



INTRODUCTION

This guide will help you get started with the basics of Blackboard Learn and includes:

- Information about supported web browsers
- Logging in
- Important Modules
- Registering an email address
- Enroll into courses
- How to get Help

SUPPORTED WEB BROWSERS

Blackboard provides a list of supported web browsers and operating systems. You can view the [supported browser list at the Blackboard website](#) (click the link to view the list).

If you don't see your web browser and version listed, you should upgrade if possible. If you can't, your web browser may still work but could encounter problems.

Please be aware there are times when even supported web browsers may have a problem. If this occurs please give another supported web browser a try. It's good to have two supported web browsers installed just in case.

LOGIN...THINGS TO KNOW

Make sure you are using a [supported web browser](#). Once you are, go to <https://bb.csub.edu/>.

Blackboard uses the same authentication system as myCSUB. You will use your myCSUB Net ID and Password to login to Blackboard.

If you've forgotten your myCSUB Net ID and/or Password you can get help at my.csub.edu by using the links in the "Need Help?" section.

If after going through the processes at my.csub.edu you cannot login to Blackboard please contact the Helpdesk at 661-654-2307 or helpdesk@csb.edu.

WHEN YOU'VE LOGGED IN

Once you've logged in you'll be placed on the My Institution tab.

Of note are the following modules:

- My Announcements
- My Courses
- Tools

MY ANNOUNCEMENTS MODULE

Course and System announcements will show up here.

Course Announcements will have information about approaching assignment due dates, exams, etc. This is not a replacement for visiting the course.

System Announcements are posted by the Blackboard Administrator and typically contain maintenance information or other critical information that impacts all users.

MY COURSES MODULE

The My Courses module lists courses you have access to within Blackboard. It is not a representation of all courses you are registered for at CSUB. If you don't see the courses you expect and have not gotten any self-enrollment information (usually from a syllabus or email) you should contact your instructor.

Note: Self-enrolling into a Blackboard course is not the same as officially registering for a course with the University. You must officially register for courses using [myCSUB](#).

TOOLS MODULE

It's important that your e-mail address is kept current in Blackboard. It should be an email account you actively use. This is needed when your instructor attempts to contact you by e-mail from his/her Blackboard course. Access this information through the Tools module.

To check your email address click the Personal Information link in the Tools module. Next, click on Edit Personal Information to see and modify your email address.

ENROLL INTO COURSES

Please download and read the [How to Enroll](#) guide.

FAQ FOR THIS TOPIC

Q: I'm using a supported browser but am having a lot of problems.

A: Most people that have “lots” of problems with a supported browser stems from add-ons/toolbars. If you use these you should try to disable them to see if this resolves the issue. And as mentioned earlier from time to time a problem will arise with even a supported browser. Give another supported browser a try.

HOW TO GET HELP

Login help: If you've forgotten your myCSUB Net ID and/or Password you can get help at my.csub.edu by using the links in the "Need Help?" section.

You can always contact the Helpdesk at 661-654-2307 or email us at helpdesk@csb.edu.