

## What if...?

### I got bumped out of my test on Blackboard and can't get back in. What do I do?

You must contact your instructor, who will need to "clear your attempt" so you can start the test again. When the instructor "clears your attempt", any and all of your previous answers will be erased. Any problems that you have with taking a quiz should be directed to your instructor.

### I keep getting locked out of tests right when I start them.

If you have problems accessing a test or quiz, "double-clicking" may be the problem. When you click the link to begin a test, be sure to use a SINGLE mouse click. You should not double-click anywhere in Blackboard--especially when accessing a test!

### I clicked on the link to a test but nothing happened.

Most likely, a pop-up blocker is preventing the test from opening. Try disabling your pop-up blocker, then click the test link again. (And remember to *single-click* the test link.)



### What if I need help?

Studying online away from campus can seem a bit intimidating, especially if you're not sure where to go for help when you need it. If you have general questions about **eLearning at UNT Dallas**, or about using **Blackboard Learn in your online courses**, please contact the **Office of Distance Learning and Instructional Technologies** at <http://www.untDallas.edu/dlit>  
Phone: (972) 338-5580  
Email: [UNTDDistance@unt.edu](mailto:UNTDDistance@unt.edu)



If you have a **technical question or problem**, please contact our **ITSS support team** at x1448 or (972) 338-1448 or by email [DallasIT@unt.edu](mailto:DallasIT@unt.edu) for all your IT solutions. The Information and Technology Shared Services Department provides support for computing, instruction, telecommunications and data communications at UNT Dallas. Support is provided through the helpdesk located in Founders Hall room 127 or in the general access computer labs. In addition, the ITSS group offers one-on-one and group training sessions.

## Get the Answers!



### I don't know what an EUID is?

An EUID is the account that is assigned to you in order to access the institutional services for which you have been approved, like webmail and the eCampus to access your Blackboard courses. Your EUID is generally your initials followed by four digits.

### I don't have an EUID?

You can find your EUID and set your password at the Account Management System at: <https://ams.unt.edu/>  
If you are still unable to locate your EUID, or reset your password, please contact the ITSS Helpdesk at (972) 338-1448 or by email at [DallasIT@unt.edu](mailto:DallasIT@unt.edu)



## What if...?

### I don't know how to activate my EUID account?

To activate your EUID, go to the

<https://ams.unt.edu/password.php>

You will be asked to fill in your UNT ID and some personal information. After completing the process, the confirmation page will appear showing your activated EUID.

Learn more about how to manage your EUID at

<https://ams.unt.edu/>

### I forgot my password?

If you have forgotten your password, click the **Forget your password?** link on the Blackboard login page. The link brings you to the Lost Password page, where you can reset your password.

### I need to change my EUID password?

Please go to <https://ams.unt.edu> and follow through the instructions after signing in. After changing your password, make sure to input the new password on your mobile device and other devices where you have your old password stored. As this may run a risk where your account can be locked out because of multiple authentication failures.

### How do I log into Blackboard Learn?

Blackboard Learn is our Distance Learning System at UNT Dallas . To log into Blackboard Learn click on the eCampus link on the UNTD main website or open a web browser and type the direct URL <http://learn.untdallas.edu>  
You will need to use your EUID and Password.



### I suspect that a firewall problem is keeping me from accessing Blackboard. What can I do?

If you are trying to access Blackboard from home, you will have to contact your Internet Service Provider (ISP) for assistance. If you are trying to access Blackboard from work, you'll have to contact your employer's network administrator.



### How can I add my picture or avatar to Blackboard?

Click your name at the top right, then on the Global Navigation Menu, click the first icon called Edit My Blackboard Profile. Enter your primary email address, and click Submit. Click Change Picture, then on the next screen, click Upload New. Locate your picture on your computer, then click Open. Size your picture, if necessary, then click Change Picture. Please make sure that the picture is tasteful and won't offend anyone.

Add your name, then fill out the two fields below that if you want. Choose your Privacy Options, then click Submit.

### I can't get my assignment in on time?

You'll need to be aware of due dates so that you can complete and submit your assignments on time. Instructors may use their discretion to deduct marks for late assignments. Contact your instructor or teaching assistant in advance of the due date, if possible, if you are unable to complete your assignment on time. Medical documentation may be requested if illness has prevented you from keeping up with your course.



### Where is my instructor's feedback in My Grades?

If you can't see your instructor's feedback for graded items, scroll to the right in My Grades (the more feedback there is for an item, the more you'll have to scroll), then click the small, black drop-down arrow that appears. This should reformat the page and allow you to see the feedback.