

Blackboard Student Help

Problem	Solution
I don't know how to login to Blackboard.	<p>Step 1: To access Blackboard, first go to the following URL: https://bb-gbc.blackboard.com/ (Note: There is no www in this URL)</p> <p>Step 2: Type in your User Name Your user name (Blackboard ID) will be your Student ID It's the same ID you use to log into Stu-view.</p> <p>Step 3: Type Your Password The password is same you use to log into Stu-view.</p>
This is first time I am trying to login in Blackboard but unable to login	If this is your first time login, do not attempt to login before the start date of earliest start date of courses you are enrolled in.
My User ID and Password combination do not work	<p>Use your Stu-View username and password to login to Blackboard. If you're unable to login to Blackboard, please reset your password.</p> <ul style="list-style-type: none"> • Go to online self-serve website service.georgebrown.ca • Call Contact Centre 416 415 2000 ext. 2 then 0 • Call Helpdesk 416 415 5000 x 4357 or helpdesk@georgebrown.ca • In person at any of the LLC service (Library) locations • Passwords will remain the same until a user is required to update after 1 year or opt to change their IDM password. At such a point, the Blackboard password will be updated with IDM password automatically and thereafter user must login to Blackboard with their IDM password. (Stu-View, Blackboard, email, etc.)
I can login, but don't see my courses in Blackboard	If you do not see the course on your Blackboard AFTER the course Start Date, but see the course on your Stu-View, send an email to bbstudent@georgebrown.ca and include your name, student ID and the missing course CRN.
I am not sure how to use Blackboard	There are several easy-to-follow tutorials for learning how to use Blackboard. To view the tutorials, go to https://help.blackboard.com/Learn/Student
Which web browsers are compatible with Blackboard	Use Firefox and/or Chrome to use Blackboard. For more information see https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support
Blackboard Student Mobile App is available:	<p>https://itunes.apple.com/ca/app/blackboard-app/id950424861?mt=8</p> <p>https://play.google.com/store/apps/details?id=com.blackboard.android.bbstudent&hl=en</p>