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Welcome to your External Education online course!

Please make sure to read through the entire document as time-sensitive information is enclosed.

Introduction

A course management system called Blackboard (Bb) is used to deliver your online course. Blackboard contains information such as announcements, class schedule, grades and a discussion board.

Before you can use Blackboard, you must configure your user account. Once you have configured your user account, you can access your class-specific resources on Blackboard.

Your Blackboard User name and Password

To gain access to your online course, you will need the following information:

BLACKBOARD USER NAME/UIC NETID

Your Blackboard user name or "NetID" is: [Your NetID]

PASSWORD

If you are a returning student, your password has not changed.

If you are a new student and need to set up your UIC Common Password for the first time, please use the following method:

1. Go to <http://acc.uic.edu>.
2. Click on "Accounts".
3. Click on "Passwords - Help! I've forgotten my password!"
4. Enter your NetID next to "Send Rescue Info to Emergency Email".
5. Click on the button "Send Rescue Info to Emergency Email".
6. An e-mail with a time-sensitive link for creating your password will be sent to the e-mail address that you provided at the time of registration.

Please be sure to set up a password recovery option when creating your password. This is strongly encouraged as it may take up to four days for the UIC Academic Computing Communications Center to reset your password.

Your External Education User name and Password

IMPORTANT - As a current or past online student in one of UIC's non-credit courses, you also have a separate login for External Education's Web site,

which is where you can maintain your student profile, making your registration process easier than ever.

There are two ways you may have been notified of your External Education user name and password:

1. All students who had taken a course with External Education as of Thursday, May 3, 2007 were sent an e-mail containing their External Education user name and password. The subject line of this e-mail was "[EXTERNALEDU] Your External Education Login Information".
2. All students new to External Education were prompted to create a profile on the ExEd Web site prior to registration. At that time, an e-mail containing login information was sent to the e-mail provided in the user profile. The subject line of this e-mail was "Welcome to External Education at UIC!".

If you cannot remember your External Education user name or password, follow the steps below:

1. Visit www.externaledu.uic.edu.
2. Click on "Forgot Password?" in the top right-hand corner of the page.
3. Enter the e-mail address provided at the time you created your ExEd profile.
4. Click on "Send Me My Password".
5. Check your e-mail for a message from ExEd that contains your ExEd user name and password.

Can I have the same user name and password for Blackboard and External Education?

You cannot change your Blackboard user name. Therefore, if you wish to have the same login for both ExEd's Web site and your Blackboard course site, you will need to change your ExEd user name and password to correspond with your Blackboard user name and password. The steps below lay out this process:

Changing your External Education user name:

1. Visit www.externaledu.uic.edu.
2. Enter your ExEd user name and password into the user name and password fields in the top right-hand corner of the page and click on "Go!".
3. Click on "Edit Profile" from the navigation on the left-hand side of the page.
4. You are now able to edit your personal profile. Enter your Blackboard user name just as it appears above into the "User name" field within the edit profile screen.
5. Scroll down and review the rest of your personal information, making changes as necessary.
6. When you are finished reviewing your profile, click "Update Profile" to save the changes.

Changing your External Education password:

1. Repeat steps 1-3 from above if you are not already logged in to the External Education Web site.
2. At the top of the edit profile screen, you will see a sentence that says "If you wish to change your password, click here". Please click "here".
3. The e-mail address field should automatically populate with the e-mail address associated with your account.
4. Enter in your current External Education password (listed above).
5. Enter in the password associated with your Blackboard user name in the "Enter your new password" field.
6. Confirm the new password.
7. Click on "Submit".

Changing your External Education user name and password does NOT CHANGE your Blackboard user name and password. If you wish for the user names and passwords to be the same for both External Education and Blackboard, you must follow the procedures listed above.

If you have any questions or need assistance, please contact External Education at exedtech@uic.edu or call (312) 355-0423 during regular business hours (Monday - Friday, 9 a.m. to 5 p.m.).

Setting Up Your UIC NetID/Password Recovery Mechanism

UIC provides a mechanism by which you can immediately recover your password if you forget it.

To setup the Password Recovery mechanism:

1. Go to:
https://ness2.uic.edu/htbin/cgiwrap/bin/password/pass.cgi?dispatch=cr_panel.
2. In Option 2, click on the link "Click Here to Setup Password Recovery Mechanisms."
3. In the field "Challenge Question", type a question to which you know the answer.
4. In the field "Response", type the answer to your question.
5. In the field "Response (repeat)", type the exact same answer to your question.
6. In the field "Update Emergency E-mail Address", type the e-mail address for another e-mail account you have with another provider (such as an account with Yahoo!, Hotmail or another Internet service provider).
7. Then click the "SUBMIT CHALLENGE AND E-MAIL" button.

A new page will then appear indicating that your entries have been accepted.

Forwarding Your UIC E-mail to Your Own E-mail Account

Your NetID also corresponds to a UIC e-mail account. Your default UIC e-mail address is your netid@uic.edu (for example, jsmith1@uic.edu).

It is important to forward your UIC e-mail account to your personal (non-UIC) e-mail in order to receive all messages from the instructor and staff pertinent to the course.

To forward your UIC e-mail to your personal (non-UIC) e-mail address:

1. Click the following link: https://tigger.uic.edu/htbin/cgiwrap-auth/bin/password/pass.cgi?dispatch=maildrop_panel.
2. In the field "Set new e-mail routing to:" enter your personal e-mail address.
3. Click the "CHANGE E-MAIL ROUTING" button.

A new page will then appear indicating that your entry has been accepted.

Opting Out of Other UIC Correspondence

Now that you have a UIC NetID, you will begin to receive messages about other UIC campus events. You may choose to opt out of these extra messages.

To stop receiving messages about other UIC campus events:

1. Go to: https://www.uic.edu/htbin/cgiwrap-auth/bin/news_options
2. Type your NetID and click Enter.
3. Type your password and click Enter.
4. Click "NO notification by e-mail and/or NO Massmail".
5. Click "Submit All Changes".

A new page will then appear indicating that your entry has been accepted.

Note: These changes will apply to your NetID, regardless of how many subsequent online courses at UIC you choose to take.

Logging Into Your Online Course

To log into your online course:

1. Go to: <http://blackboard.uic.edu/>.
2. Click on the "Login" button.
3. In the Username field, enter your UIC Username or "NetID".
4. In the password field, enter your password.
5. Click the "Login" button .

A "Welcome" page will then appear. In the "My Courses" box located on the top right hand side of the page, you will find a list of the courses in which you

are currently enrolled. Click on the online course link and you will receive access to your online course.

Once you are in the online course site, start exploring the course site by clicking on the buttons in the left navigation menu to begin familiarizing yourself with the actual course.

Troubleshooting

If you have technical trouble with your NetID or Blackboard, there are several ways to contact the technical support team:

- Via the Blackboard Discussion Board*, in the "Tech Support" forum
- Via e-mail at exedtech@uic.edu
- Via phone at (312) 355-0423; only available Monday - Friday, 9 a.m. - 5 p.m. Central Time.

*May only be applicable in some online courses

The technical support team will respond to student inquiries within 24 hours. In order to serve you more efficiently, please make your technical support inquiry as detailed as possible, include: type of computer, operating system and a detailed account of your problem.

Summary

Important Links

- Link to the online course site: <http://blackboard.uic.edu>
- Link to change your password: <http://passwords.accc.uic.edu/>
- Link to establish your Password Recovery Mechanism:
 - https://ness2.uic.edu/htbin/cgiwrap/bin/password/pass.cgi?dispatch=cr_panel
- Tech Support e-mail address: exedtech@uic.edu
- Link to forward your UIC e-mail to your personal (non-UIC) e-mail address:
https://tigger.uic.edu/htbin/cgiwrap-auth/bin/password/pass.cgi?dispatch=maildrop_panel
- Link to opt out of the UIC Massmail:
https://www.uic.edu/htbin/cgiwrap-auth/bin/news_options

Student Checklist

- Log into the online course - <http://blackboard.uic.edu>
- Change your temporary password within 5 days of receiving it.

- Forward your UIC e-mail account to your personal (non-UIC) e-mail in order to ensure that you are receiving all messages from the instructor and staff pertinent to the course.

We hope you have a great class!