (but not your username).
- A message will be sent to your business email address of record. The email will contain information to allow you access to your Blackboard account and set a new password.

NOTES

If you are having problems using the "Forgot your password?" utility on the Blackboard Login page here are a few things to note:

- Your Blackboard username should be the same as your Mines email username.
- The information you submit is case-sensitive. Use capital letters where appropriate.
- If you do not have an email username or are unsure of what it should be, submit a support request for assistance to the [Mines Help Center](http://helpdesk.mines.edu) (http://helpdesk.mines.edu).
- If the utility does not work for you with your username, try using the bottom part of the utility with your email address. Your email address in the Blackboard system is the same as the one in the Banner system (the repository of student records).
- If you are having problems using the information sent in a "Lost Password Notification" here are a few things to try:
 - Make your email window wider and then try clicking on the web address.
 - Try cutting and pasting the link address from the email message into your web browser "location" bar. Be careful not to add extra spaces or remove characters from the web address.

AUTHOR

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