

## Access Issues with Blackboard

**1. When I click on the link on the My Courses tab inside My NWACC Connection, it asks me to log in again. But no matter what username and password I use, it doesn't work.**

This could be a couple of things -- you are either not enrolled in the class [like maybe you were dropped for non-payment?], or you just added the class and the system hasn't caught up yet. If either of these is true, contact Student Records [number above] to verify that you are actually enrolled. If you are enrolled in the class, and this problem persists, try number 5 below.

**2. When I click on the link on the My Courses tab inside My NWACC Connection, I get an error message that says something like "access denied" or "you are not enrolled in any Blackboard classes".**

The Blackboard system automatically denies access to students before the semester begins, and classes do not show up on your Blackboard list until the first day of classes. If you want to verify that you are enrolled in the class, contact Student Records [number above] or your instructor.

**3. When I click on the link on the My Courses tab inside My NWACC Connection, my browser does some other weird thing, like directs me to another page, or shuts down, or something...**

It could be that you have some kind of browser configuration issue on your computer. Examples of browsers are Internet Explorer, Firefox, Google Chrome, or similar browsers on the Mac. Go to this web page <http://www.nwacc.edu/disted/nwdewcctt.php> and click on the link "Check your Browser for Compatibility". This tool will examine your computer settings and tell you if anything is not configured correctly. When it displays the results, if any of the items have red x's next to them, that means there is a problem with the way your computer is configured. You need to go to the link at the bottom of the result screen called [Step-by-step instructions to properly configure your browser](#) and follow the directions to fix the problems.

If your computer is configured correctly, it could be problem #5 below.

**4. When I try to log in at <http://nwacc.blackboard.com> it says my username or password isn't correct.**

Your username is the same one you use for MNC, something like your first initial and last name, all lower case, all one word [like for Sally Smith, it would be something like ssmith]. Please call Student Records -- 479-619- 4398 -- to get your correct PIN [password].

**5. Sometimes I get an error message saying I am already logged into Blackboard. What does this mean?**

Blackboard remembers if you have already been logged in, and won't let you be in the system twice using two different browser windows. To fix this, shut your browser down completely and then open a new browser session and log in.

**If your problem is not resolved, please contact [dl@nwacc.edu](mailto:dl@nwacc.edu) for assistance.**