

Blackboard Technical Support Guide

Issue	Student Support
1. Password change for Bb, E-mail or Banner	<p>You can now change your password or unlock your account on your own though AD self-service.</p> <p>Open to view the directions on how to enroll into the AD Service System</p> <p>Follow this link to reset your password by entering the AD Service System</p> <ul style="list-style-type: none">• Email IT for additional assistance: helpdesk@atlantatech.edu
2. Cannot login to Blackboard	<ul style="list-style-type: none">• Check password. If that is the issue return to Issue 1.• Clear Cache<ul style="list-style-type: none">a. Close all SSO Accounts (e-mail, Bb, Banner)b. Open Chrome and clear your cache<ul style="list-style-type: none">• Select to download Chrome• Select to watch video tutorial on how to clear cachec. Close Chromed. Restart your computere. Use Chromef. Navigate to the Atlanta Tech Blackboard Siteg. Select the faculty and student login link:h. Login with your Single Sign On (SSO) information• If issues continue contact IT for assistance: helpdesk@atlantatech.edu
3. Cannot access course(s) in Bb	<ul style="list-style-type: none">• Be sure you are correctly registered in Banner. Banner sends information automatically to Bb. If you are listed in Banner you will appear in Bb within 24 hours.• If it has been over 24 hours and you are correctly listed in Banner reach out to the Registrar.<ul style="list-style-type: none">○ Registrar: ATCRegistrar@atlantatech.edu
4. Not on roster but still showing in Bb.	<ul style="list-style-type: none">• Be sure you are not enrolled through Banner. If you are not enrolled, you should be removed from the Bb roster within 24 hours.• If it has been over 24 hours and you are correctly listed in Banner reach out to Distance Education Team:<ul style="list-style-type: none">○ Distance Education Team: Onlinesupport@atlantatech.edu
6. Issues with Publisher Content	<ul style="list-style-type: none">• Contact your instructor or the customer support number from your textbook.
7. Grade Book Issues	<ul style="list-style-type: none">• Contact your instructor. The distance education team cannot grade or adjust grades or due dates for any assignments or assessments.
8. General Bb Help/Training	<ul style="list-style-type: none">• Review the Bb Resources in the Student Learning Community on Bb• Attend a Bb orientation or review the online orientation• Ask instructor for course specific help• Contact the Distance Education Team<ul style="list-style-type: none">○ onlinesupport@atlantatech.edu