

## **Bb9.1 Common Technical Issues**

### **I can't Log into Blackboard**

**Go to <https://learn.humber.ca> and enter your username and password.**

If you receive an error message stating “your credentials can’t be authenticated,” it may be an issue with your password. The password is case sensitive, so input it exactly the way it was generated.

If you still have problems logging in, you may need to contact the **IT department** for assistance.

### **I Don't See My Course(s)**

Students are added to Blackboard Learn classes **one week before the official start date** of the semester. At that time they will be able to view their course(s).

If you don't see your class in the BbLearn list after the first official day of class, contact your instructor to confirm it has been made available to students.

### **My test crashed. What do I do?**

If you're in the middle of taking a test when your computer or Web browser crashes:

1. Immediately close ALL windows on your computer
2. Restart the Web browser
3. If the Web browser won't restart, reboot your computer

All questions that were automatically saved should appear. In most cases you will be able to continue where you left off. However, your instructor controls the Test settings which specify whether you will be able to continue or not.

**Contact your Instructor if you are unable to continue taking a test.**

### **I sent an email to my instructor. Where is it?**

Blackboard keeps no record of sent email.

When you send an email message, you receive a copy of your email in the Inbox of your external email account. Keep a copy of important messages in case you need them at a later date.