



DISTANCE EDUCATION

Helping Online Students – FAQs

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Accessing Blackboard

What browser do I use to access my online courses?

Blackboard works best in Google Chrome and Mozilla Firefox but will also work in Safari (Safari is not recommended). Internet Explorer does not work with Blackboard. Microsoft Edge does not work with Blackboard and should not be used.

How do I login to Blackboard?

If this is your first time logging into a CGTC resource, you will need to [reset your password before proceeding](#). This password will be used for all CGTC resources including email, Student Portal, BannerWeb, Blackboard, and campus computers.

If you have not completed the initial setup of CGTC Single Sign On, please follow the new [Single Sign On Setup directions](#). You will only need to complete this setup once.

Once you complete the CGTC Single Sign On Setup, follow the directions below to login to Blackboard.

- Login to [CGTC Single Sign On](#)
- Select the Blackboard app

If you still cannot login, please contact our Customer Communications Center at 478-988-6800(Press 1).

Student Login Frequently Asked Questions

What is my student username?

For Single Sign On and the Student Portal, the login username is your college email address. Your college email address is provided in your college acceptance email. You may also locate your email address through the Password Reset process (see below).

I forgot my password. What do I do?

You can reset your password in the [Student Portal](#). Click the **Reset Password?** under the green Login button and complete the form to reset your password. If you are still unable to login to Blackboard, please contact our Customer Call Center at 478-988-6800 (Press 1).

Blackboard Course Issues

I don't see my classes in Blackboard. Where are they?

You will not see your courses until the first day of the course. Please verify the course start date in [BannerWeb](#), not all courses start on Day 1 of the semester. Also verify your course is not an eCampus course - eCampus courses use a different site.

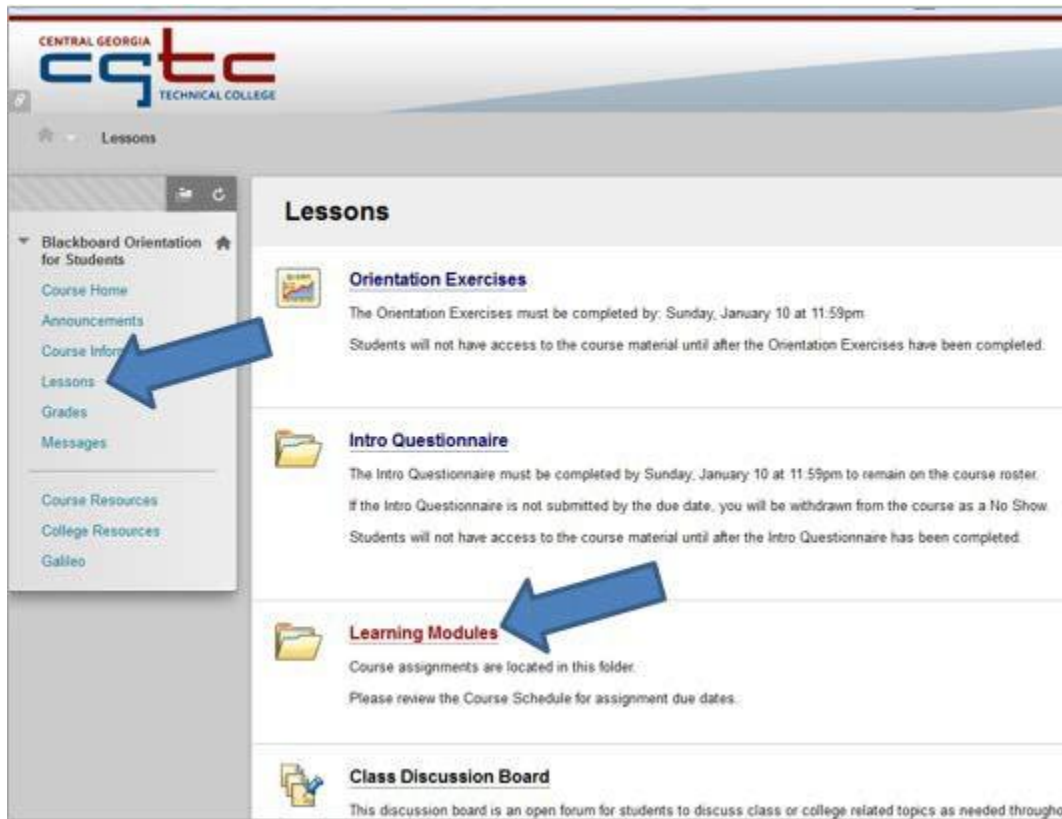
If you do not see one (or more) of your courses, please verify your course schedule using [BannerWeb](#) or through your advisor, then contact your advisor and the instructor for the course. If you need additional assistance, please contact the Customer Call Center at 478-988-6800 (Press 1).

I see my Blackboard class but I don't see any of the assignments. Why not?

Some courses require the completion of one or more initial assignments before you will have access to the course material. If you have completed these assignments and still do not see the course material, please email your instructor. For additional assistance, please contact the Customer Call Center at 478-988-6800 (Press 1).

I can't find the Assignments folder in my course. Where is the course content?

To access the course content, select the Lessons link in the navigation menu at the left. The course content is located in the Learning Modules folder.



The screenshot displays the Blackboard interface for a course. At the top left is the Central Georgia Technical College logo. Below it, the page title is 'Lessons'. On the left side, there is a navigation menu with the following items: 'Blackboard Orientation for Students', 'Course Home', 'Announcements', 'Course Information', 'Lessons', 'Grades', 'Messages', 'Course Resources', 'College Resources', and 'Galileo'. The 'Lessons' item in the menu is highlighted with a blue arrow. The main content area is titled 'Lessons' and contains four items:

- Orientation Exercises**: The Orientation Exercises must be completed by: Sunday, January 10 at 11:59pm. Students will not have access to the course material until after the Orientation Exercises have been completed.
- Intro Questionnaire**: The Intro Questionnaire must be completed by Sunday, January 10 at 11:59pm to remain on the course roster. If the Intro Questionnaire is not submitted by the due date, you will be withdrawn from the course as a No Show. Students will not have access to the course material until after the Intro Questionnaire has been completed.
- Learning Modules**: Course assignments are located in this folder. Please review the Course Schedule for assignment due dates. A blue arrow points to the folder icon.
- Class Discussion Board**: This discussion board is an open forum for students to discuss class or college related topics as needed throughout the course.

I received an incomplete for a course the previous term. How do I access the course?

If you have an incomplete from the previous term, you should see the course in the Course List when you login to Blackboard. If you are unable to see the course, please contact the course instructor. For additional assistance, please email online@centralgatech.edu.

Courses Using MyLabs, SAM, Connect, or Other Sites in Addition to Blackboard

What if I have trouble accessing publisher material?

If your course uses a publisher site or publisher material that requires a password, for example MyLabs (MyMathLab, MyCOMPLab, etc), SAM, Connect, etc. and you are having trouble accessing the site or the material, please contact the course instructor for assistance. For additional assistance, please contact the Customer Call Center at 478-988-6800 (Press 1).

Additional Blackboard Information

How to find Blackboard Student Orientation Material

Information is available on the [Blackboard Help Page](#).

Students will also have access to a self-paced Student Orientation course within Blackboard.

Students can drop by the [Academic Success Center](#) for a hands-on Orientation Session.

Other Technology Issues

If you have trouble with any of the following:

- Logging into Blackboard
- Logging into College email
- Logging into the Student Portal
- Logging into BannerWeb
- Accessing the Video Server

Please contact the Customer Call Center at 478-988-6800 (Press 1) for assistance.

If you have trouble with a class website other than Blackboard, please contact your course instructor or the publisher of the website. Examples include: MyMathLab, SAM, GDP, and CourseMate.

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