

## Technical Support:

Should you encounter problems while logging in or while taking a class which utilizes Blackboard, please contact the 24-hour Help Desk in one of the following methods:

From on-campus dial - Extension 7300  
From off-campus dial toll free - 877.4MY.WITC  
(877.469.9482)

Online - [www.witc.edu/support](http://www.witc.edu/support)

Help Desk support includes:

- ➔ Computer hardware and software
- ➔ Lab and classroom technology
- ➔ WITC e-mail for students, staff and faculty
- ➔ Library/Learning Resource Center systems
- ➔ **My WITC** portal
- ➔ Network and wireless access
- ➔ Online learning system (Blackboard)

## Using a WITC Computer for the first time:

1. Your username is your last name + first letter of your first name + first letter of your middle name.
2. Your password is the first two letters of your first name + first two letters of your last name + last four digits of your social security number.
3. Click on Log in.
4. When finished, be sure to log off to ensure privacy of your account.

## Accessing your WITC e-mail:

1. Go to [www.witc.edu](http://www.witc.edu) and then click on WITC Web Mail (left-hand menu).
2. Click on student e-mail.
3. Enter your username, which is your last name + first letter of your first name + first letter of your middle name.
4. Enter your password, which is the first two letters of your first name + first two letters of your last name + last four digits of your social security number.
5. Click Enter.
6. When finished, be sure to log off and close box to ensure your privacy.

## Accessing Blackboard:

1. To access go to: [bb.witc.edu](http://bb.witc.edu)  
Username: Student ID#  
Password: Student ID# (until you change it)

If you have any problems accessing your course the first time, please contact Mary Hansen at 800.243.9482, extension 2204.

2. You should change your password the first time you log in to Blackboard. To do this:
  - a. Click on the Tools panel on the left-hand side of the screen.
  - b. Click the Personal Information option.
  - c. Click on Change Password.
  - d. Enter your new password on the Password line and Verify Password line.
  - e. Click on the Submit button at the lower right corner of the screen, and then click OK.

Note: In order for you to participate in WITC web-based courses, you must have a valid e-mail address. When you log in, please check the e-mail address we have on file for you in our Blackboard system. This is important! Please don't skip this step.

If your e-mail address is incorrect, please enter your correct e-mail address by selecting Edit Personal Information. Type in the correct e-mail address, and then click OK.