FREQUENTLY ASKED QUESTIONS

*I can’t log in.*
Please contact Yolanda Abrigo at 866.722.2838 ext. 2506 or 361.354.2506, or via email to ycharles@coastalbend.edu

*My list of courses is incorrect.*
Please contact Yolanda Abrigo at 866.722.2838 ext. 2506 or 361.354.2506, or via email to ycharles@coastalbend.edu

*My course is not showing in Blackboard.*
Please contact your instructor to ensure that the course has been made available to the students. If the instructor verifies that the course is available contact Yolanda Abrigo at 866.722.2838 ext. 2506 or 361.354.2506, or via email to ycharles@coastalbend.edu

*I was in the middle of taking a test or writing a post when I lost everything.*
Unfortunately, the information is likely lost permanently and you will need to recreate the information. If you experience problems during a test and cannot continue, please contact your instructor immediately. Blackboard does not have access to your school's Blackboard Learn site and cannot help you with these types of questions.

Following are a few reasons that you might lose information that you are entering in Blackboard Learn:

- The Internet connection dropped.
- The browser was refreshed.
- Your browser timed out due to inactivity. Blackboard Learn has a security setting that logs you out if it doesn't receive any input for a period of time. That period of time is different from school to school.

The following tips can help you avoid this issue in the future:

- Do not refresh the browser page.
- Do not close the browser window.
- Do not click the browser's back button.
- If possible, write out the text in an external application and then paste it into Blackboard Learn. Working offline first ensures that your work in progress will not be lost.
- If you are working in assignments, you can save your work in progress. Saving often helps avoid any browser timeout issues.