

Dear Online Student:

Welcome to the Spring 2012 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 the new **Blackboard 9.1** (Bb9.1).

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 Net ID and password. **If you know your Net ID and password please skip to the last sentence of this paragraph.** If you have not established your Net ID 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 Social Security Number and Personal Identification Number (PIN) and select the "Set/Reset Password" button. If you need assistance with your PIN please contact the ITS Service Desk at (518) 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 Net ID and password to login.** To log in go to <http://blackboard.albany.edu>.

Students enrolled in courses using Blackboard can access their course(s) beginning **on Wednesday, January 4, 2012**. We encourage you to use the **two weeks before** the Spring semester begins to review the course schedule and syllabus and familiarize yourself with the system. Students are encouraged to take advantage of the *On Demand Learning Center* which can be accessed on your "My Blackboard" page. You should resolve technical issues (if any) prior to the start date of the semester: **Wednesday, January 18, 2012**. For best performance while using Blackboard Learn Release 9.1, please check the Supported Browsers & Operating Systems by going to <http://kb.blackboard.com/x/f4F6AQ>.

While enrolled in this course(s) you will not be required to attend any face-to-face class meetings or travel to campus for any reason. 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](http://www.albany.edu/its/distance_learning_faqs.htm).

For additional assistance using Blackboard, including help with establishing your password or logging in, please contact the University at Albany ITS Service Desk at (518) 442-3700 or submit a Help Request at <http://www.albany.edu/its/help>. Should you have additional questions, please feel free to contact me directly at [CManssino@uamail.albany.edu](mailto:CManssino@uamail.albany.edu).

Sincerely,

~Caroline

Caroline M. Manssino-Cohen  
ITS, Client Support Services