Shelton State Community College

How to Change Your Password Using the Blackboard *Forgot Password* Feature

This manual will guide you step-by-step through the process of changing your password using the Blackboard *Forgot Password* feature.

January 5, 2009

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Navigate to the Blackboard home page:  http://blackboard.sheltonstate.edu/

On the Blackboard home page, click the User Login button. This will open the Blackboard login page, illustrated in figure 1 below.

On the Blackboard login page, click the Forgot password link, illustrated in figure 1.

![Blackboard login page](image)

**FIGURE 1** Blackboard Forgot password link.

Clicking the Forgot password link opens the Lost Password page (see figure 2 below). In the **Username Option section**, enter the following information:

1. Enter your first name in the **First Name** field. Be sure to enter your first name as it is found in Blackboard (not a middle name or nickname).
2. Enter your last name in the **Last Name** field.
3. Enter your Blackboard username in the **Username** field (this is your 7 digit student ID number)

**Or,** if you do not know your username:

In the **Email Address Option** section enter the following information:

1. Enter your first name in the **First Name** field. Be sure to enter your first name as it is found in Blackboard (not a middle name or nickname).
2. Enter your last name in the **Last Name** field.
3. Enter your email address in the *Email* field (An active email address must be associated with the account in Blackboard to change the password).

![Lost Password](image1)

**FIGURE 2** Blackboard Lost Password page.

Now scroll down and click the *Submit* button.

Clicking the *Submit* button will open the Email Sent page (see figure 3). This page informs you that an email with instructions was sent to your email address.

![Email Sent](image2)

**FIGURE 3** Email Sent page.

When the email with instructions arrives in your email account, open the email and click on the hyperlink in the body of the email. Clicking the link opens the Blackboard Change Password webpage, illustrated in figure 4 below.
On the Blackboard Change Password page, enter your new password in both the *Password* field and the *Verify Password* field. Now scroll down and click the Submit button.

![Change Password](image)

**FIGURE 4** Blackboard Change Password page.

Clicking the *Submit* button opens the Password Changed page, illustrated in figure 5 below.

![Password Changed](image)

**FIGURE 5** Blackboard Password Changed page.

Click the *Login* link to navigate to the Blackboard login page (see figure 6 below).
FIGURE 6 Blackboard Login page.

On the Blackboard login page, enter your username in the Username field (which is your 7 digit student ID number). Enter the password that you just created in the Password field. Click the Login button.

If you need help at any point in the Change Password process, please contact the helpdesk at: helpdesk@sheltonstate.edu

Frequently asked questions:

I followed the instructions for Lost Password but I never got an email from Blackboard. Why?

Lost password notification is sent to the email address stored in your Blackboard Personal Information. By default, that email address is your Bucsmail account which is the official method of communication for delivery of information to the student body. If you have not activated your Bucsmail account, then you will be unable to receive the lost password notification. Be advised that if you change your email address in the personal information in Blackboard, the system will reset it to your Bucsmail account automatically.

None of this worked, how do I get direct help?

Notify the helpdesk at helpdesk@sheltonstate.edu.