



UNIVERSITY AT ALBANY

State University of New York

Dear Online Student:

Welcome to the Summer 2018 semester 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 **Blackboard 9.1** Learning Management System.

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>.

In general, students enrolled in a course using Blackboard can access available course material(s) two weeks before the first day of classes (**Tuesday, May 15, 2018**). 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 (**Tuesday, May 29, 2018**). 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_14/Student/015_Browser_Support/010_Browser_Support_SP_14.

Additionally, students are encouraged to take advantage of the [Blackboard Student Orientation Resources](#) course which can be accessed from your class list on your "Academics - Home" tab in Bb. 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*.

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 you have any questions regarding your course, **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 Service Desk Request at <http://www.albany.edu/its/help>.

Wishing you a successful semester!

Johanna

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