The majority of Blackboard issues can be resolved by resetting the student’s Web Advisor password. Once the password is changed, wait 15 minutes before attempting to log on to Blackboard.

BLACKBOARD ACCESS & LOG IN

How do I access Blackboard?  Blackboard can be accessed from the SAC Website (www.sac.edu) using the link at the top of the page, or directly by typing http://rsccd.blackboard.com into the browser.

What browser works best with Blackboard?  Firefox is the recommended browser. Blackboard will also work with Chrome.

Can I access Blackboard from a phone or mobile device?  Blackboard can be accessed on mobile devices, however, it is not advisable to use a mobile device to complete a test or a quiz.

Does Blackboard have an App?  Yes. The Blackboard app, Bb Student, can be downloaded for free on Apple, Android, and Windows devices.

I get “the user name or password you entered is incorrect” error message when I try to log in to Blackboard.  Try entering the Web Advisor User ID and password one more time.  Ensure that the caps lock is off.  The User ID and password are case sensitive.  Use lower case letters for the User ID.  If the error message is received a second time, go to Web Advisor (http://sis.rsccd.edu) to reset the password (https://accountmanager.rsccd.edu/LDAPAccountManager/changePassword.aspx).

Note: If log in was attempted 3 or more times, the account will lock up.  The account will automatically unlock after 15 minutes.  Wait at least 15 minutes, then try again.

I changed my password in Web Advisor, but I still can’t log into Blackboard.  After the password is changed, wait 15 minutes before attempting to log into Blackboard.  It can take a little time for the systems to “talk” to each other.  Log into Web Advisor to ensure that the correct password is being used.  If you still can’t log in after 15 minutes, have Admissions reset the password and repeat the process above.

Note: New students that have not completed registration for at least 1 course, will not have access to Blackboard.  Students must be registered for a minimum of one college credit course before Blackboard access is provided.
How do I access a course on Blackboard? All classes are listed under the My Courses module on the Blackboard home page. To access a course, click on the class name.

I logged onto Blackboard, but I don't see my courses. While instructors may open their courses early, Blackboard classes are not open to students until the official first day of class.

I recently added a course, but I don't see it on Blackboard. Once a course has been added, and the registration process has been completed (including payment), it will take 4-6 hours before the class will appear on Blackboard. If the course does not appear after the 4-6 hours, log onto Web Advisor to verify that the class was added, and that there are no registration holds. If the course still does not appear, contact the Distance Education office (contact information is located at the top of the first page).

How do I navigate in a Blackboard course? The course menu is located on the left side of the screen. Click on the links (e.g. Course Information, Assignments, My Grades) to access the content area. If the course menu is not visible, it may be hidden. To show the course menu, click on the left margin of the screen, or the right facing gray arrow on the left margin.

I can access my course in Blackboard, but I don't see any content. Not all instructors use Blackboard. Contact your instructor to ask if they will be using Blackboard in the class. Instructors control the release of content to students. If the instructor has directed you to use Blackboard for content, but the content does not appear, contact the instructor and let them know it is not available to students.

I dropped a class, but it still appears in my Blackboard course list. The instructors manage the access to their courses on Blackboard. If you dropped a class and it still appears, contact the instructor and ask them to remove your access to the class.

While taking a test on Blackboard, I was kicked out and now I can't access it again. Instructors control all of the test options, and usually students are only permitted one attempt at a test or quiz. If you experience any technical issues while taking a test or quiz, contact your instructor immediately. Let them know what happened or what the problem was and ask them to advise you on how to proceed. See the Blackboard Quiz Tips handout on the DE Website for information on how to reduce the risk of tech issues - http://www.sac.edu/AcademicAffairs/DistanceEd/Pages/BbStudentHelp.aspx

Is there any Blackboard training or help available? All students are automatically enrolled in Blackboard Basics for Students, which is an online technical training workshop. The workshop is located under "My Courses," and is not required. The workshop is a self-paced training designed to teach you all the skills necessary to successfully complete a course on Blackboard. You can contact the instructor through the workshop with any questions. In-person Blackboard training workshops are also offered at the start of each semester. Check the Distance Education website for complete information (http://www.sac.edu/AcademicAffairs/DistanceEd/Pages/BbStudentHelp.aspx).

Remember, the instructor is the best support and resource for a Blackboard course. Ask your instructor first! Don’t be afraid to contact the instructor with any questions, concerns, or issues.
BLACKBOARD QUIZ TIPS

Santa Ana College Distance Education, Cesar Chavez Building Room A-101, (714) 564-6725, DistEd@sac.edu

IF YOU EXPERIENCE ANY PROBLEMS ACCESSING THE TEST OR WHILE TAKING THE TEST, CONTACT YOUR INSTRUCTOR IMMEDIATELY!

To ensure success when taking a quiz or test on Blackboard, use the following checklist to prepare:

**COMPUTER PREPARATION:**
- **Reboot your computer** prior to starting a test or quiz (turn the computer all the off, leave it off for a minute, then turn it back on)
- **Use a Blackboard supported browser** – Firefox or Internet Explorer are recommended. For a complete list of supported browsers go to: [Blackboard Supported Browsers](#)
  - To verify that your browser is compatible with Blackboard, you can run the Browser Test located on the Blackboard Institution Home Page, when you first log in.
  
  ![Browser Test](image)

  - Ensure that pop-ups, cookies, and Java are enable on the browser.
  - **Do not use a wireless connection**, use a computer that is physically connected to a reliable network.
  - **Do not use a tablet or mobile device**, as some test features may not work or display properly.
  - **Only have one (1) browser window open** during the assessment, multiple browser windows or sessions can create issues with the test, and cause the browser to close unexpectedly.
  - **Do not have any other programs open** on the computer as they can interfere with the test, and cause the browser to close unexpectedly.

**DURING THE TEST:**
- **Do not leave the test page** once the test has been started, you will not be able to access it again.
- **Complete the exam once it is open.** Unless specified by the instructor, tests can only be accessed one time. If it is not completed at that time, you will not be able to access it again.
- **Do not close the browser window** during the assessment as this will close the test and you will not be able to get back into it.
- **Be aware of time constraints** on the test. Instructors can set time limits and the test must be completed before time expires. There will be a timer on the test page to let you know how much time you have remaining.
- **Remember to click the “Submit” button** when you are finished with the exam. This will ensure that the exam is submitted to the instructor.