

Dear Online Students – Fall 2009:

Please print these instructions before continuing. You will need them once you log into Blackboard. Some classes require a meeting before the start of the semester. Please make sure you check in BlazerNet to determine whether your instructor has scheduled a pre-semester meeting.

Welcome to online learning at Lewis and Clark Community College. This fall the college is transitioning from WebCT to Blackboard for all online coursework. While most of our online courses will remain in WebCT, some will use Blackboard for the first time. However, no matter which course management system your instructor uses, all courses are accessed from the same login page using a single login. The information below should help you begin the semester successfully

Getting Started

Question: After I log in, what are the Student Resource and Training courses I see listed on the L & C tab?

Answer: There are Student Resource and Training courses for both Blackboard and WebCT. All Blackboard students are enrolled in the former and all WebCT students in the latter. These are non-graded courses that contain resource information to assist you with either Bb or WebCT throughout the semester. Email in both is monitored by Online Support personnel and each course contains a “play” quiz which should be taken to ensure that your settings have been properly configured. It is strongly recommended that new online students look at these resources.

Question: Will I hear from my instructor before the semester begins?

Answer: During the week before the semester begins, many online instructors send an email to their students using the students’ LCCC email accounts. To learn how to access your L&C email account, at the top of the Web site click on **Login**. Scroll to the bottom of the screen to the heading **Campus E-mail**. Here, you can access important FAQs about your email account.

Question: Which Web browser should I use?

Answer: Blackboard and WebCT each have distinct specifications about which browser and browser version you should be using. On the **Technical Assistance** page, select the correct Browser Tune-Up for Blackboard and/or for WebCT.

Question: How do I Log into Blackboard?

Answer: In the address line of your Web browser, type the following address: <http://blackboard.lc.edu> and press **Enter** on your keyboard. An alternate address for Blackboard is: <https://blackboard.lc.edu>. You will see: **Log into MyBlackboard**, and should click on the link and enter your username and password.

Question: What are my username and password?

Answer: Your username and password are the same as your BlazerNet ID and password.

Question: Whom do I contact if I need technical help with Blackboard/WebCT?

Answer: Answer: You can do one of the following:

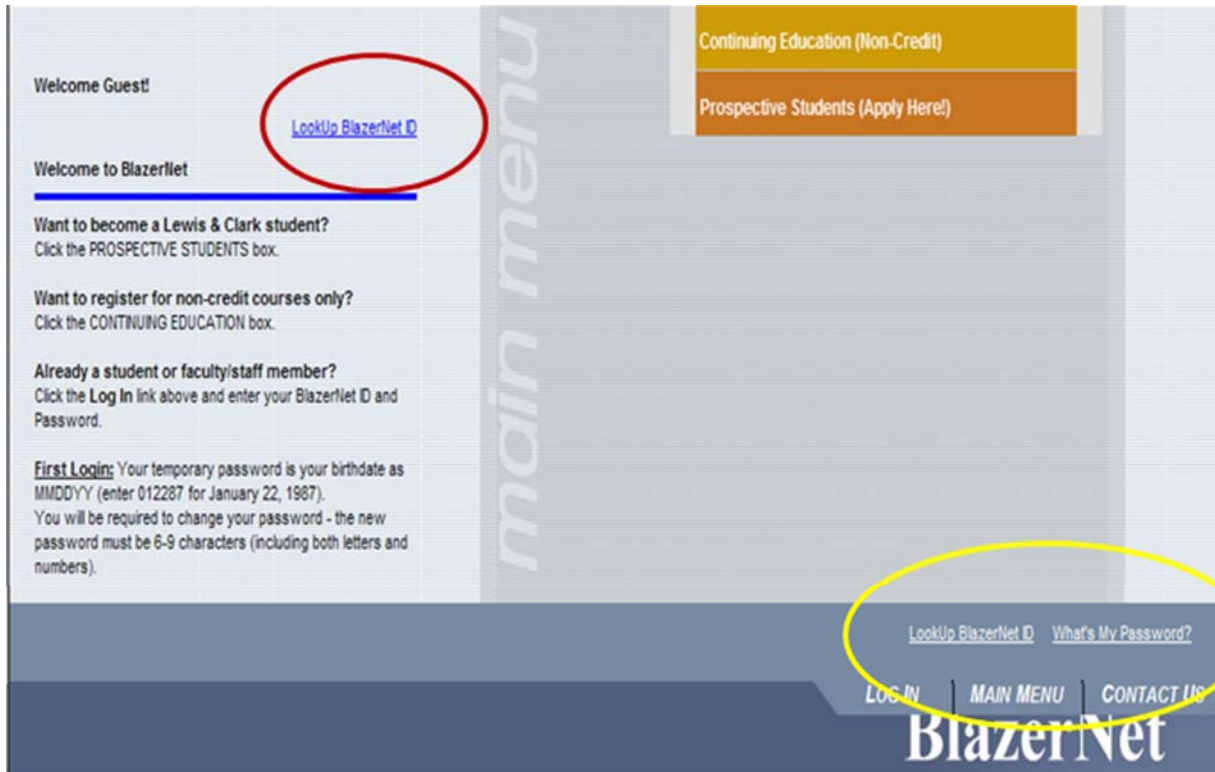
- Email problems within the Blackboard Student Resources and Training course. Email in Blackboard is not course-contained, so the email you send will come to Support’s LCCC email account and Support’s response to your inquiry will go to your LCCC email account.
- Email problems within the WebCT Student Resources and Training course. This email is course-contained, so Support’s response to your inquiry will remain within the course.
- Email problems using your personal email to bb-support@lc.edu
- Contact Support at 618-468-2610.
- Contact your instructor.

If you leave a voice mail or email message, please include your **full name, telephone numbers, course, instructor, the type of Web browser and version you are using and a description of the problem.** Leaving

complete information will expedite the process. Support will handle your problem as soon as possible, usually within a 24-hour period.

Question: What if I forget my Blackboard username and password?

Answer: Since your Blackboard username and password are the same as your BlazerNet ID and password, you can look up your ID and/or change your password in BlazerNet. You can also use the password hints available on the BlazerNet screen.



Question: Is there any other support information about Blackboard available?

Answer: Yes. Blackboard support information is located on the Technical Assistance page.