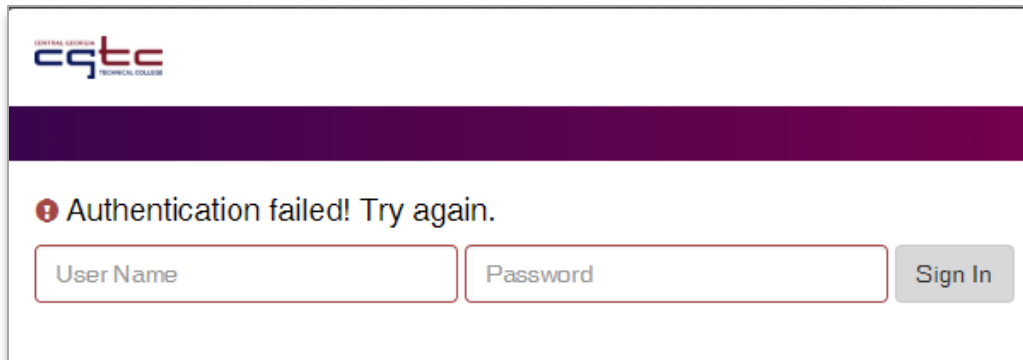


Blackboard Login Issues & Steps to Resolve for Students

ver. 08-08-2019

The "Authentication failed" error



The screenshot shows the Blackboard login interface for Central Georgia Technical College (CGTC). At the top left is the CGTC logo. Below it is a solid purple horizontal bar. Underneath the bar, there is a red circular icon with a white exclamation mark, followed by the text "Authentication failed! Try again." Below this message are two input fields: "User Name" and "Password", both with red borders. To the right of the "Password" field is a grey "Sign In" button.

The "authentication failed" error occurs when the incorrect username/password combo is used or when the user does not have a Blackboard account.*

Please login using the following credentials:

USERNAME: Your CGTC student username (the part of your student email address before the @ sign). Still not sure of your username? Use the [Account Lookup Tool](#) to find your username.

PASSWORD: If you are unable to login to any college resources, [please reset your password](#). All new students must reset their password before logging in the first time.

***New students:** There is a one-hour delay after you are accepted to the college before you will be able to login to Blackboard.

Additional Steps to troubleshoot:

Can you login to [BannerWeb](#)?

If yes, use the same username and password for Blackboard.

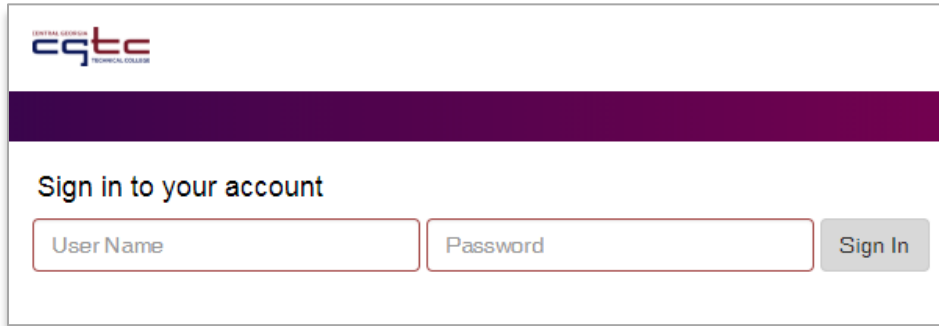
If no, [verify you are using the correct username](#).

Still can't login? [Reset your password](#) (please note, this will reset your password to all CGTC resources – BannerWeb, email, Gateway, Student Portal, on campus computers)

If you are still having trouble, please contact the Customer Communications Center at 478-988-6800 (Press 1). Have the error screen available so you can relay the error message to the representative.

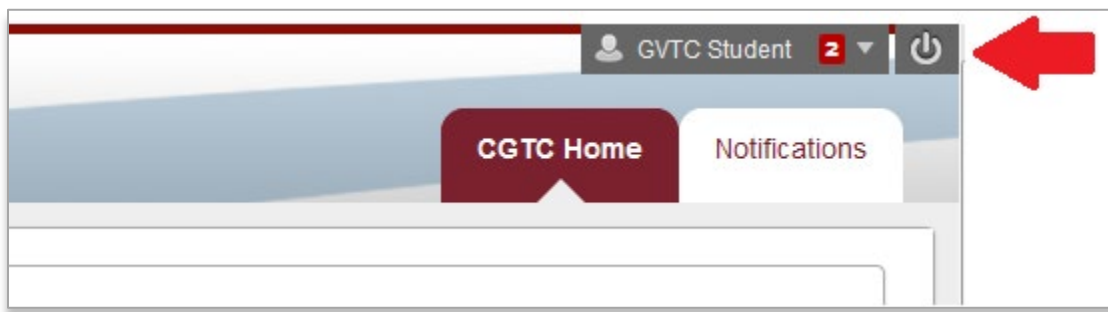
Login Attempts Immediately Returns User to the Login Screen

After you enter your Blackboard username and password and select "Sign In," you are immediately returned to the same login screen.



To resolve: Close all open instances of your browser, re-open your browser, then attempt to login again. If the problem persists, please reboot.

To prevent this issue in the future: When you are finished working in Blackboard, use the "Logout" button in the upper right-hand corner of the page to logout before closing your browser.

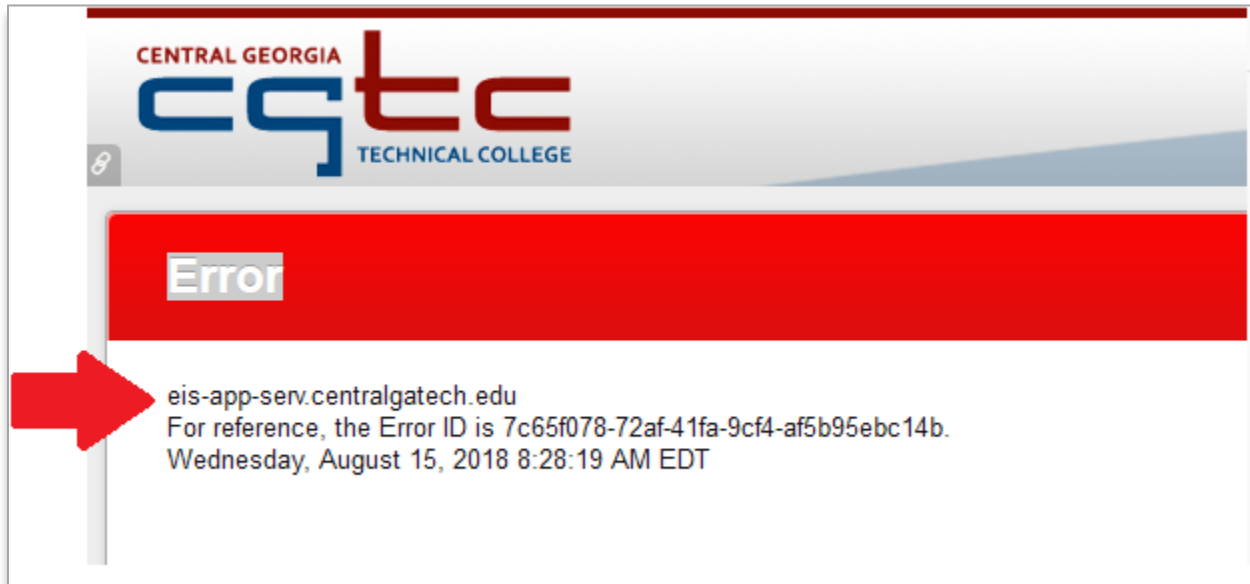


The "unknown user" error



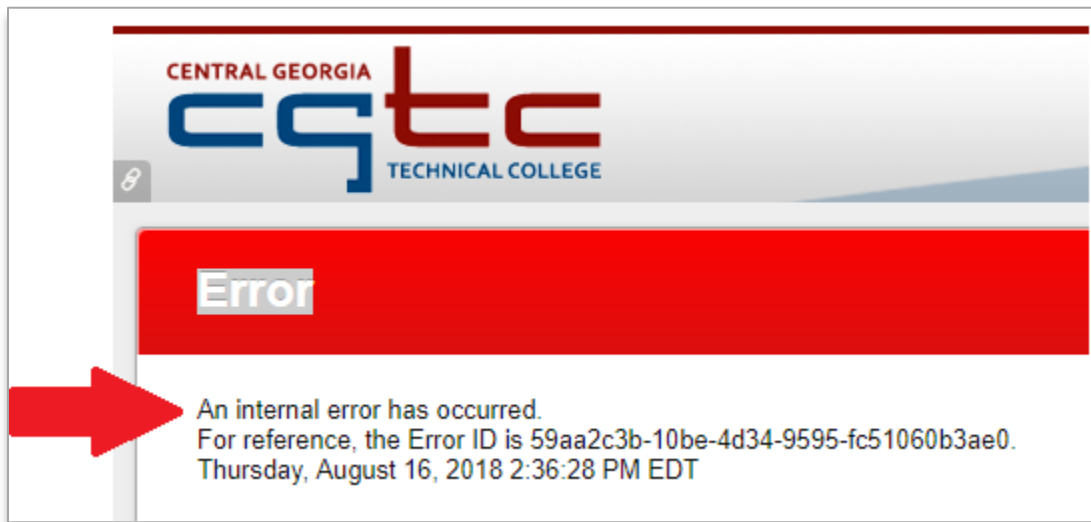
If you receive the "unknown user" error, please contact the Customer Communications Center at 478-988-6800 (Press 1). Have the error screen available so you can relay the error message to the representative. We do not need the Error ID.

The "eis-app" error



If you receive the “eis-app” error, please wait 10 minutes and attempt to login to Blackboard again. If you still receive the error, please contact the Customer Communications Center at 478-988-6800 (Press 1). Have the error screen available so you can relay the error message to the representative. We do not need the Error ID.

The “internal error has occurred” error

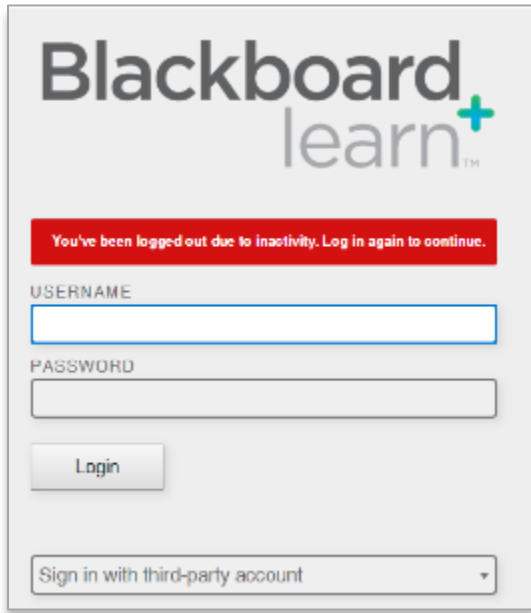


If you receive the “internal error has occurred” error, please clear your browser cache. Steps to clear your cache: [Mozilla Firefox](#); [Google Chrome](#); [Internet Explorer](#); [Safari](#).

If the issue is not resolved, please reboot your computer.

If you still have trouble or need assistance clearing your cache, please contact the Customer Communication Center at 478-988-6800 (Press 1). Have the error screen available so you can relay the error message to the representative. We do not need the Error ID.

The Blackboard Learn Login Module



The image shows a Blackboard Learn login module. At the top left is the Blackboard Learn logo, with "Blackboard" in a large, bold, grey font and "learn" in a smaller, grey font below it, followed by a small green plus sign and a trademark symbol. Below the logo is a red rectangular box containing the text "You've been logged out due to inactivity. Log in again to continue." in white. Underneath this is a form with two input fields: "USERNAME" and "PASSWORD". Below the password field is a "Login" button. At the bottom of the form is a dropdown menu with the text "Sign in with third-party account" and a downward-pointing arrow.

If you see the "Blackboard Learn login module" shown above, you are logging into the incorrect location. Please go to centralgatech.blackboard.com and click the "Blackboard Login Here" logo.

