

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.
 3. Select 'Academics' from the dark 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/Cookieslivepage.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](#).