



# Log On Information Guide Blackboard

UNIVERSITY of **HOUSTON**

## ● What are Blackboard Vista and Blackboard Learn?

Blackboard Vista is an online course system provided by the University of Houston to help instructors put course material online. Blackboard Learn 9 is a newer version of Blackboard Vista. In Spring 2012, a few courses will use Blackboard Learn 9, while most courses will continue using Blackboard Vista 8. All UH courses will move to Learn 9 within the next few semesters. Note that “Blackboard – College of Engineering” is a separate system used for some engineering classes.

## ● Will my classes use Blackboard?

Maybe. Individual instructors decide if they will use Blackboard. Your instructor will inform you if your class uses one of these systems. If your instructor requests the use of Blackboard after classes start, allow 1-2 days for the course to appear in your Blackboard course list.

## ● What’s my User Name?

- For Vista 8, your User Name is your **PeopleSoft ID**. Be sure to include the leading zeroes.
- For Learn 9, your User Name is your **CougarNet ID**.
- If you don’t know your PeopleSoft or CougarNet ID, contact Support for students, as shown below.
- You will **NOT** get an account if your instructors do not use Blackboard for your courses.
- Your courses may be available on or after the first day of class, or within 1-2 days after the instructor requests the use of Blackboard.
- If you register late or change sections, allow 1-2 working days **AFTER YOU REGISTER** for the class to be available to you in Blackboard.

## ● What’s my password?

The initial password is your 6-digit birth date in the format **mmddyya!** where “a” is the first initial of your last name in lower case. The exclamation point is required as part of the password. For example: April 1, 1992 for Jane Smith would be entered as 040192s! You will be required to change your password the first time you log on and every 90 days after that.

## ● Where do I find my courses online?

Go to <http://www.uh.edu/blackboard> and click the blue “**Blackboard Vista**” button or the “**Blackboard Learn**” link.

## ● How do I get help? How do I contact Support?

Support for students using Blackboard Vista or Blackboard Learn is available in multiple ways:

- 1) **Online** at <http://www.uh.edu/blackboard> - Check out Student Help for common problems.
- 2) **By phone** at **713-743-1411** - 24 hours a day, 7 days a week (except university holidays).
- 3) **In person** on the main campus in Room **116-PGH** or **1<sup>st</sup> floor of MD Anderson Library**, Monday-Friday, 8 am-8 pm (except university holidays). Call 713-743-1411 for other locations and times.
- 4) **By email** to [support@uh.edu](mailto:support@uh.edu) with your full name, course name and number, class number, instructor’s name, and a description of the problem.
- 5) **By live chat** at <http://www.uh.edu/infotech/livechat> - See hours of availability at <http://www.uh.edu/blackboard/help/index.html>.