Adult Education Blackboard
Frequently Asked Questions

General

What is the URL for the Adult Education Blackboard login page?
Use your internet browser to go to https://adultedgo.blackboard.com. We recommend Chrome.

I forgot my password. How can I reset it?
Go to https://adultedgo.blackboard.com and click on "Forgot Your Password?" in the login section. You will need to provide your first name, last name, and username or email address. To complete the process, Blackboard will send a reset link to the email associated with your account.

My user account is locked. What can I do to unlock it?
Due to security reasons, users are locked out of Blackboard if the account's password is entered incorrectly three times. After two hours, your account will unlock and you will be given three additional attempts. Users are encouraged to complete the "Forgot Your Password" process after two unsuccessful attempts to avoid being locked out.

Students

How do I get a Blackboard student account?
Blackboard accounts for students are created when their local adult education program enrolls them in a student class in GALIS that has been designated as a Blackboard course. Local programs are responsible for giving students their usernames and instructions on how to log in to Blackboard.

A video in my class is not working. How can I get help?
Students should contact their class instructor for any issues with Blackboard content or links.

Instructors

How do I get a Blackboard faculty account?
Blackboard accounts for instructors are created when their local adult education program adds them as a staff member in GALIS. Instructors should contact their local Blackboard sub-administrator or supervisor for their username and instructions on how to log in to Blackboard.

How do I get a Blackboard sub-administrator account?
Blackboard accounts for sub-administrators must be requested by the program administrator and submitted to the OAE Blackboard Helpdesk.