

Login to Blackboard as a student the first time

1. Start your web browser, for example Mozilla or Chrome.
2. If you already have a computer account at the University of Gävle, go to the next paragraph. NOTE: If you do **not** have a computer account at the University of Gävle, you must first get it online. Go to konto.hig.se, read the information carefully and follow the instructions on the page. Tip: Print or note/copy your username and password.
3. Go to the student portal, studentportal.hig.se, select the link to Blackboard, located under *Links* to the left. You can also enter the address <http://lms.hig.se> directly in the browser, to access the University of Gävle server for Blackboard.
4. Click the blue button *Logga in på Blackboard / Sign in to Blackboard*.
5. Now you have to choose University. Type *Gävle* in the search box and choose *University of Gävle*. Click the blue button *Proceed to login*.
6. Please type in your *Username* and *Password*. Please click *Login*.
7. **IMPORTANT:** If you wish to change the system language to English, you need to change your settings now, AFTER login. You do this at the dropdown menu in the top right corner, through *Inställningar > Personuppgifter > Ändra personliga inställningar*. [Go to an instruction with images of this procedure](#) 
8. You now have access to Blackboard, but not yet access to your specific course. The next step is to *Enroll* the course. Please click on *Courses*.
9. There are various ways to locate your course:
 - In the search box *Course Search* on the left, you can search part of the course name or the application code.
 - In the *Course Catalog* on the right, select the folder for the department that gives the course, and search by category, course name or Course ID.
 - You can also click the button *Browse Course Catalogue* and search directly for your course by name, registration code (it is part of the Course ID), the description, or the teacher's (instructor's) name.
10. When you find your course, click the small gray button with a white arrows next to the *Course ID* (to the left). This opens a window with the link *Enroll >* click the word *Enroll* to sign in to the course.
11. You will now reach a page with information about the course. Check the description of the course and name of the Instructor etc. NOTE: If the Instructor is using an *Access Code*, you need to type it in to be able to enroll the course. (If an access code is needed, you should have received it from your teacher.) Please click *Submit*.

12. You will get a message that everything is OK. Please click on the *OK*-button to confirm and to get access to your course on Blackboard.

Next time you login to Blackboard, your course will be placed under *My Courses* at the first page. You just click the course name to access the course again.

E-mail

The email address registered for you in Blackboard is HiG's official e-mail address for students. It can for example look like this:
ofk15xxx@student.hig.se

You can access this e-mail at webmail.student.hig.se. Login with the same username and password as in Blackboard. All e-mail sent from the teacher and others in your Blackboard courses, and all other e-mail from the University of Gävle, will be sent to your student webmail.

Explanations – menus and buttons in your course

NOTE: This is the standard settings used in courses at the University of Gävle. Differences occur depending on if the teacher adjusted the settings.

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| Announcements | Noteboard - messages and the latest information concerning the course. |
| Information | General information about the course - schedule, study instructions etc. |
| Content | Learning material, web lectures, articles, and lesson aids etc. |
| Assignments | Assignments and assessments (quizzes, description and due dates). |
| Discussions | Discussion forums with the possibility to attach files. |
| Groups | Study groups in the course. |
| Tools | Under <i>Tools</i> , students can see their grades and access several interactive tools. |
| Contacts | Basic information/presentation of teachers and other participants in the course. |

Support for Blackboard

For questions related to course content, assignments, exams, etc., please contact your teacher. If you have questions concerning the system itself and it's features, please contact Blackboard Support. We are a few ICT educators from the Learning Center at the University of Gävle who gives support and we work regular office hours.

Technical problems/Support:

Use the form on the following address: support.hig.se (our support system) or send an e-mail to blackboard@hig.se for support.

Phone: +46 (0) 26-64 87 00.

Telephone hours: Monday-Friday at 9-12 AM (local time)

NOTE: When you contact us, please give us as much information as possible; your name, course name, course ID, your phone number and username.