

Online Learning at Phoenix College

How do I start my Blackboard course?

Step 1: Find Your MEID and Password

- Go to [Maricopa's Blackboard](#).
- Click the User Login button.
- To discover your Maricopa Enterprise ID (MEID), click the New Users – Lookup User ID link.
- Follow the steps on the [MEID Lookup page](#) to retrieve your MEID, set your challenge questions and choose a new password.
- Problems retrieving your MEID? Call the 24x7 Blackboard Help Desk at 1-888-994-4433.
- You will use the [Student Personal Administration Tool](#) to manage your password.

Step 2: Configure Your Browser

- Before using Blackboard, there are a few changes you should make to your browser of choice.
- Follow [these steps](#) if you use Internet Explorer 7.
- Follow [these steps](#) if you use Mozilla Firefox.

Step 3: Login to Blackboard

- Go to [Maricopa's Blackboard login page](#).
- Use your MEID and password to login.
- You will be directed to the My Institution tab. Your courses will display under the My Courses area.
- If your course is not listed, check the start date on your receipt or check the online course schedule. Courses are not available until your instructor sets the course availability.

Step 4: Update Your Email Address

- In order to communicate with your instructor and classmates via email, it is critical to update your email address in Blackboard. The default email address is invalid.
- Follow these steps to update your email address:
 - At the My Institution tab, click the Personal Information link under Tools.
 - Click the Edit Personal Information link.
 - Update the email address field.
 - Click Submit.

Step 5: Enter Your Course

- To enter your course, click on the hyperlinked course title under My Courses.
- When you enter the course, you will see a course menu on the left hand side. Use the course menu to navigate your course.
- You should read over the welcoming announcements and thoroughly review both the course syllabus and the course schedule.

Step 6: Troubleshooting

- I can't find my MEID or login to Blackboard.
 - Call 1-888-994-4433, the 24x7 Blackboard Help Desk.
- There are no classes listed once I login.
 - You may be trying to access a course that is not available. Faculty control the start date of courses.
 - Your course may have been cancelled due to low enrollment. You can check on the class status by going to the class schedule. If your course/section is listed, it is still available. If your course is not on the list, it **may** have been cancelled. Please call Admission and Records to verify the course status (602.285.7777).

Blackboard Student Guide and Help Materials

- You can get instructions on how to use Blackboard tools from within Blackboard itself. From the Course Tools area of the course menu, click on User Manual for online instructions.
- Use the online resources available from [Maricopa's Blackboard Student Support Center](#).
- View and print the Blackboard 7.3 Student Guide from the [PC Online](#).