
Getting Started with My.UNL

A **Student Guide** for UNL's Blackboard System

Look up your account

Every student already has a username on My.UNL (Blackboard). If you haven't used the system before, all you need to do is look up your account information. This is done through the What About Me (WAM!) page.

Go to <http://wam.unl.edu/>. Once logged in, click the link Address, E-mail and Blackboard Information found under the heading "My Records." Your Blackboard login username should look something like "s-jdoe7." Your password by default is your NU ID number found on your N-Card; the NU ID is the 8-digit number found in the lower-left portion of your N-Card above the barcode. Once logged in, you can change your password by clicking on "Personal Information" from the left-hand Tools menu on the My.UNL tab.

Update your email information in WAM!

It's important that your email address appears properly within WAM. My.UNL and many other UNL systems use the email address in WAM as your official student email address. That address is used when your professors or classmates use My.UNL to send an email. It's important to note that while you are able to change your email address in the Personal Information area on My.UNL, it will be overwritten every night by whatever is set in WAM. Therefore, if you want to use a particular email address for class-related correspondence, update your email address in WAM, located under the "My Records" tab and then "Address and Email Information."

Log in

Go to <http://my.unl.edu/>. This is the homepage for the My.UNL academic portal. It can be accessed from anywhere in the world. You'll need a current Browser that has cookies, java, and javascript enabled. Internet Explorer, Firefox, Safari are fine. Don't use AOL's browser for Blackboard. Type your username and your password. Click on the "login" button. Once logged in, you should see a box entitled "My.UNL Courses" on your My.UNL page that lists your courses for the current semester. Clicking on these links will let you access your courses. If you need to access older courses, click the "Courses" tab or customize your "My.UNL Courses" module by clicking on the pencil icon in the upper-right of the "My.UNL Courses" box.

Especially when using a public computer, be sure to "log out" of My.UNL when you're finished with your session.

To log out login logout click on the "Logout" button at the top of your My.UNL screen. Click on the "Help" button at the top of your screen for around-the-clock help.

Using Hotmail and other email providers

Due to the growing problem of unwanted email (spam), many email providers such as Hotmail and Yahoo have begun aggressively filtering email that is potentially unwanted. Emails with more than a handful of recipients or emails which have the recipient list suppressed (Blackboard does this to hide email addresses from other students) are often deleted automatically by these email services by default. UNL provides a free web-based email service called Bigred. **If you must use your Hotmail account, follow these procedures.**

To ensure that your messages from professors are not being deleted, we strongly encourage you to turn off filtering if you are using a web-based email service. Depending on your service, there may be an option to sort messages that might be spam into a junk folder that is automatically cleared out at regular intervals. If you choose to do this, be sure to check the junk folder for messages from your professors and classmates. Hotmail has a way for you to specify a list of servers from which messages will go to your inbox instead of the junk mail folder. This is called your safe list.

By adding the names of UNL mail servers to your safe list, your messages are more likely to end up in your inbox instead of your junk mail folder. We recommend adding at least these mail servers: unlnotes.unl.edu, unlserve.unl.edu, bigred.unl.edu, blackboard.unl.edu.

It's also possible to use a Bigred email account and set a forward that bounces messages to your preferred email address such as Hotmail. This will avoid most filtering issues. The helpdesk can help you configure this. See the sections below for setting up a Bigred account and contacting the helpdesk.

...or use BIGRED

UNL provides web-based email service through Bigred mail. **A Bigred email account is preferred for use with our Blackboard system.** Bigred is free for students, easy to use, and doesn't stick ads at the bottom of every message. Additionally, users typically receive less junk mail than with a Hotmail account.

To sign up for your free account, go to the What About Me (WAM!) page:

<http://wam.unl.edu/>. Log in using your student ID and four-number PIN you use to register for classes. Click on the tab "My Records" and then the link "Address and Email Information." Look for the section titled "UNL Email Account" and click on the button below to configure your online account. Follow the directions on the screen.

Get help

You may search for the answers to your questions at any time by using the searchable database built into My.UNL. The My.UNL Support Center is staffed 24 hours a day, 7 days a week, and is accessible by clicking on the question mark (?) at the top of the My.UNL page. There, you may search our "Knowledge Base" of answers, chat live with a technician, submit an issue for our technical staff to help you with.

Online movie tutorials for students using Blackboard at UNL can be found at:

<http://itg.unl.edu/myunl>

Also, you may call the UNL helpdesk. The UNL Helpdesk is open Monday through Saturday from 7:30am to 11:30pm daily and 7:30am to 1:00am on Sunday. The Helpdesk can help with many technology problems including resetting My.UNL passwords.

The number is 472-3970 or toll-free outside of Lincoln (866) 472-3970. You can also send an email to helpdesk@unl.edu.