WHAT YOU NEED TO KNOW ABOUT TAKING A MASSBAY ONLINE COURSE

Congratulations on recently registering to take one of our online courses! There are a couple of things that you need to know to get started:

**Q: Where is my online course “held”**?

**A:** All MassBay online courses are offered through any Internet connection on our Blackboard program. You can log onto MassBay’s Blackboard program by:

1. Get into the Internet (on or off campus)
2. Go to the MassBay website (www.massbay.edu)
3. On the bottom of our home page, click on the Blackboard link
4. In the Username: textbox within the Login Here module (box on right), type your MassBay username and press the Tab key
5. In the Password: textbox, type your MassBay Blackboard password and press the Enter key
6. Click on your online course found in the Student Course Grades Module on the right side of the MassBay Blackboard Welcome screen

**Q: What is my MassBay username?**

**A:** Your MassBay username follows the format of f_lastname where f is the initial of your first name, followed by an underscore (Shift-Hyphen), and then followed by your last name (all in lowercase letters). For example, John Adam Smith’s username might be j_smith. There are exceptions to this username format rule. If you encounter a problem, ask for help (see below).

**Q: What is my MassBay Blackboard password?**

**A:** Your MassBay Blackboard password (which is also your password for logging into your MassBay email and onto campus computers) follows the format of fllllllll where f is the initial of your first name, l is by the initial of your last name, and llllllll is the last six digits of your Social Security number (all in lowercase letters and no spaces). For example, if John Adam Smith’s Social Security number were 123-45-6789, his password would be js456789.

**Q: What if I have any problems? Where can I get help?**

**A:** If you have a problem with the “contents” of your course, please contact your instructor. If you have a problem logging on to MassBay’s Blackboard program, or any other computer-related problem, you can get help by:

- Emailing us at studenthelpdesk@massbay.edu and we'll reply by the next weekday
- Calling our Student Help Desk phone at 781-239-2410 and speaking with any one of the Computer Lab staff (24/7)
- Coming onto the MassBay campus (Room 234 on the Wellesley Hills campus or in the front of the Framingham campus library) and asking one of the Computer Lab staff for help