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](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](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](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](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](http://www.albany.edu/its/help). Should you have additional questions, please feel free to contact me directly at CManssino@uamail.albany.edu.

Sincerely,

~Caroline

Caroline M. Manssino-Cohen
ITS, Client Support Services