

Are you having problems using the E-learning@Tees (Blackboard) website?

These are some of the most common questions

1. I can't find the Blackboard website

The E-learning@Tees (or Blackboard) website is at

<http://eat.tees.ac.uk>

Note – there is no *www* at the beginning.

If this website still doesn't work, please **contact the IT Service Desk**, as there may be a problem affecting a number of users.

2. My password doesn't work

Firstly, check if your password works on other University websites, e.g.

<http://mymail.tees.ac.uk>.

Then report the problem by **contacting the IT Service Desk**.

3. One of my modules is missing

Please see the **Are You Missing Blackboard Modules?** help sheet

Please turn over



4. I can't find a particular piece of content or assignment

Firstly, double check that you are looking in the correct module. Many modules have similar names and codes, and it is surprisingly easy to look in the wrong one!

Otherwise, **please contact your Module Tutor**, who will be able to point you in the right direction.

5. Some other Blackboard problem?

Please **go to the Blackboard website and click on the Help tab** for more help sheets, videos and problem solving tools.

It looks something like this :

