

USING BLACKBOARD

HELPFUL TIPS FOR STUDENTS



While these steps should take only a few minutes, it is recommended that you go through them at least two hours prior to your first class, in the event you encounter any difficulties.

1 Log in to your computer and open a browser window.

Visit any website (i.e., google.com or yahoo.com) to verify that you can connect to the internet.

If you cannot connect to the internet, unplug the power cord from the back of your modem. Wait 10 seconds. Then plug the power cord back into the modem. It may take a few minutes to recycle.

2 Log in to Blackboard at courses.miami.edu on your browser.

(Unless your faculty member uses another communication mechanism such as Twen, Slack, or Teams.)

If you experience trouble logging in to Blackboard, try clearing the cache and cookies of your browser as shown in these links:

[CLEAR FIREFOX CACHE](#) | [CLEAR CHROME CACHE](#) | [CLEAR SAFARI CACHE](#) | [CLEAR EDGE CACHE](#)

If you can't find your courses, please contact your faculty member using the information on the course syllabus.

3 Review the content in the "Learning Online Quickstart Guide" in Blackboard.

It contains software downloads, practice for the online test proctoring process, and support information.

4 If requested, log in using your CaneID.

If your CaneID has expired, visit <https://caneidhelp.miami.edu/caneid> or call 305-284-6565.

If requested, authenticate with DUO.

If you encounter problems with DUO, call 305-284-6565.

5 You should now see the Blackboard main menu.

If Blackboard is unresponsive or not working, contact the Student Technology Help Desk at 305-284-8887 or sthd@miami.edu, or visit studentsupport.it.miami.edu/sthd.

6 Is your internet connection slow?

Be sure to turn off or disable the WiFi or network connection from other devices on the network, such as your phone, tablet, other computers that are on but not being used, family members' devices that are unused, etc.

If you have a remote class synchronously on a specific date and time and for technical, connectivity, or other reasons you are unable to join the class, or your professor is unable to join, you will receive additional information from your professor once the issues have been resolved.