

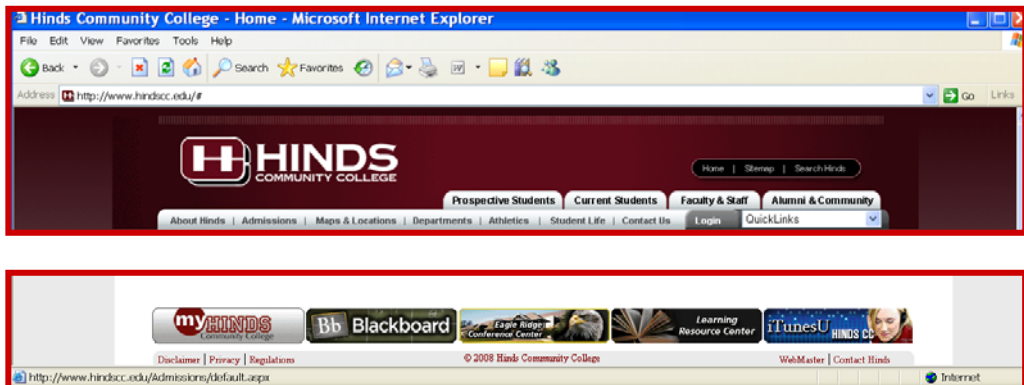


- How to Log-in
- Submitting Assignments
- Troubleshooting



How to Log-in

1. You have several options for accessing Blackboard.



- Connect to the Internet and go directly to <http://hindsccl.blackboard.com>.
- Open the Hinds website at www.hindsccl.edu and click on the Login option at the top of the page. Pull down to Blackboard.
- On the Hinds website, click on the Blackboard logo at the bottom of the page.

2. After you open Blackboard, you must then log-in to the system. You will be required to enter your username and password.

Login to Hinds Blackboard

Welcome to the Hinds Community College Blackboard system. This Blackboard system is for traditional (face-to-face) classes only. All Hinds faculty, staff and students have access to Blackboard. Your USERNAME is the first letter of your first name, your last name and your Colleague ID number all as one word (jdoe1312671). Your DEFAULT PASSWORD is your birthdate without slashes (Ex.022875). If you are experiencing problems logging in, please call 601-857-3257.

Username:

Password:

[Forgot your password?](#)

USERNAME

3. Your username is composed of 3 items: your first initial + your last name + your 7-digit Hinds ID number. Do not space between these items.

YOU MUST ENTER YOUR NAME IN ALL LOWER CASE LETTERS.

Jill Smith's Username: jsmith1029052

PASSWORD

4. Your password is your birthday. Use a **mmddy** format. From the example above, Jill Smith's birthday is January 9, 1998.

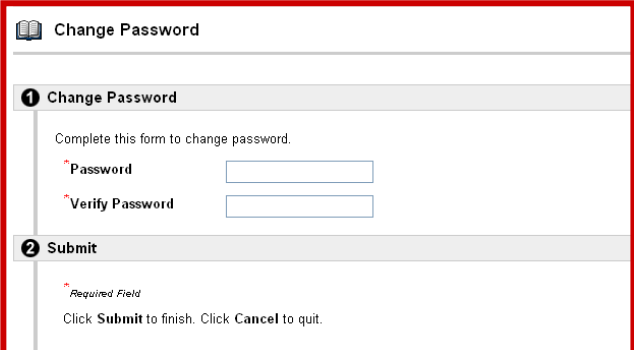
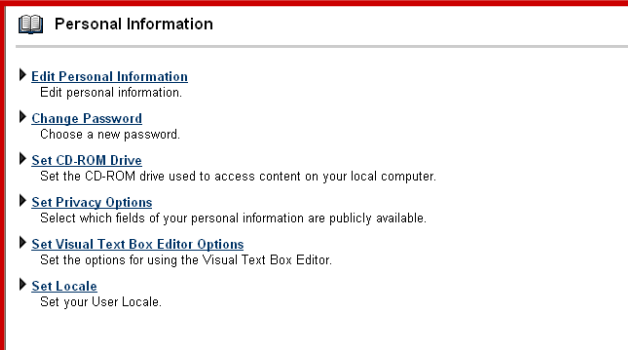
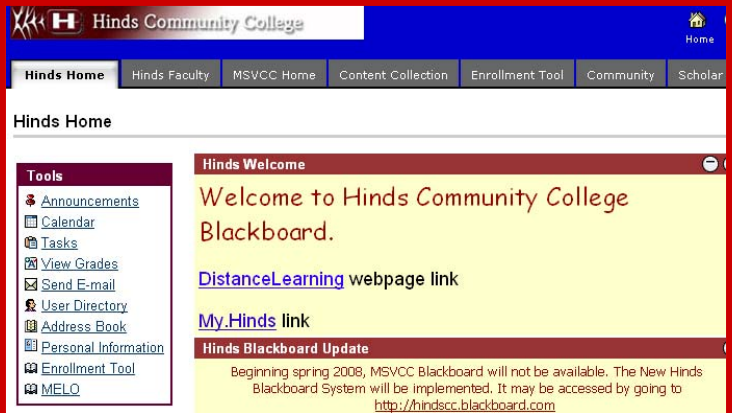
Jill Smith's Password: 010998

How to Find Your 7-Digit Hinds ID

1. Look on your Hinds registration ticket or your Hinds ID card to locate your Hinds ID number.
2. Present photo identification to Admissions and Records to obtain this number.
3. Login to My Hinds and click on "What's My User ID?" Enter your last name and social security number. Your Hinds ID should appear in the next box.

CHANGING YOUR PASSWORD

5. After you have successfully logged-in, you can change your password if you wish. From the Tools menu, click on "Personal Information" and from the next screen, select "Change Password." Follow all directions on the "Change Password" screen. Keep your password information in a secure location.



OPENING YOUR CLASSES

6. You can access your courses by clicking the **MY STUDENT HOME HINDS** tab at the top of the screen. All of your classes will appear on the site. If you are taking online classes, you will see that your MSVCC classes now appear alongside your on-campus Hinds classes.



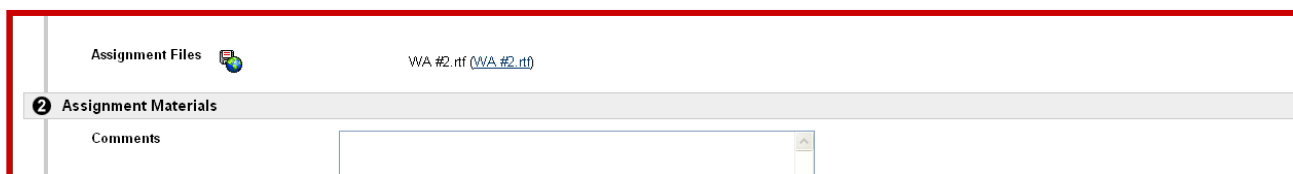
Submitting Assignments

The first thing to remember when submitting assignments through Blackboard is to **FOLLOW YOUR INSTRUCTOR'S DIRECTIONS**. Assignments can be submitted in a number of ways. Therefore, do not assume that all instructors will follow the same procedures. The descriptions of the procedures below describe common tasks that teachers expect of you when you complete assignments.

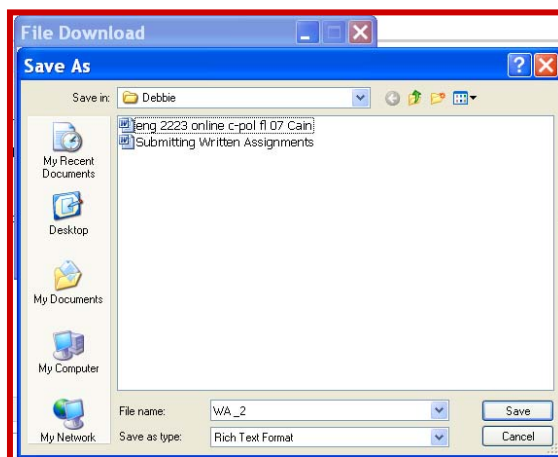
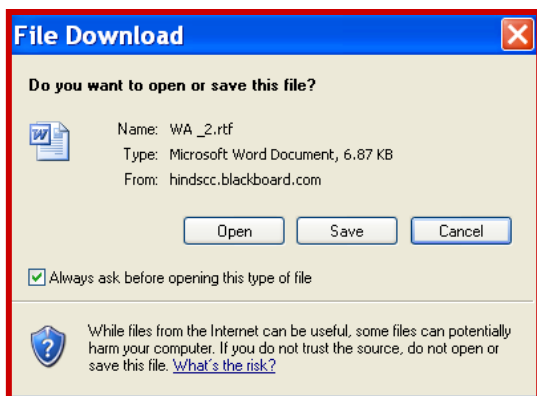
DOWNLOADING ASSIGNMENT FILES

Instructors can post assignments in any of the course content areas such as Course Documents or Assignments.

1. First, click on the assignment link beside “Assignment Files.”

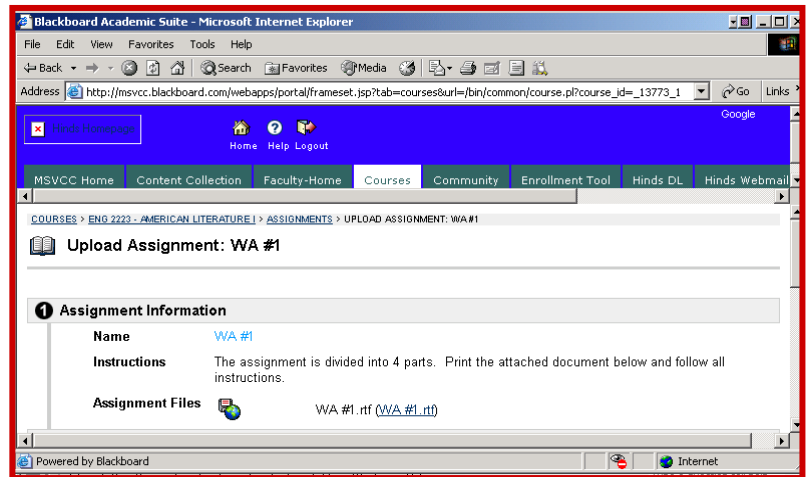


2. When the “File Download” box appears, you can opt to simply “Open” the file or you can click on “Save” to keep a copy of the assignment on your computer.

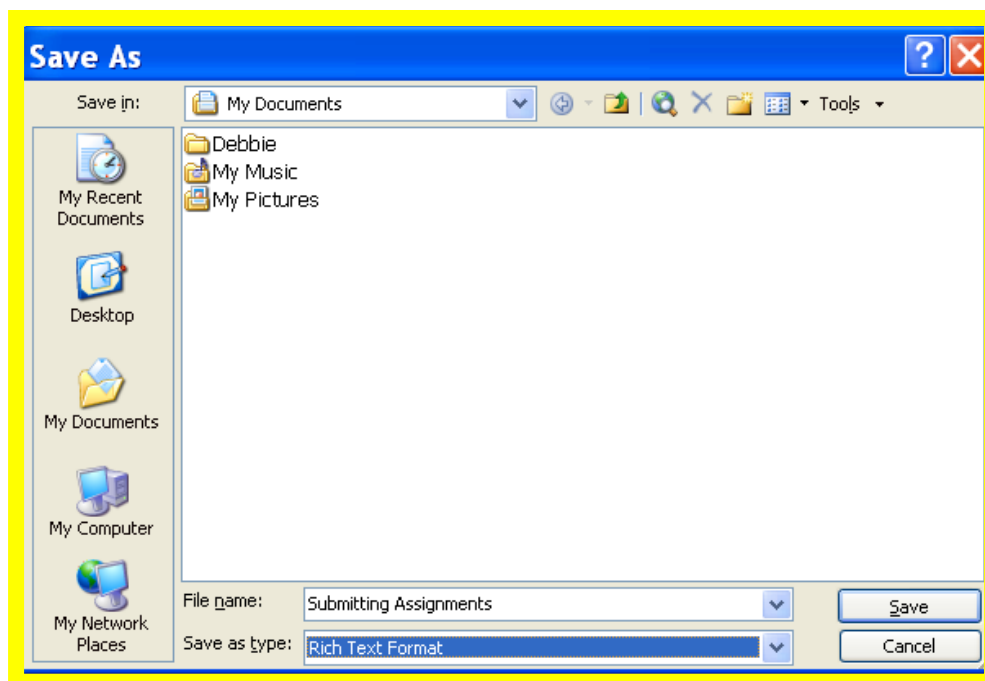


Written Assignments

1. Open the assignment. Click on the link beside “Assignment Files” and **read all assignment instructions**.
2. Open a word processing document on your computer and type your assignment. Do not use WORD PAD. Often these files will not transmit correctly when uploaded to the class site.
3. Save a copy of the file on your computer’s hard drive or other storage device. Be certain to include your name in the document. DO NOT send the file to your instructor through e-mail unless the instructor requires submission in that way.

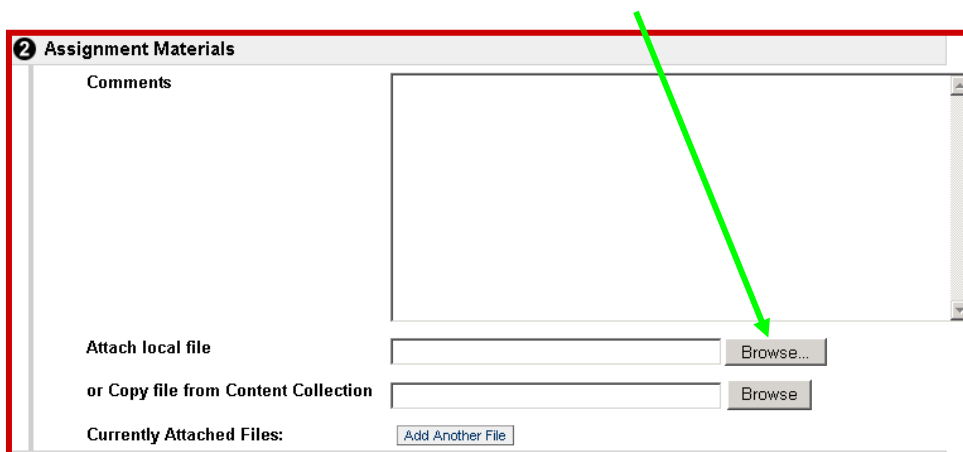


Hinds uses Microsoft WORD word processing software. If you are not using MS WORD (not the same as MS Works), in the box that says “Save as type,” select Rich Text.

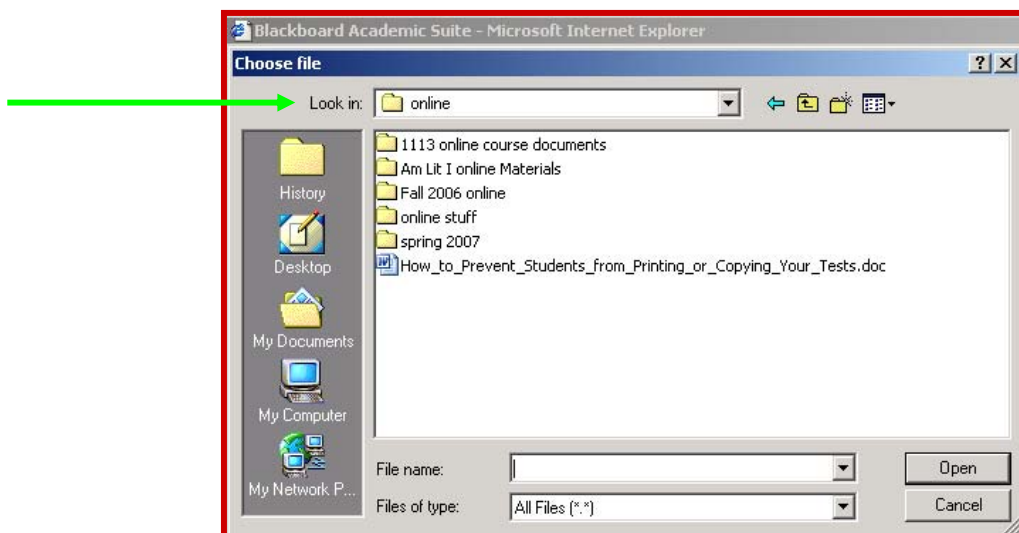


UPLOADING YOUR ASSIGNMENT

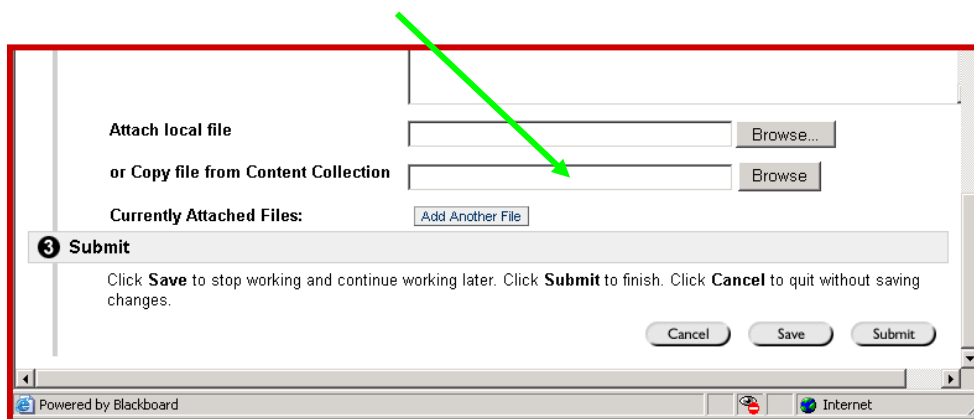
1. On the assignment page, scroll down to #2, "Assignment Materials." Click on the first "Browse" button, to the right of "Attach local file."



2. A pop-up dialogue box will appear. Use the down arrow beside LOOK-IN to search your computer and find the file you saved. Double-click on the file.



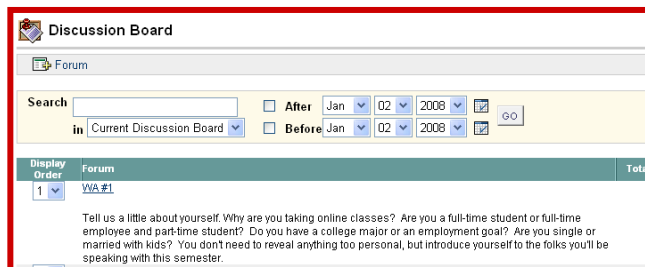
4. The name of your file should now appear in the box to the right of "Attach local file" and to the left of the BROWSE button. Click SUBMIT at the bottom of the page.



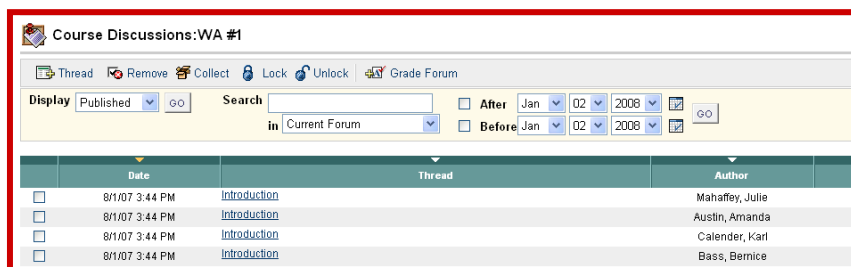
DISCUSSION BOARD

Some of your assignments will be submitted through the discussion board.

1. Click the Communication button and the Discussion Board.
2. Click the name of the Forum you have been assigned.



3. You can read threads (messages) posted by your classmates, reply with a thread of your own, or begin a new thread.



Troubleshooting

Web Browser

Blackboard was designed to run using Internet Explorer. Therefore, the system may not work correctly if you use other Internet browsers such as AOL, MSN, or Netscape. AOL users can login to AOL, minimize the AOL browser, and launch Internet Explorer. You can download the latest version of Internet Explorer at <http://www.microsoft.com/windows/ie/downloads/>.

Basic Cleanup

First of all, you should be running protection software that guards against viruses. Also, you should defrag your computer on a regular schedule.

To help your computer run more smoothly and thus help Blackboard operate more efficiently, it is a good idea to do some basic cleanup on your computer. Each of the following clean-up procedures will take a few minutes to complete but are worth your time because they may help prevent some common Internet issues from causing difficulty with your instructional experiences in Blackboard.

1. Launch Internet Explorer.
2. From the top menu, click on TOOLS and pull down to INTERNET OPTIONS.
3. On the INTERNET OPTIONS screen select the GENERAL tab.
4. Click Delete Cookies.
5. Click Delete Files.
6. Click Clear History.

HCC Support -vs- Blackboard 24/7 Help

The Blackboard Support Center can answer questions about Blackboard for both on-campus and online classes. However, the Blackboard 24/7 Support Center is not available to help you with questions about Hinds e-mail or other on-campus electronic needs. Hinds maintains a Support Center that can assist you.

Hinds Community College Support

Hours of Operation	Phone	E-Mail
Monday-Friday 7:30 a.m.-7:00 p.m.	601.857.3344 Try to phone as the problem is occurring.	support@hindsc.edu Leave a complete description of the problem.

Blackboard 24/7 Help

If you are having difficulty with Blackboard, you have access to help around the clock. You may receive help in a variety of ways:

1. Click on the 24/7 Support tab at the top of the page.

The screenshot shows the Blackboard 24/7 Support page for Hinds Community College. The page features a navigation bar with tabs for Home, Help, Logout, and various support options. The main content area includes a welcome message, a 'PLEASE NOTE' section, and several service options: Live Chat, Knowledge Base, Downloads, and Submit a Ticket. Below these are sections for 'Most Popular Topics' and 'Most Recent Topics', each with a list of questions and their respective view counts and dates.

Topic	View
1. Blackboard Login Issues	1
2. How do I get my username and password for Blackboard/D2L?	1
3. Where can a student find information on registration?	
4. Proctored Testing Centers	
5. Students- What is the password to log into Blackboard or D2L? How can I change my password?	

Topic	Date
1. When I upload a Microsoft Word document into Content, why do I see strange code when I open the document? Such as: <!--[SupportEmptyPara]--> <!--endif-->	10/4/20
2. What are conditions and associations?	10/4/20
3. How do I request a course shell for D2L?	10/4/20
4. How do I request a course shell for Blackboard?	10/4/20
5. Where can a student find information on registration?	10/2/20

2. Browse the “Most Popular Topics” and “Knowledge Base” to see if you can troubleshoot your problem on your own. **Try this option first.**
3. Click on the “Live Chat” option to discuss your issue in real time with a technician via a computer “chat.”
4. Talk to a technician by phoning 1.866.361.8969. Be aware that at mid-semester and final exam times, waits can be long.