Why can’t I log in to Blackboard?

• How long has it been since you have last changed your password?
  • Every 90 days, WebID passwords expire and must be reset for security reasons.
  • [Reset Password and FAQ's]

Why can’t I see my class listed in Blackboard?

• If you recently added a class, it should appear after the next Blackboard Synchronization, which takes place 3 times each day.
• If you don’t see your class listed under My Courses, you may contact your instructor to see if they have made their course available in Blackboard.
• If your instructor has enabled Blackboard for the course but it is still not showing up in your course list, contact the IT Helpdesk at 662-915-5222.

I dropped a class. Why does it still show up in Blackboard?

• It may take up to 3 days for a dropped class to disappear from your Blackboard course list.
• If you withdrew from the class after the drop date, the class may remain in Blackboard for the remainder of the semester.

Where are my midterm and final grades?

• Your official mid-term and final grades are posted in myOleMiss. To view your grades, follow these steps.
  1. Log on to myOleMiss.
  2. Select ‘Student’ from the light blue bar.
  4. Select the ‘Grades’ folder from the Detailed Navigation Menu.

How do I access my grades?

• Grades in Blackboard will be found by going to:
  • The left hand menu
  • Click on ‘Tools’
  • Click on ‘My Grades’
Where do I upload my Assignments?

- Within your course, under content or the tab your instructor creates the assignment in, you will find a file that looks like this.
- Click on the assignment and you will be able to attach a file, or use the built in text editor to complete your assignment.

What should I do to avoid problems when taking an online quiz?

- Use a wired-connection instead of WiFi.
- If you get booted off while taking a quiz, try to log back on and continue from where you left off.
- If the test will not allow you to continue, please contact your instructor. Some instructors only allow 1 attempt.
- If the quiz is having trouble loading, try a different web browser. If the problem persists, contact the IT Helpdesk at 662-915-5222.

Blackboard will not load! What do I do?

- Maintenance for Blackboard occurs every Friday between 6am to 8am, so it may not be available during these times.
- Try changing browsers. If you are on a Mac, try Safari, Firefox, and Chrome. If you are on a PC, try Internet Explorer, Firefox, and Chrome. A list of Blackboard compatible browsers is available.
- If it is still not working, clear your web browser’s history and cache/cookies and then restart the browser.
  - To learn how to do this click on the following hyperlinks for the browser you are using:
    - Internet Explorer –
      - History
      - Cache/Cookies
    - Safari –
      - History
      - Cache/Cookies
    - Mozilla Firefox –
      - History
      - Cache/Cookies
• Google Chrome –
  • History
  • Cache/Cookies livepage.apple.com

• If you are still having issues, please contact the IT Helpdesk at 662-915-5222.

**Where can students go for help with Blackboard?**

• If you need technical assistance, you may contact the IT Helpdesk at 662-915-5222.
• This document, as well as other helpful information, is available on the UM Blackboard Help Pages.
• Instructional videos on a wide range of Blackboard topics are available at the Blackboard On Demand Learning Center.