



Dear Online Student:

Welcome to the Spring 2014 at the University at Albany! You are receiving this email because you have enrolled in a University at Albany course that will be delivered fully online using **Blackboard 9.1** (Bb9.1 SP13).

If you decide to withdraw from this course, please note that tuition liability is calculated based on the date the course is officially dropped. **Not logging into your course does not alleviate your financial liability.** The tuition refund schedule used to determine your liability can be found at <http://www.albany.edu/studentaccounts/liability.php>.

To log into Bb9.1, students will use their NetID and password. **If you know your NetID and password please skip to the last sentence of this paragraph.** If you have not established your NetID and password, you will first need to complete the Password Set/Reset process. To complete the process, go to <http://www.albany.edu/its> with your Albany ID number and Personal Identification Number (PIN) and select the "Set/Reset Password" button. If you don't know your PIN or need assistance with completing the password set/reset process, call 442-3700. After you complete the process, your Net ID will display on the confirmation screen. **Write down this information as you will use your NetID and password to login.** To log in go to <http://blackboard.albany.edu>.

Students enrolled in a course using Blackboard can access their course(s) two weeks before the first day of classes (**Wednesday, January 8, 2014**). We encourage you to use the **two weeks before** the semester begins to review the course schedule and syllabus and familiarize yourself with the system. You should resolve technical issues (if any) prior to the start date of the semester (**Wednesday, January 22, 2014**). For best performance while using Blackboard Learn Release 9.1, please check the Supported Browsers & Operating Systems by going to [https://help.blackboard.com/en-us/Learn/9.1 SP 12 and SP 13/Student/040 Browser Support for SP 13](https://help.blackboard.com/en-us/Learn/9.1_SP_12_and_SP_13/Student/040_Browser_Support_for_SP_13).

Additionally, students are encouraged to take advantage of the **Blackboard Student Orientation Resources** course which can be accessed from your class list on your "My Blackboard" page. From the Introduction, you can select *Learning Online* from the menu on the left and find tips and tricks to taking fully online courses in the *UAlbany Online Courses* module. Students should also take advantage of the *On Demand Learning Center* which can be accessed on your "My Blackboard" page.

You will be able to access UAlbany services, including the University Library system, from a distance. For a list of FAQ's about being a distance learner at UAlbany please visit: http://www.albany.edu/its/distance_learning_faqs.htm.

If any of your course(s) are not available to you two weeks before the first day of classes, **please contact your course instructor and/or department directly for assistance.** For questions about using Blackboard, including log on and password issues, please contact the ITS HelpDesk at (518) 442-3700 or submit a Help Request at <http://www.albany.edu/its/help>.

Wishing you a successful Spring Semester!

~Caroline

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