BLACKBOARD LOGIN FAQ

Q: If I am not able to login to Blackboard what do I do?
A: Be sure you are following the login procedures above.

Q: Who do I call if I cannot login?
A: Please call 1-866-361-8969 for telephone support available 24/7/365.

Q: Who do I contact if I CAN login but I do not see a Blackboard class site for one or more of my classes?
A: Contact DLC Chris Square 662-476-5347 or email: csquare@eastms.edu. The best way to contact Chris Square is by email.

Q: Who do I contact if I have questions about my online classes such as important dates (drop/add, withdrawal, attendance, online exams) or other issues?
A: Contact DLC Chris Square at 662-476-5347 or email: csquare@eastms.edu. The best way to contact Chris Square is by email.

Q: When a student logs into Blackboard, how will the student know which Blackboard class sites are to be used for their traditional (on campus) class and which are for their online classes?
A: The student will know the difference based on the Blackboard class name. ONLINE CLASS NAMES APPEAR AS: Spring09 BIO113401VS (MSVCC). The MSVCC will indicate that the Blackboard site is for an ONLINE class and not traditional. Traditional Class Blackboard course name appear as: Spring09 BIO 1134 SC01, GT01, etc. There is NO (MSVCC) designator in the Blackboard class name. 100% online courses are NOT the same as a traditional class Blackboard course site. Online classes have special expectations, policies, procedures, calendar, withdrawal dates and class deadlines. The student must be sure to understand the difference between the online class and the traditional class Blackboard site and the expectations set forth by the instructor for each.
Q: Who do I contact if I have a question that relates to my class such as submitting assignments?

A: Student should contact their instructor when assistance is needed with course material or in submitting assignments.

Q: I forgot my password to access Bb?

A: Please call 1-866-361-8969 for telephone support available 24/7/365

Q: If I have a student account hold will I be able to access my class?

A: If you have a student hold you WILL not be able to access your online classes.

Q: Who do I contact for EMCC Student email or LEO?

A: John Dillon at 662-243-1939 or jdillon@eastms.edu.