



## DISTANCE EDUCATION

Helping Online Students – FAQs

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Use the links below to quickly navigate within this document.

### Accessing Blackboard

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

### Student Login Frequently Asked Questions

- [What is my student username?](#)
- [I forgot my password. What do I do?](#)

### 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 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 5).

## 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.

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 5).

### 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 Content tab in the navigation bar at the top. The course content is located in below the Course Information and Orientation modules.

835\_ACRP1000

## ACRP1000 INTRO TO AUTO COLLISION REPAIR

Content Calendar Announcements Discussions Gradebook Groups

### Course Content

- Course Information & Resources**  
Find the course syllabus, schedule, faculty contact information, and course resources here!
- Orientation**
- First Assignment - Intro Questionnaire**  
No due date  
The First Assignment-Intro Questionnaire must be completed by \*\*instructor enter date here\*\*.
- Chapter 1**  
Introduction to Collision Repair

### 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](mailto: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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