Why can't I login?

The semester hasn't started yet.

Only students registered for an online or online assistant course in the current semester will be able to login.

To login before/after a semester, your instructor decides to open it earlier. To find out if this has been done, you will have to contact your instructor.

You're using the incorrect format.

Your username and password are the same as myLakeland

Username: Your ID is the first part of your student e-mail address before the @ symbol. **Example: jsmith12 of jsmith12**@mail.lakelandcc. edu

Password: Your default password was emailed to you when you applied as a student.

Your firewall, internet security suite, browser, or aftermarket toolbar(s) may be blocking access.

If you don't know how to change their settings, we'll try to guide you through it.

How do I get my exam/quiz/test reset/unlocked?

Contact your instructor.

Only instructors can do this. If you contact us, we can document your issue time-wise by creating a work order, but you will still need to contact your instructor to get back in.

Why won't my video play?

It may need something other than Windows Media Player.

We can direct you to free downloads of Flash, QuickTime, RealPlayer, and others.

General Information

- **Do not reply to Announcement emails from "bbsupport." YOUR INSTRUCTOR WILL NOT GET YOUR MESSAGE! Email your instructor directly**.

- **Mozilla Firefox ESR is the recommended browser for Blackboard. The download is available in Blackboard on the Student FAQs.**

Why isn't my course listed?

You just registered.

It can take up to four hours for your course to be available.

Your instructor hasn't yet made the course available.

Not all instructors use Blackboard, and some instructors forget to make courses available. The Help Desk can check this for you.

There is a problem with your financial account.

If there is a problem with your tuition payment, you may be blocked from classes. Contact the Student Service Center at 440-525-7100 for assistance.

Why can't I login anymore?

Your PC may have become infested with spyware.

We have a brochure, "PC Tune-Up Tips" that can guide you through malware removal. To prevent malware problems, we recommend you purchase Trend Micro Anti-Virus at the Bookstore. It is fully featured, highly effective, and a bargain at $5!

You may be on "automatic pilot."

Very often, students forget to include the auto-digit after their e-mail name —or— use their entire e-mail address instead of just the part before the "@". Try again.

Why are old courses still listed?

Occasionally, an instructor leaves a course available for a student who took a grade of incomplete.

To get an old course permanently removed e-mail that instructor.

To hide old courses, click the "Manage My Courses Module Settings" gear shaped icon in the upper right of the My Courses section. Uncheck the course name and Announcements and click Submit.

What happened to the navigation buttons?

To open the Navigation Pane, click the "greater than" arrow.
The Announcements section will narrow and the various sections of your course will be displayed to the left.

To close the Navigation Pane, click the Thin gray line between the Navigation pane and the Announcements window.
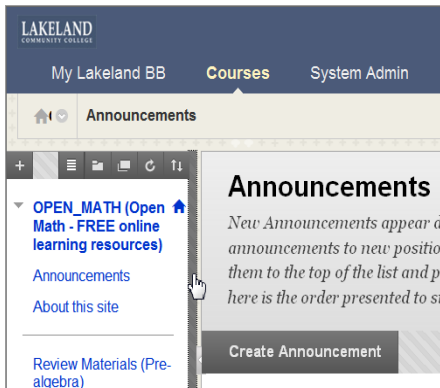
THE HELP DESK

HELP DESK HOURS

Fall and Spring:

Monday-Thursday
8:00 AM – 8:00 PM

Friday
8:00 AM – 5:00 PM

Saturday
9:00 AM – 4:00 PM

CALL THE HELP DESK

X7570
(on-campus)

(440) 525-7570
(off-campus)

(800) 589-8520
(toll-free)

When you use our toll-free number…

…during business hours,
request "Help Desk"; the Operator transfers you.

…after business hours,
an automated menu handles transfers.
Press 7570# to get the Help Desk.

E-MAIL THE HELP DESK

LCCHelpDesk@lakelandcc.edu

Blackboard learn+

FAQs

Check the Blackboard login page –

https://class.lakelandcc.edu

for a link to more FAQs

Lakeland Community College

Another helpful publication from your friendly neighborhood Help Desk