

1. **I get an error message and cannot log in:** try to log in again; remember that your login is the first two letters of your first and last name followed by four zeros. "Cathy Gillis" would be cagi0000 (no need for capitals this time) and the initial password is INSTRUCTOR (case sensitive).
2. **One of my students cannot log in:** give them the same information in #1, but they must use the last four digits of their student ID instead of four zeros and their initial password is STUDENT.
3. **My student forgot his/her password and cannot log in:** Guide your student to the log in page and have them click on "forgot your password?" just below the password box. If the student does not have a password hint, you can reset their password for them by going to the bottom left of your screen once you click on the class in question and select "users" from the course management tools "Users and Groups." Find the student in the list and click on the arrow menu next to their name, selecting "change user's password."
4. **I can't find where to grade the papers/assignments I gave:** BB9 no longer has a dropbox feature named "dropbox." Instead, go to your course management section on the lower left of your screen and select "Grade Center." To grade, click on assignments/tests, etc. A new screen will appear with your students listed. You will see small green boxes with exclamation marks on them. Click on the arrow menu to the right of the green box (You have to hover over with your mouse to make it appear) and grade the student "attempt."
5. **I can't find the grade book:** The gradebook is in the grade center where you also check for and grade newly submitted assignments. Open the "full grade center" to view the entire gradebook. You can make changes, delete/add columns, etc. as before.
6. **How can I add/delete tools I need/don't need?:** Under the course management tools, click on "customization," then "tool availability" and check/uncheck tools.
7. **How can I change the appearance of my class?:** Under the course management tools, click on "style." On the page that comes up, you can change from text to buttons of all colors, shapes, designs, change background/text colors, add banner images on the top of your pages, and most importantly, you can change which page comes up first for you and students (#4), but the "course content" is the recommended entry page.
8. **Where do I upload my epak/scorm, etc.?:** Under the course management tools, click on "packages and utilities" then "import course cartridge."