Black Hawk College

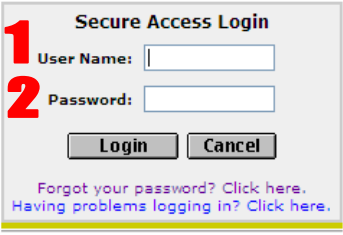
Go to myblackhawk.bhc.edu

Revised July, 2011

If off campus, turn off **ALL** pop-up blockers
(Norton, Google, Yahoo, Internet Explorer)

Internet Explorer version level must be 7 or higher

You will need 2 things:



1 User Name:

- Click "Having problems logging in?" link
- Click "What's my USERNAME?" bullet
- Enter social security#, last name, and birth date
- Click "GET MY ID" button
- System will return 2 items — top item is BHC ID# (900#), bottom item is user name

2 Password:

- **First time** password will be either:
  - ◈ 6-digit birth date (MMDDYY) ***or***
  - ◈ Last 6 digits of BHC ID# (900#)
    - ♦ Once logged in, system will say "Password Expired" (create own password; make it easy to remember; save changes)
    - ♦ Answer 7 security questions (1-word answers easiest to remember; **NOT CASE SENSITIVE**; cannot use same answer more than once)
- If **not** first time logging in, click "Forgot your password?" link
- Enter user name; click Submit
- Answer 2 of 7 security questions correctly; then change password (click Save Changes)

Having myBlackHawk login problems? See flip side

myblackhawk FAQs

What do these error messages mean?

Failed Login

ERROR: *username/password pair not found*

Click here to re-enter your username and password.

If you need assistance, contact your system administrator.

- User name and/or password incorrect
- Confirm login information; follow steps on other side of card

Account Disabled

This account has been suspended temporarily for security reasons. Please contact your system administrator regarding the status of your account.

[error: *account disabled*]

Click here to return to the login page.

If you need assistance, contact your system administrator.

- Tried too many times unsuccessfully to log in
- System thinks unauthorized person is trying to access account
- System will lock access to account for 15 min.
- After 15 minutes, confirm login information and follow steps on other side of card

Do I have to answer the security questions?

Yes!

- So YOU can reset password
- Need to remember answers; make them simple; **NOT CASE SENSITIVE**; cannot use same answer more than once
- Write them down, if needed, in secure area

Can/How do I reset my security answers?

- You can reset answers anytime
- Upper left-hand corner of window, left of your name, click **My Account** link
- Click link under **Setup Secret Questions and Answers**
- System requires all 7 questions be answered
- Click "Submit Setup"

Problems? Contact the I.T.S. Help Desk at 309-796-5555 or email 5555@bhc.edu