GETTING STARTED
MyNSU & BLACKBOARD

Office of Extended Learning / NSU Online

Step 1: MyNSU, our education portal system, provides access to your NSU e-mail account, Office 365, and Blackboard Learn. Setting up your account is quick and easy. After accessing MyNSU, you will see instructions for getting your username, temporary password, and e-mail address. The University sends official communications to this account. After activating and successfully logging into MyNSU, you will see the NSU Office 365 image.

The Outlook web app window will appear the first time you log in. Select (UTC -05:00) Eastern Time (US & Canada) for the Time Zone. Click the OK button. You will then have access to your inbox. You may open Facebook, Twitter, and other social networks from MyNSU. For additional MyNSU information, view the MyNSU Guide.

The local number for the Help Desk is (757) 823-8678. Choose from the following options:
1. Blackboard
2. Password reset
3. MyNSU
5. Phone and Voicemail

You may also e-mail the help desk at clientservices@nsu.edu.

Step 2: Blackboard is accessed by clicking the Blackboard icon after logging into MyNSU. If you receive an access error, click on the Forgot Password link and follow the instructions provided in the e-mail you will receive. The new password must match your MyNSU password. You should now be able to access Blackboard via MyNSU.

Helpful Tips

- **Why don’t I see my course?** Contact your instructor to ensure the course has been made available (newly registered courses will appear after 24 hours). You can also check to see if your course is hidden in your My Courses list of the My NSU Blackboard tab by clicking the anchor button.
- **First time using Blackboard? Are you a freshman?** Self-enroll into the Blackboard Learn 101 course to learn how to navigate Blackboard.
- **Mobile device?** Find the app in your app store and install the Blackboard app (the icon is a pencil with a blue background) to access Blackboard on your mobile devices. Get MyNSU on your mobile devices with MyNSU Mobile.
- **Smarthinking** is a 24/7 tutoring tool that has tutors available in an array of academic subjects, as well as a writing center for assistance with your essays. Click Tools on the left side menu in any course to find the Smarthinking icon.
- **SafeAssign** is a tool designed to detect potential plagiarism and help you identify how to properly attribute sources rather than paraphrasing, by viewing the originality report.
- **Need Blackboard assistance?** First, visit the Blackboard Learn Help for Students website for immediate assistance. If you are unable to locate a solution on the website, contact Blackboard Support Monday through Friday, 8 am to 5 pm by e-mail bbtechsupport@nsu.edu, or call (757) 823-8678. After hours, weekends, and holidays, e-mail clientservices@nsu.edu or call (757) 823-8678.

Proctoring Tool

SEL/NSU Online is using Respondus LockDown Browser and Respondus Monitor, which resembles the classroom equivalent of face-to-face monitoring during exams. These proctoring tools ensure the privacy and identity of students are maintained in an online environment. The ultimate goal is to ensure academic integrity while also authenticating the identity of the student. Your instructor will provide the link for installing and downloading Respondus. You MUST use the link that any NSU instructor gives you, as outside links will not access NSU’s Respondus environment. To gain a basic understanding of this technology, view the Quick Start Guide for Students.

Blackboard Collaborate

A real-time video conferencing tool designed specifically for education, enabling high quality, interactive virtual classes and meetings. You will access Collaborate from inside each of your courses. You don’t have to install anything extra to join a session. For more information, go to the Blackboard MyNSU Blackboard tab, then scroll all the way down to the Attention Students section and view the Reserve a Virtual Study Room Today! section. Click here to view a video of Blackboard Collaborate.

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