



DISTANCE EDUCATION

Helping Online Students – FAQs

ver. 05-17-2021

Use the links below to quickly navigate within this document.

Accessing Blackboard

- [What browser do I use to access my online courses?](#)
- [Where do I go to login to my online class?](#)
- [How do I login to Blackboard?](#)

Student Login Frequently Asked Questions

- [What are my Blackboard username and password?](#)
- [Where do I locate my Blackboard username?](#)
- [How Do I Reset My Blackboard Password?](#)

Blackboard Course Issues

- [I don't see my classes in Blackboard. Where are they?](#)
- [I see my Blackboard class, but I don't see any of the assignments. Why not?](#)
- [I can't find the assignments folder in my course. Where is the course content?](#)
- [I received an incomplete for a course the previous term. How do I access the course?](#)

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

- [What if I have trouble accessing publisher material?](#)

Additional Blackboard Information

- [How to find Blackboard Student Orientation Material](#)
- [Faculty/Staff: What to do when you are unable to answer a Blackboard question](#)
- [Other Technology Issues](#)

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 well with Blackboard and is not recommended.

Where do I go to login to my online courses?

There are two options for accessing the Blackboard website:

Option 1:

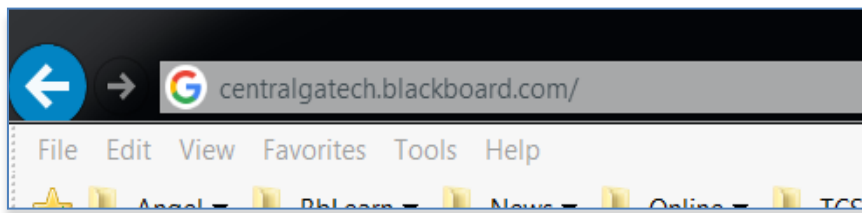
Open a browser.

Once the browser opens, locate the address bar.

In the address bar, type: centralgatech.blackboard.com (do not use www)

Then press ENTER.

This will open the CGTC Blackboard Portal

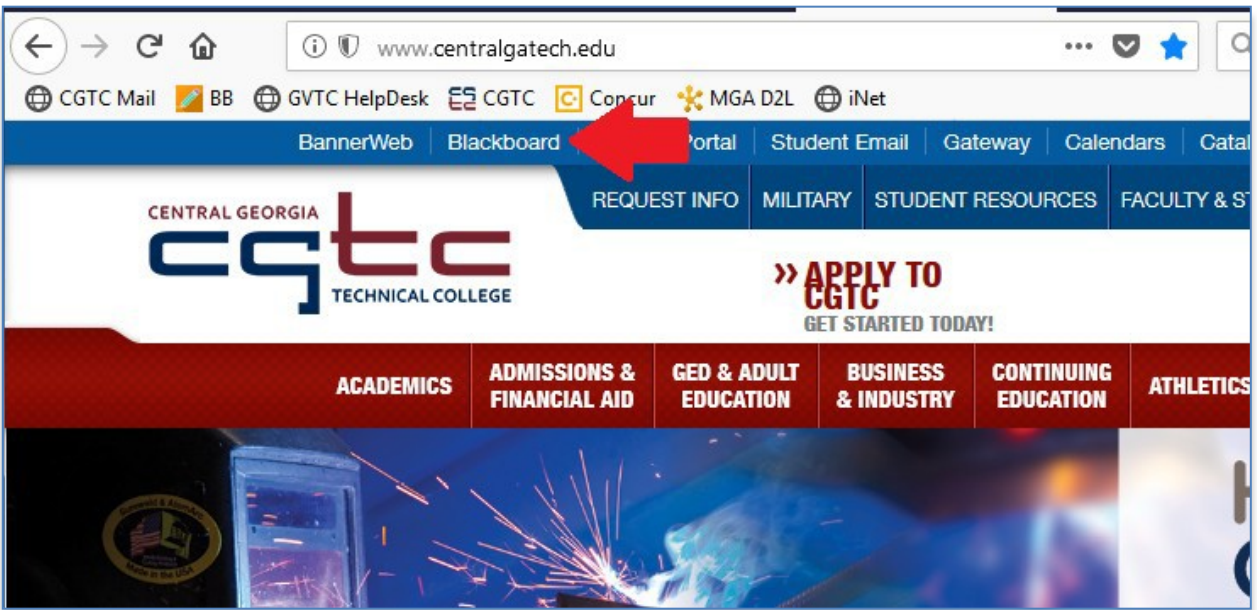


Please note: this is a good option to use when the CGTC website is down.

Option 2:

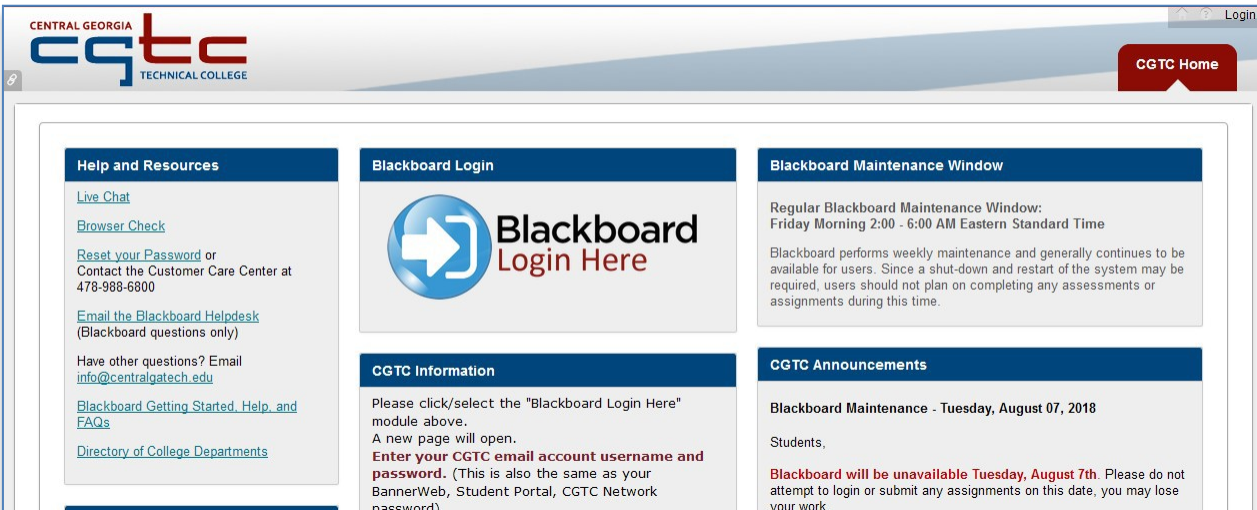
Open a browser.

Go to the [Central Georgia Tech home page](#) and select the Blackboard link.



How do I login to Blackboard?

On the Blackboard Home page, click/select the “Blackboard Login Here” logo to open the login page.




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, 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.

On the CGTC login page, enter the following:

User Name: Your CGTC student email address. [Look up your email address](#).

Password: If you do not know your password, you will need to [reset your password](#).



CENTRAL GEORGIA
cgtc
TECHNICAL COLLEGE

Sign In

Username

Password

Remember me

Sign In

Need help signing in?

Student Login Frequently Asked Questions

What are My Blackboard Username And Password?

The username and password are the same as the username and password used for BannerWeb, Student Portal, and email. Your username is your CGTC Student email address.

Where Do I Locate My Blackboard Username/Email Address?

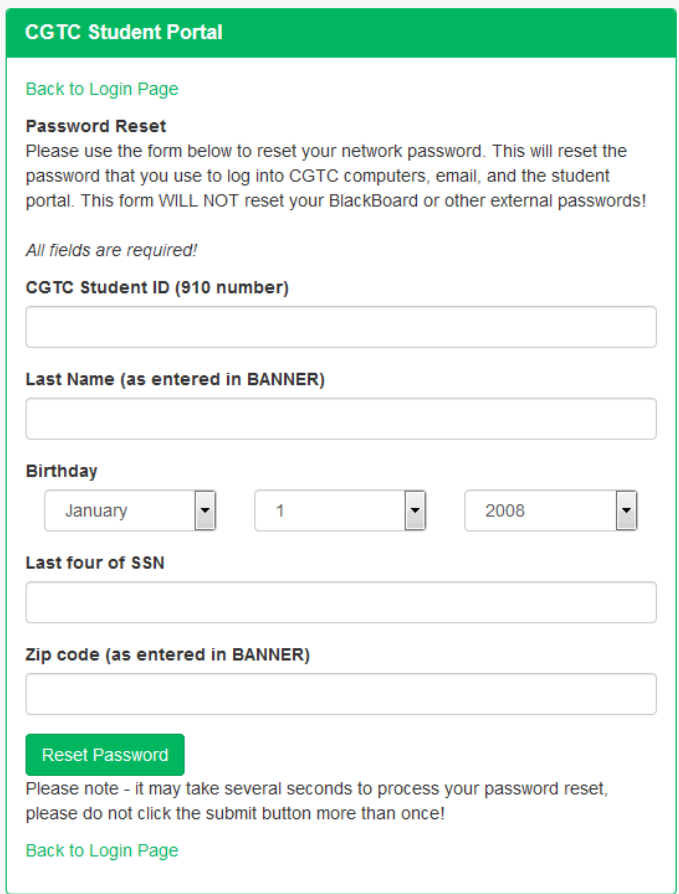
You can locate your username/email address using our [information lookup page](#). Or contact the Customer Call Center at 478-988-6800 (Press 5).

I can't login to Blackboard, what do I do now?

1. If you are a new student, there is up to a 1-hour delay after you receive your acceptance email before you can login to college resources. You will not be able to login to Blackboard until 5 business days prior to the start of the semester.
2. Use the [information lookup page](#) to verify you are using the correct username (i.e. email address).
3. Use the password reset page to reset your password (please note, this will reset your password for all college resources – BannerWeb, student email, student portal, on campus computers).
4. If you still cannot login, please contact the Customer Call Center at 478-988-6800 (Press 5).

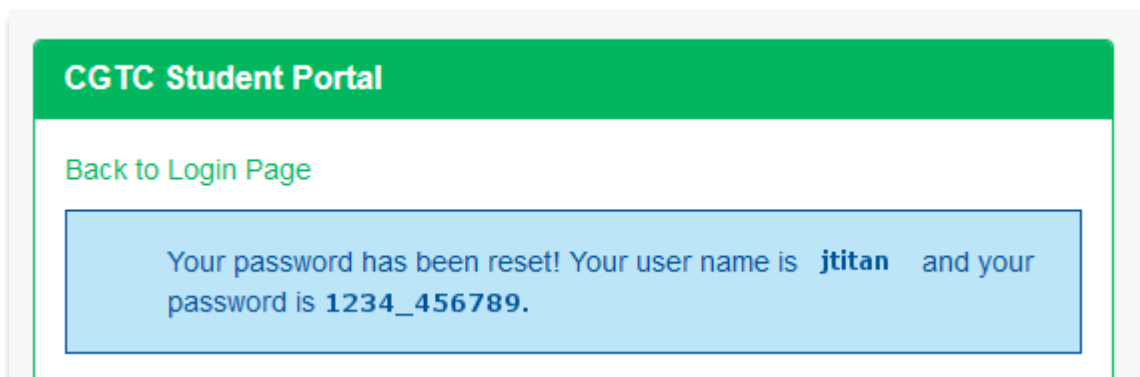
How Do I Reset My Blackboard Password?

From the [Blackboard home page](#), click the "[Forgot Your Password?](#)" link to open the CGTC Password Reset page.



The screenshot shows the 'CGTC Student Portal' header in a green bar. Below it is a link for 'Back to Login Page'. The main section is titled 'Password Reset' and contains instructions: 'Please use the form below to reset your network password. This will reset the password that you use to log into CGTC computers, email, and the student portal. This form WILL NOT reset your BlackBoard or other external passwords!'. A note states 'All fields are required!'. The form includes several input fields: 'CGTC Student ID (910 number)', 'Last Name (as entered in BANNER)', 'Birthday' (with three dropdown menus for month, day, and year), 'Last four of SSN', and 'Zip code (as entered in BANNER)'. A green 'Reset Password' button is located below the form. A note below the button says 'Please note - it may take several seconds to process your password reset, please do not click the submit button more than once!'. At the bottom is another 'Back to Login Page' link.

Enter the requested information. Select "Reset Password" and a new password will be generated:



The screenshot shows the 'CGTC Student Portal' header in a green bar. Below it is a link for 'Back to Login Page'. A large blue box contains the message: 'Your password has been reset! Your user name is **jtitan** and your password is **1234_456789**.'

Please note, this will reset your password for all CGTC resources, including email, Student Portal, BannerWeb, and on campus computers.

If you are still unable to login to Blackboard, please contact our Customer Call Center at 478-988-6800 (Press 5).

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.

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 0).

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 0).

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 Central Georgia Technical College. The top header features the college's logo. Below it, a navigation menu on the left lists various options, with 'Lessons' selected and highlighted. The main content area, titled 'Lessons', contains four items:

- Orientation Exercises**: A document icon. Text: "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**: A folder icon. Text: "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**: A folder icon. Text: "Course assignments are located in this folder. Please review the Course Schedule for assignment due dates." A blue arrow points to this item.
- Class Discussion Board**: A document icon. Text: "This discussion board is an open forum for students to discuss class or college related topics as needed throughout the semester."

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. 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.

For Faculty/Staff: What to do when you are unable to answer a Blackboard question

If you are unable to assist a student with an online class question, please email online@centralgatech.edu for guidance.

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 Gateway
- 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.

Central Georgia Technical College (CGTC) does not discriminate on the basis of race, color, national origin, gender, age or disability. The Title VI/Title IX/Section 504/ADA Coordinator for CGTC nondiscrimination policies is Cathy Johnson, Executive Director of Conduct, Appeals & Compliance; Room A-136, 80 Cohen Walker Drive, Warner Robins, GA 31088; Phone: (478) 218-3309; Fax: (478) 471-5197; Email: [cajohnson@centralgatech.edu](mailto:cjohnson@centralgatech.edu).