



How to set your password to

**BLACKBOARD**



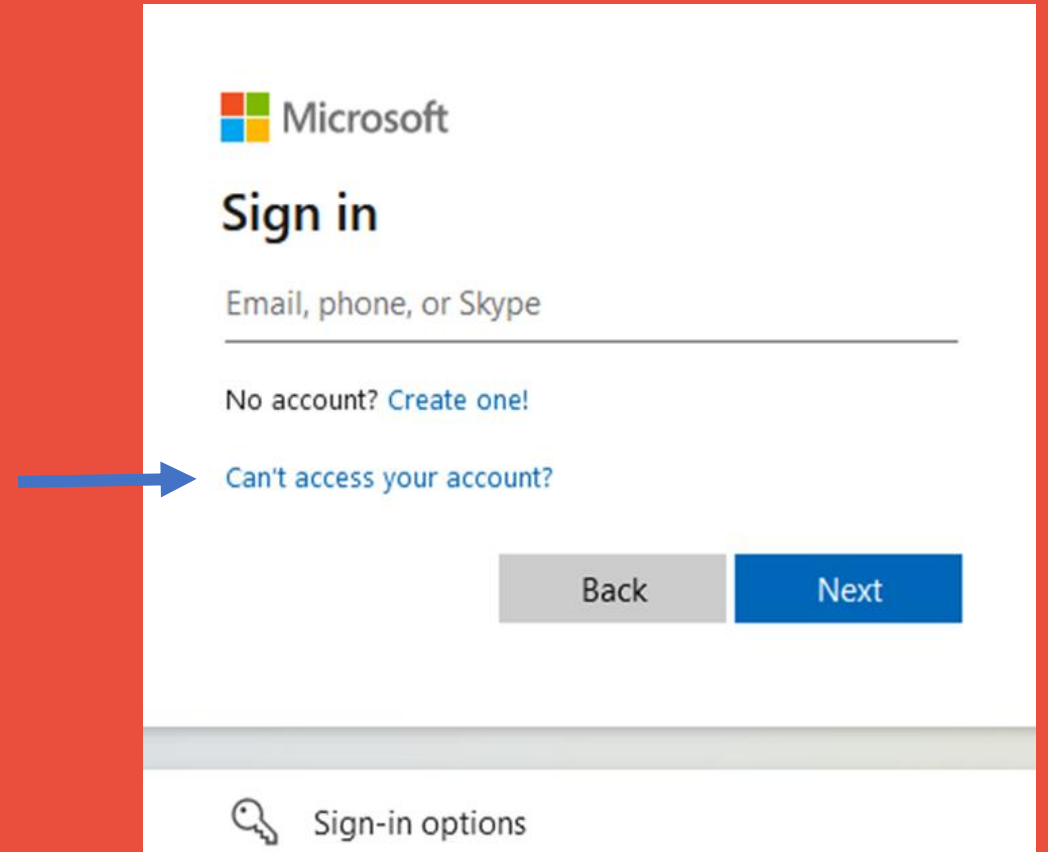
# What is Blackboard?

- Student Profile
- Announcements
- Timetable
- Courses
- Attendance
- Assessment Results
- Academic Reports



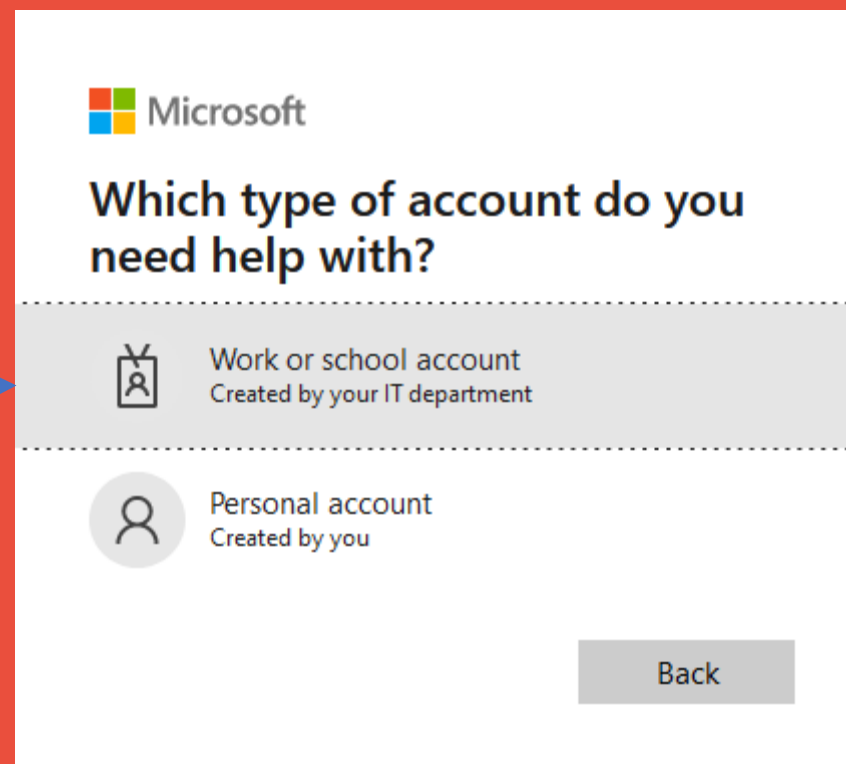
## Step 1:

- Use Google Chrome
- Portal URL: <https://portal.office.com>
- Click “Can’t access your account” as highlighted



## Step 2:

Choose “Work or school account”



## Step 3:

Enter your username:  
270\*\*\*\*\*@upstudent.org

Enter the characters in the picture

Click Next


Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com

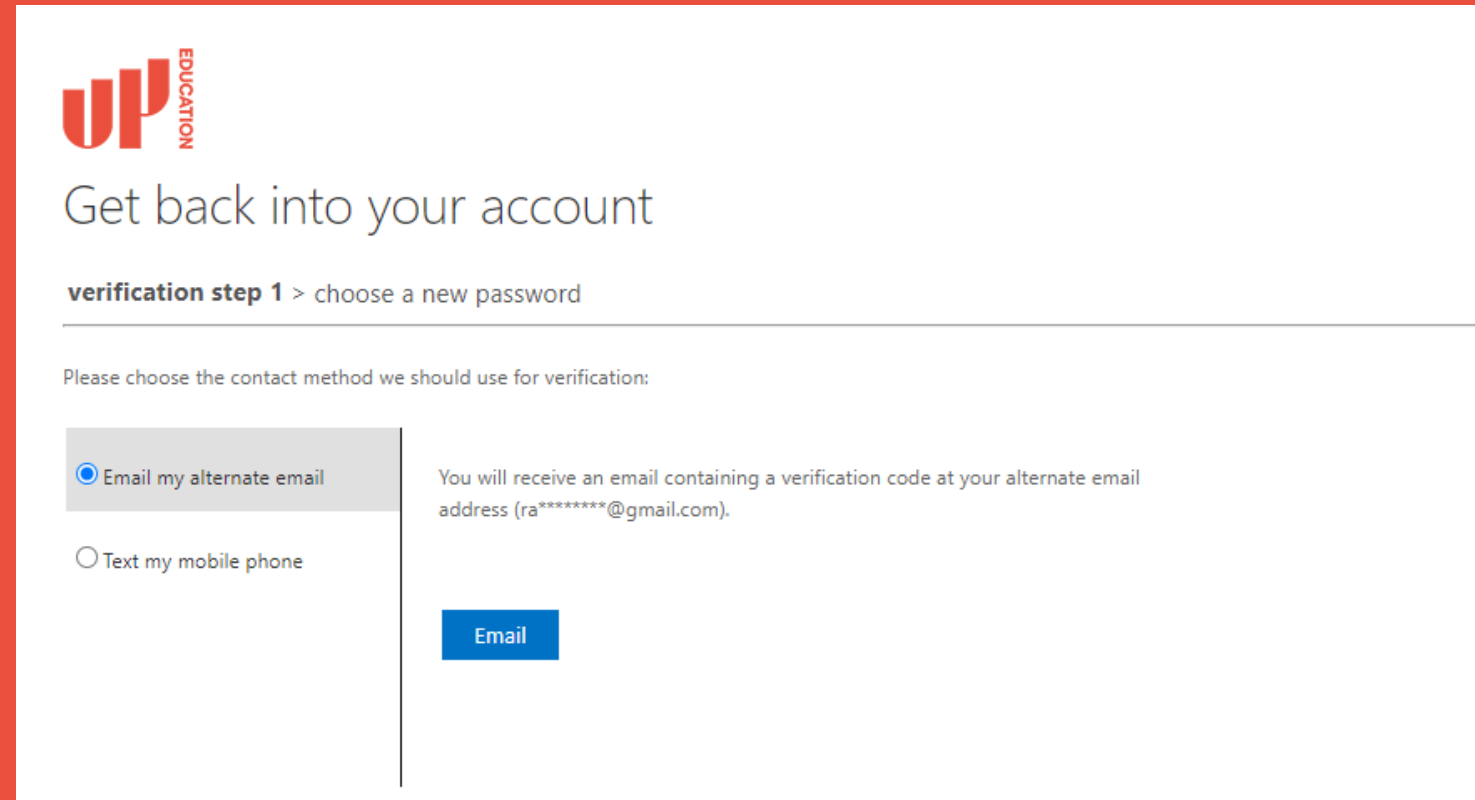


Enter the characters in the picture or the words in the audio. \*

## Step 4 (email):

Choose from one of the following options

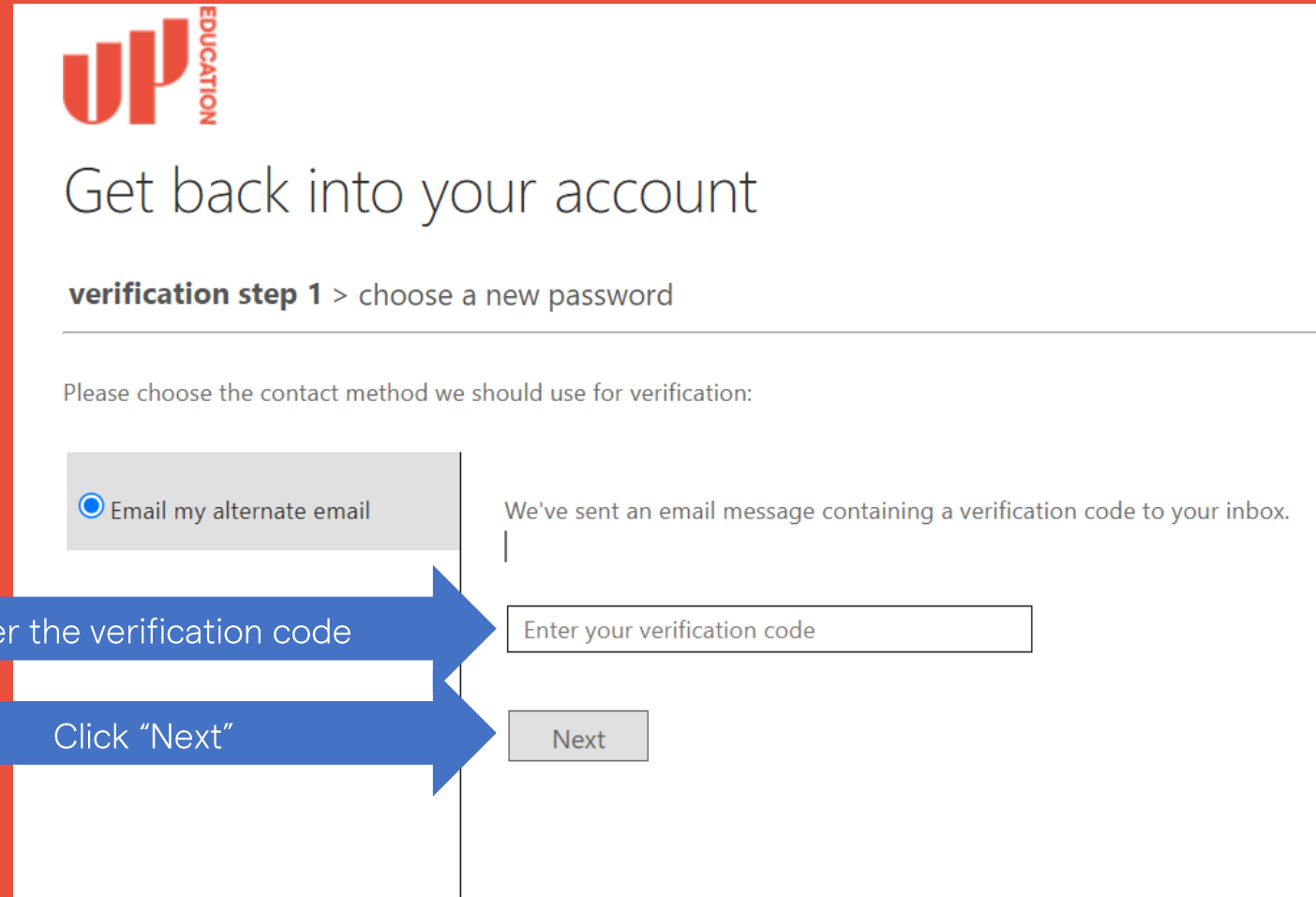
We recommend the Email option →




The screenshot shows the UP EDUCATION logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this from the main content. The text "Please choose the contact method we should use for verification:" is followed by two radio button options: "Email my alternate email" (which is selected and highlighted in grey) and "Text my mobile phone". To the right of these options, a message states: "You will receive an email containing a verification code at your alternate email address (ra\*\*\*\*\*@gmail.com)." Below this message is a blue button labeled "Email".

## Step 5 (email):

You should receive a verification code to your personal email.



The screenshot shows the 'Get back into your account' page for 'verification step 1 > choose a new password'. It prompts the user to choose a contact method for verification. The 'Email my alternate email' option is selected. A message states that a verification code has been sent to the user's inbox. Below this, there is a text input field for the verification code and a 'Next' button. Two blue arrows point from the left towards the input field and the 'Next' button, with labels 'Enter the verification code' and 'Click "Next"' respectively.

UP EDUCATION

### Get back into your account

**verification step 1** > choose a new password

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Please choose the contact method we should use for verification:

Email my alternate email

We've sent an email message containing a verification code to your inbox.

Enter your verification code

Next

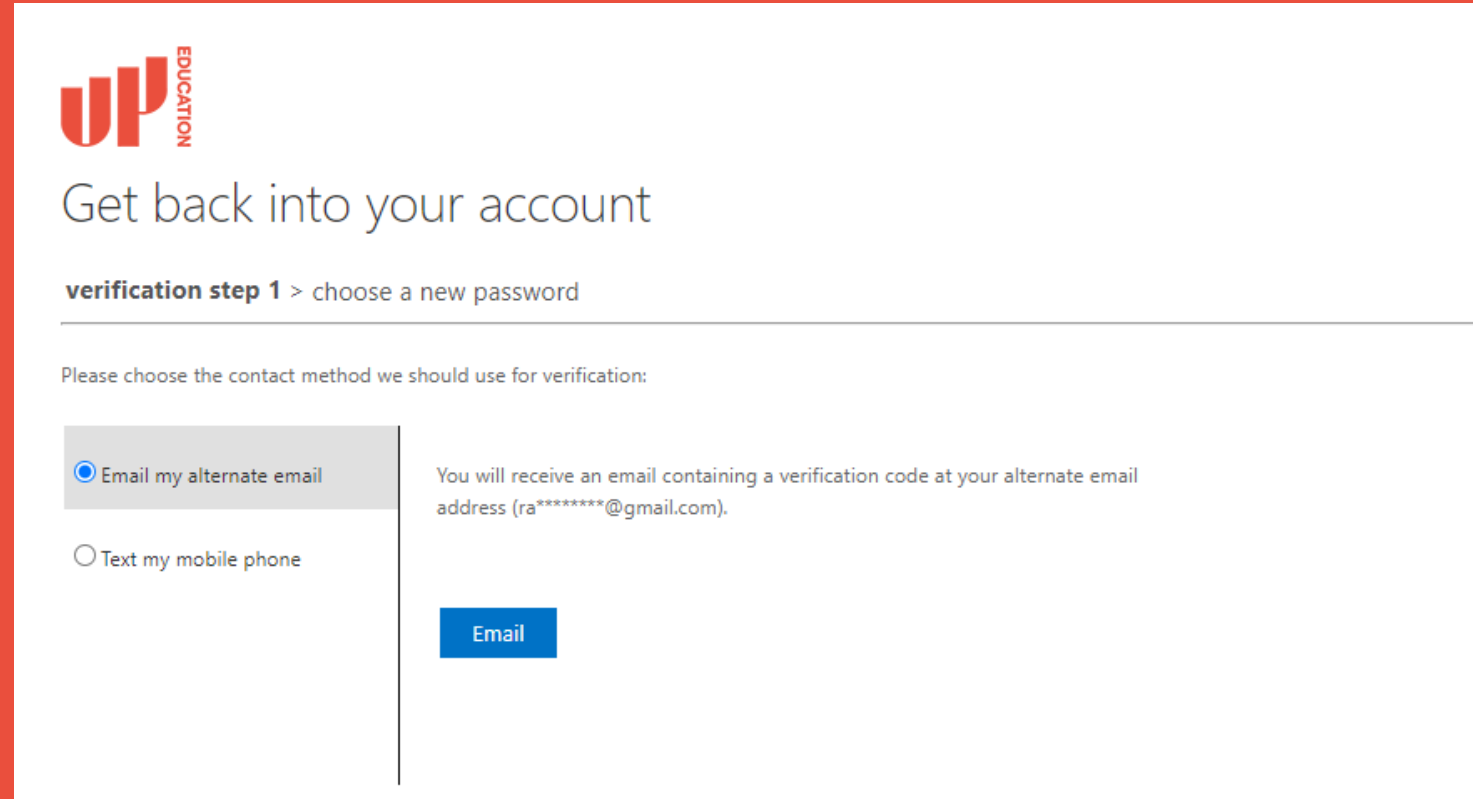
Enter the verification code

Click "Next"

## Step 4 (text):

Choose from one of the following options

If you prefer to use your mobile phone,  Click on "Text my mobile phone".



The screenshot shows the UP EDUCATION logo at the top left. Below it is the heading "Get back into your account" and a sub-heading "verification step 1 > choose a new password". A horizontal line separates this header from the main content. The main content starts with the instruction "Please choose the contact method we should use for verification:". Below this are two radio button options: "Email my alternate email" (which is selected) and "Text my mobile phone". To the right of these options, a message states: "You will receive an email containing a verification code at your alternate email address (ra\*\*\*\*\*@gmail.com).". At the bottom right of the form is a blue button labeled "Email".



## Step 5 (text):

You should receive a Text message on your Mobile Phone with a verification code.

**verification step 1** > choose a new password

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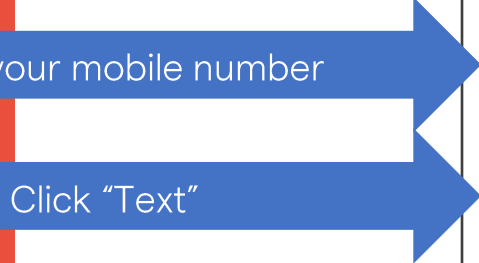
Please choose the contact method we should use for verification:

Text my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*47) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

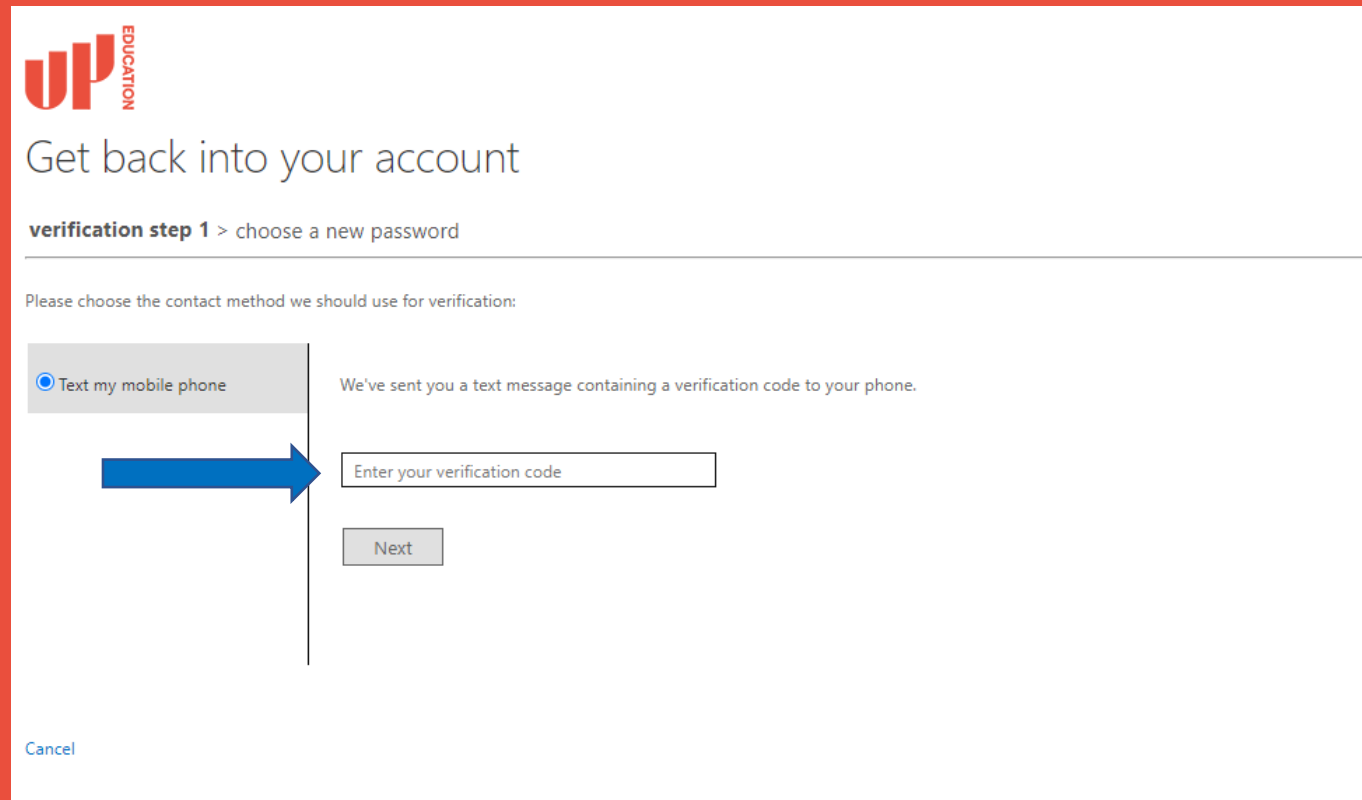


Enter your mobile number

Click "Text"

## Step 6 (text):

Enter the verification code you have received via text message.



The screenshot shows the UP EDUCATION account recovery process. At the top left is the UP EDUCATION logo. The main heading is "Get back into your account". Below this is a breadcrumb trail: "verification step 1 > choose a new password". A horizontal line separates this from the next section, which asks the user to "Please choose the contact method we should use for verification:". There are two radio button options: "Text my mobile phone" (which is selected) and "Text my email address". A blue arrow points from the selected option to a text input field labeled "Enter your verification code". Below the input field is a "Next" button. At the bottom left of the screen is a "Cancel" link.

UP EDUCATION

### Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

We've sent you a text message containing a verification code to your phone.

Next

Cancel

## Step 7:

You will then need to choose your own password

\* your password must be a minimum of 10 characters and contain at least 3 of the following 4 categories - Uppercase characters, Lowercase characters, numbers and Non-alphabetic characters (for example !, \$, #, %)

Remember your password and

you are all good to go! 😊


verification step 1 ✓ > **choose a new password**

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\* Enter new password:

\* Confirm new password:

[Finish](#) [Cancel](#)

UP EDUCATION

### Get back into your account

✓ Your password has been reset

To sign in with your new password, [click here](#).

## Blackboard homepage address: <https://blackboard.up.education>

Possible issues:

- Don't receive the verification code? Or
- Any other issue?



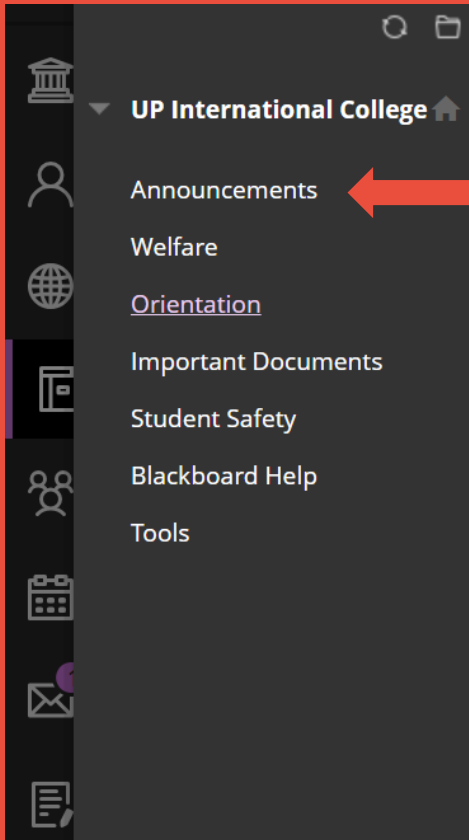
Contact Student Support Team first:  
[studentsupport@up.education](mailto:studentsupport@up.education)  
(with your name, ID number, and your Mobile No.)

- Still can't login?

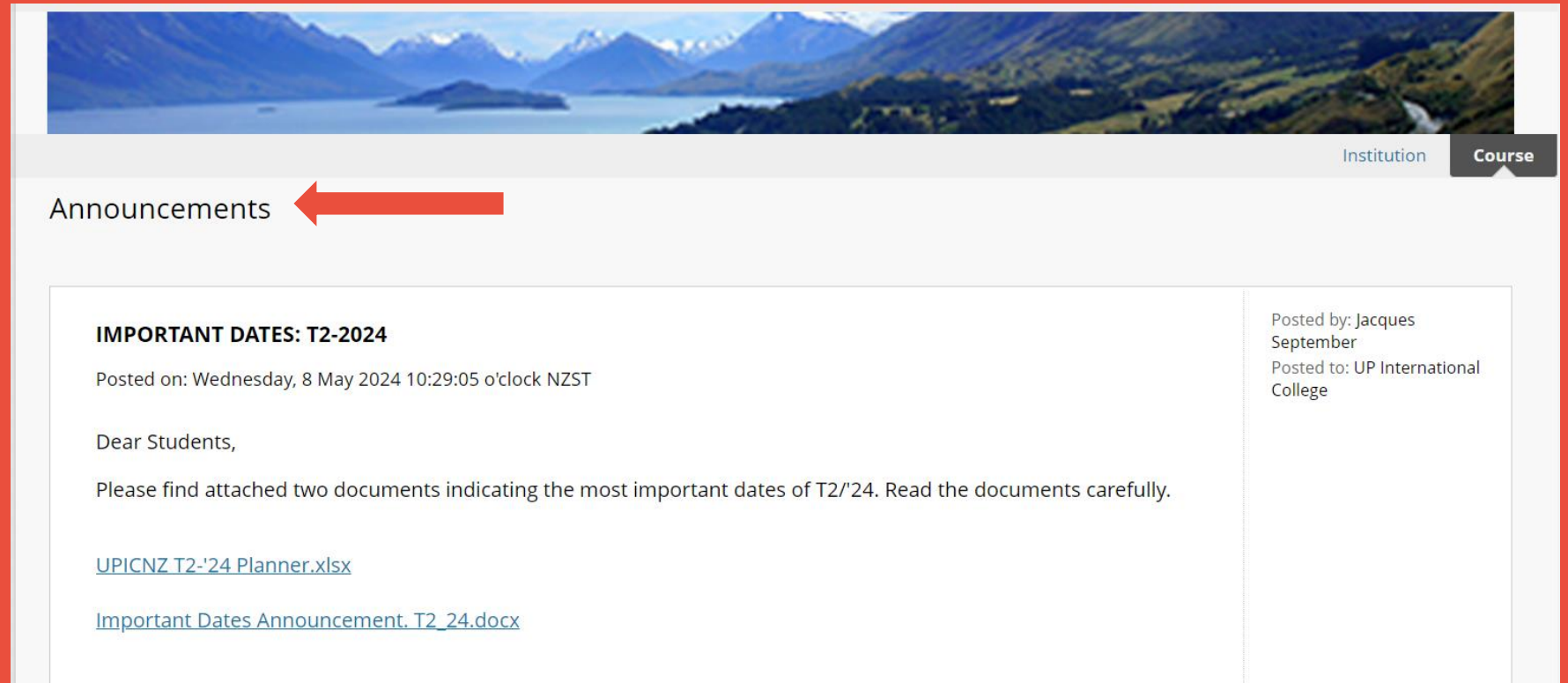


Contact our IT Support Team  
<https://itsupport.up.education>

## Check school announcements at home every day



- UP International College
- Announcements
- Welfare
- Orientation
- Important Documents
- Student Safety
- Blackboard Help
- Tools



Announcements

**IMPORTANT DATES: T2-2024**  
Posted on: Wednesday, 8 May 2024 10:29:05 o'clock NZST

Dear Students,

Please find attached two documents indicating the most important dates of T2/'24. Read the documents carefully.

[UPICNZ T2-'24 Planner.xlsx](#)

[Important Dates Announcement. T2\\_24.docx](#)

Posted by: Jacques September  
Posted to: UP International College

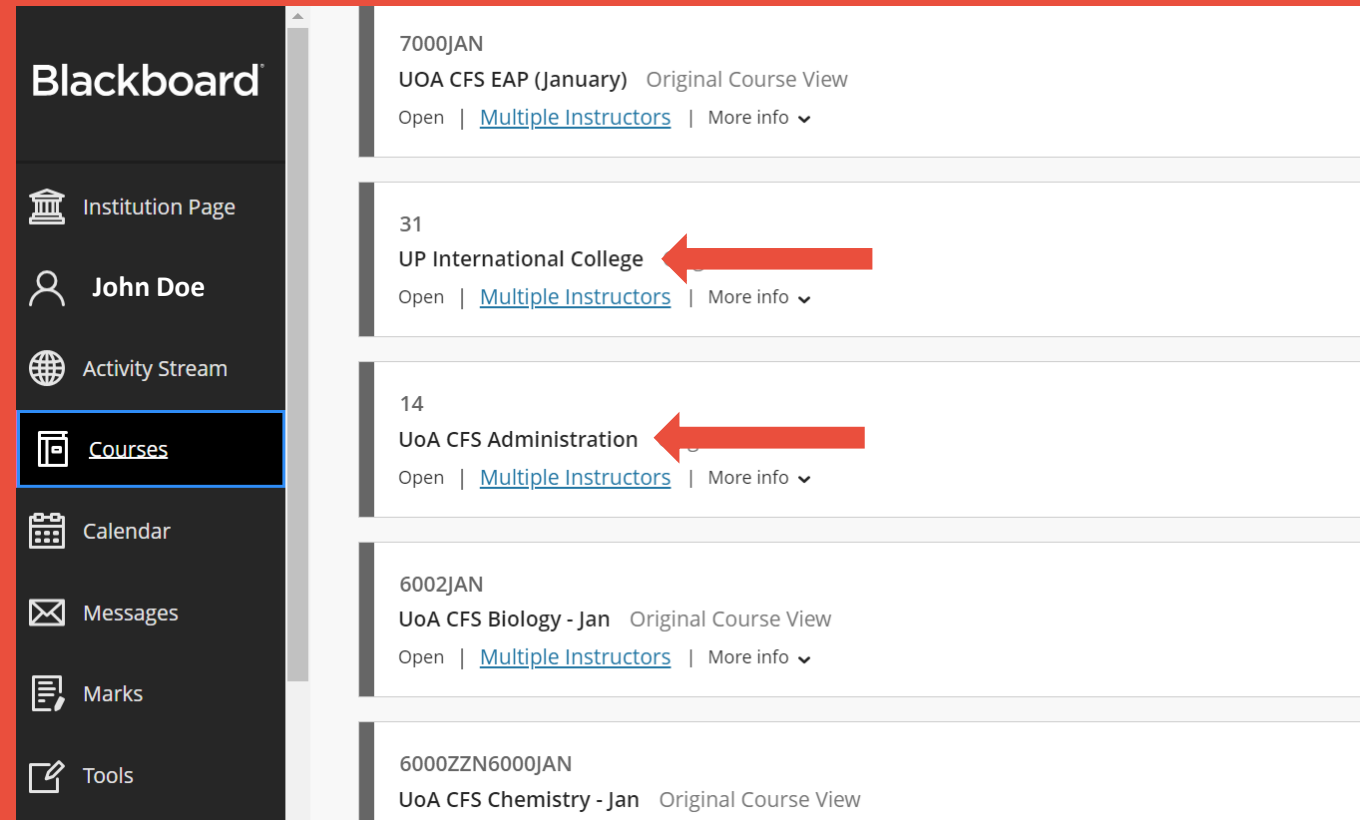
# BlackBoard homepage

# UoAIC - Check your course notification or content

If you are a UoAIC student, should see the following courses:

- UoA CFS Administration
- UP International College

Click on the course on the top right of your screen.



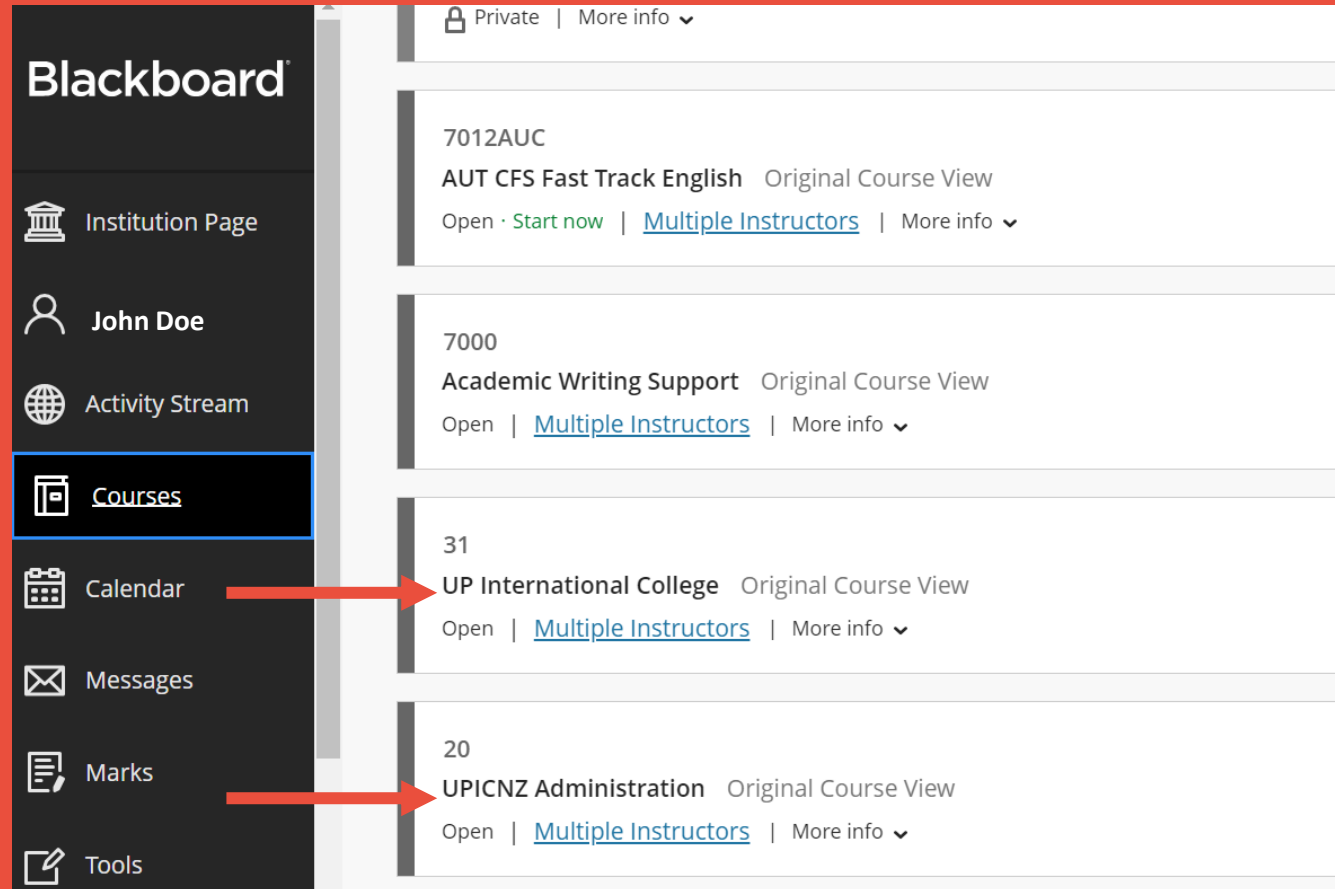
The screenshot shows the Blackboard interface. On the left is a dark sidebar with the 'Blackboard' logo and navigation options: Institution Page, John Doe (user profile), Activity Stream, Courses (highlighted with a blue bar), Calendar, Messages, Marks, and Tools. The main content area displays a list of courses. The first course is '7000JAN UoA CFS EAP (January) Original Course View'. The second course is '31 UP International College', with a red arrow pointing to it. The third course is '14 UoA CFS Administration', also with a red arrow pointing to it. The fourth course is '6002JAN UoA CFS Biology - Jan Original Course View'. The fifth course is '6000ZZN6000JAN UoA CFS Chemistry - Jan Original Course View'. Each course entry includes 'Open', a link to 'Multiple Instructors', and a 'More info' dropdown arrow.

# UPICNZ - Check your course notification or content

If you are a UPICNZ student (AUT, VUW, Foundation Connect), should see the following courses:

- UP International College
- UPICNZ Administration

Click on the course on the top right of your screen.



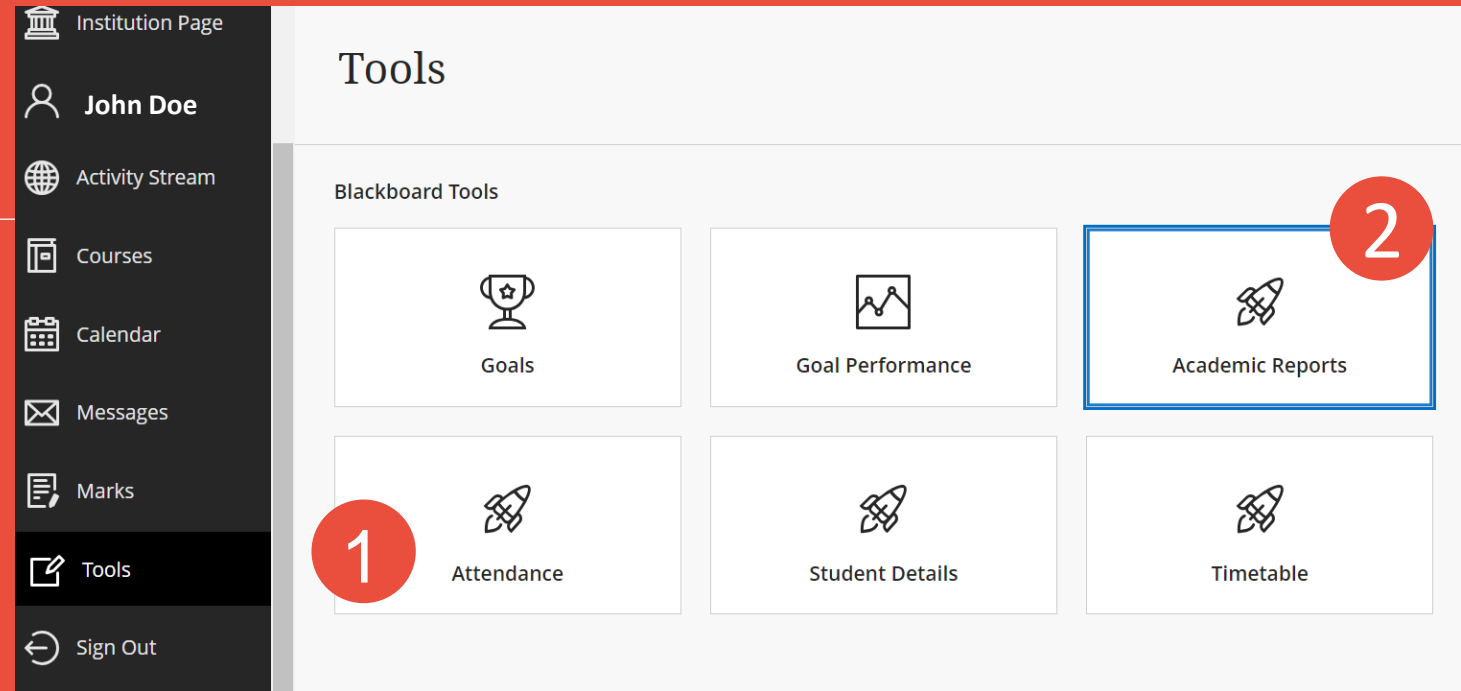
The screenshot shows the Blackboard user interface. On the left is a dark navigation sidebar with the following items: Institution Page, John Doe (user profile), Activity Stream, Courses (highlighted with a blue border), Calendar, Messages, Marks, and Tools. On the right is the main content area, which is currently displaying a list of courses. At the top right of the content area, there is a lock icon and the text 'Private | More info'. The course list includes:

- 7012AUC  
AUT CFS Fast Track English Original Course View  
Open · Start now | [Multiple Instructors](#) | More info
- 7000  
Academic Writing Support Original Course View  
Open | [Multiple Instructors](#) | More info
- 31  
UP International College Original Course View  
Open | [Multiple Instructors](#) | More info
- 20  
UPICNZ Administration Original Course View  
Open | [Multiple Instructors](#) | More info

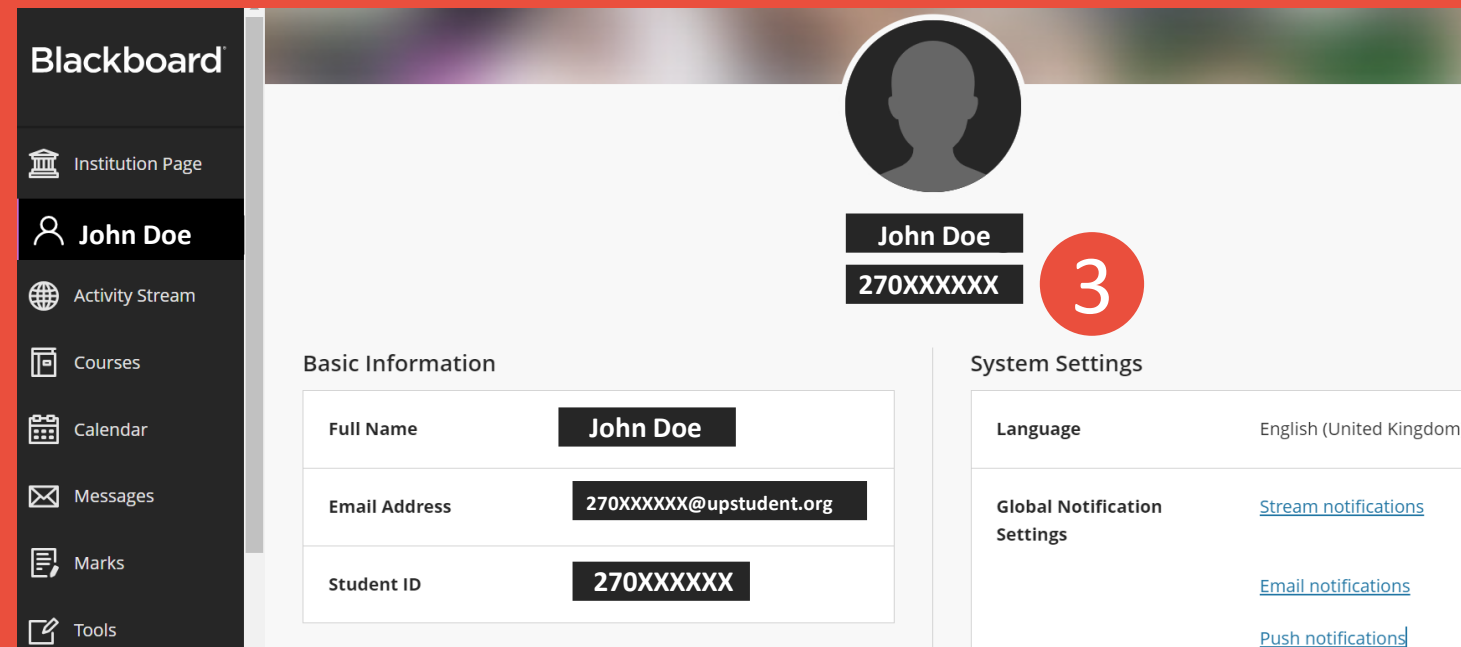
Two red arrows point from the 'Calendar' and 'Marks' items in the sidebar to the 'UP International College' and 'UPICNZ Administration' course entries in the main content area, respectively.

# Attendance, Student Profile, Academic Reports

- 1 Attendance this is where you will see your current attendance: P (present) A (absent)
- 2 Academic Report this is where you can locate your school report, your exam results, your academic letters
- 3 Student Details this is where you can locate your Student ID



The screenshot shows the Blackboard 'Tools' page for user John Doe. A dark sidebar on the left contains navigation options: Institution Page, John Doe, Activity Stream, Courses, Calendar, Messages, Marks, Tools (highlighted), and Sign Out. The main content area is titled 'Tools' and features a grid of six tool cards: Goals, Goal Performance, Academic Reports (highlighted with a blue border and a red circle with the number 2), Attendance (highlighted with a red circle with the number 1), Student Details, and Timetable.

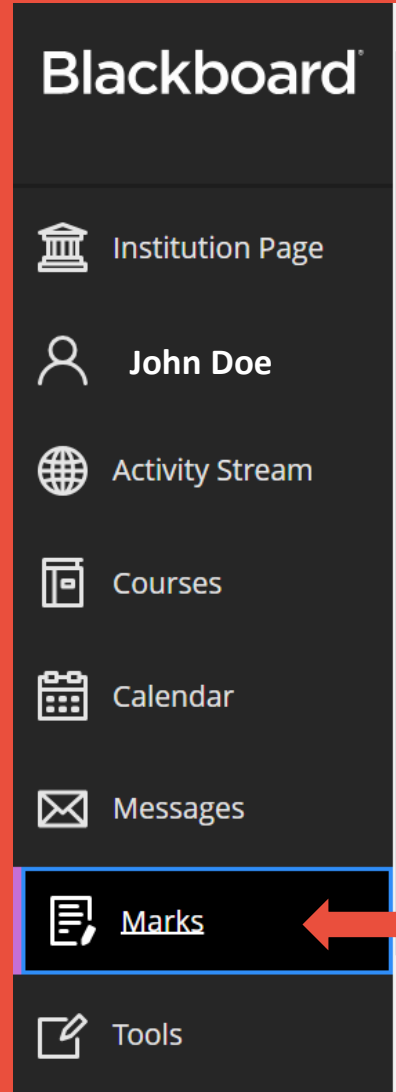


The screenshot shows the Blackboard 'Student Profile' page for user John Doe. A dark sidebar on the left contains navigation options: Institution Page, John Doe, Activity Stream, Courses, Calendar, Messages, Marks, and Tools. The main content area features a profile header with a silhouette icon, the name 'John Doe', and the student ID '270XXXXXX' (highlighted with a red circle with the number 3). Below the header are two columns: 'Basic Information' and 'System Settings'. The 'Basic Information' column contains fields for Full Name (John Doe), Email Address (270XXXXXX@upstudent.org), and Student ID (270XXXXXX). The 'System Settings' column contains fields for Language (English (United Kingdom)) and Global Notification Settings (with links for Stream notifications, Email notifications, and Push notifications).



# Assessment Results

Click on 'My Marks' to get a report of all your assessment results.



# Blackboard Advice for Students

- Explore your courses. Try everything
- Download materials (eBooks, etc.)
- Do practice assessments (when available)
- Ask questions / Report problems





**EDUCATION**

**Amplify  
your  
potential**