OFFICE OF EXTENDED LEARNING
NORFOLK STATE
UNIVERSITY

Office of Extended Learning
700 Park Avenue
Lyman Beecher Brooks Library
Suite 3003
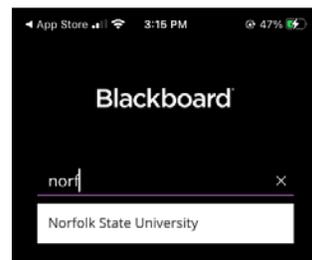Norfolk, VA 23504
(844) 266-4990
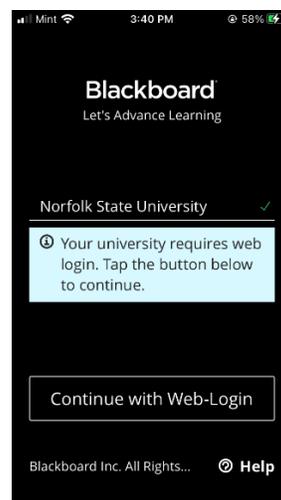
Access the Blackboard App – Starting Fall 2022

During Summer 2022, the Office of Information Security implemented a new authentication system, DUO, that has changed the way we access the Blackboard app. Please follow these instructions. You'll need to perform them on all your mobile devices upon which you will be accessing the app.

Before you complete this procedure, ensure that you are able to access MyNSU. If you are not, call (757) 823-8678, and choose option 3. Once the issue is resolved and you can access, start here:
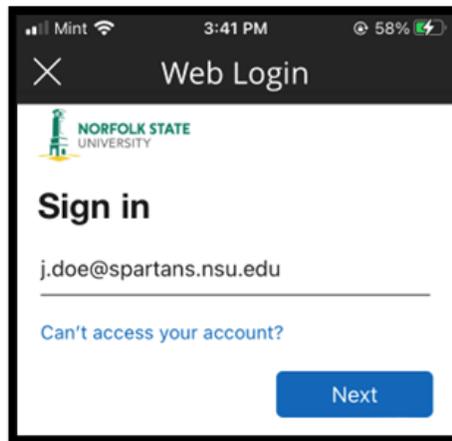
1.   Uninstall/delete the app from your mobile device(s).

2.   Re-install the app on your mobile device(s). Be sure to choose the app that has a blue background and a yellow pencil on the icon.

3.   Once the app is installed, open it and choose whether you want to receive notifications.

4.   Enter Norfolk State University where it says **Type your school/workspace…** and tap Norfolk State University to choose it when it pops up.

5.   You'll see a message that says "Your university requires web login. Tap the button below to continue". Tap the **Continue with Web-Login** button.

6.   Nex you'll see the NSU login screen. Note that it may ask for your username or your e-mail address. Check the text on the line to see which it wants and enter that information. For example, your username may be "j.a.smith", and your e-mail address would be "j.a.smith@spartans.nsu.edu". Click the **Next** button. **NOTE**: If you are a student, you may be asked to authenticate (provide user credentials) twice. Again, check the text on the line to see if it wants your username or your e-mail address.

8.   Enter your MyNSU password, **NOT** your Blackboard password. Click the **Sign In** button.

9.   Click the **Yes** or **No** button to indicate whether you want to stay signed in.

10.   Tap **Agree** to agree with the Blackboard Terms of Use. (This may not appear on subsequent logins.)

11.   You will land on the Institution page. The menu for other pages is across the bottom.

Next time you log into the app:

If you chose in step 9 above to stay logged in, you may be taken directly to the Institution page. From there you can move to your Blackboard tasks. If not, when you open the app you'll be taken to step 5 above. Continue through the steps to log in.