



Log On Information Guide Blackboard

UNIVERSITY of **HOUSTON**

● What is Blackboard Learn?

Blackboard Learn is an online learning management system provided by the University of Houston to help instructors put course material online and to provide online tools for interactive teaching and learning. Blackboard Learn is used in support of face-to-face, hybrid, and fully online courses.

● Will my classes use Blackboard?

Maybe. Individual instructors decide if they will use Blackboard. Your instructor will inform you if your class uses Blackboard. 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.

● Where do I find my Blackboard courses?

- Go to **AccessUH** at <https://accessuh.uh.edu> to access Blackboard Learn and many other UH systems with your **CougarNet** username and password.
- OR you can go to <http://www.uh.edu/blackboard> and click the white “**Blackboard Learn**” button.
- Log in with your **CougarNet ID and password**.

● More information on accessing Blackboard courses

- Your CougarNet password expires every 90 days.
- To reset your CougarNet password, go to <https://ssl.uh.edu/cougarnet-wizard>.
- **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 and 2-3 working days to see Blackboard Learn in AccessUH.
- If you don't know your CougarNet ID, look it up at <https://accessuh.uh.edu>, or contact Support for students, as shown below.
- You will **NOT** have access to Blackboard, 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, or within 1-2 days after you complete registration for the course.

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

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

- 1) **Online** at <http://www.uh.edu/blackboard> - Check out the Student Help page for useful information.
- 2) **By phone** at **713-743-1411** - 8 am to 8 pm daily (except University holidays).
- 3) **In person** in 58 MD Anderson Library on the main campus in the **Tech Commons** area accessible from the back entrance of **MD Anderson Library**, 8 am to 8 pm daily (except University holidays).
- 4) **By email** to support@uh.edu with your full name, course name and number, class number, instructor's name, and a detailed description of the problem.
- 5) **By live chat** at <http://www.uh.edu/infotech/livechat> - Monday-Friday 8 am to 8 pm (except University holidays).