Reset Your Blackboard Learn Account Password

This applies to ALL students, regardless of if you have ever taken a class in Blackboard at Mayo.

You must reset your Blackboard account password every six months.

**Step 1**
- Access Blackboard Learn: [http://eduonline.mayo.edu](http://eduonline.mayo.edu)

**Step 2**
- Select **Forget Your Password?**

**Step 3**
- Complete **ONE** of the options in **Lost Password**
  - **Username** is your LAN ID.  
    Check Mayo Quarterly to find your LAN ID
  - Select **SUBMIT**

If you are in the system, you will then receive an email.

  - Click on the link provided in the e-mail and go to **Step 4**.

If you are **NOT** in the system, you will receive the following message.

No user accounts were found that matched the information entered.

Proceed to Step 4A. Once you have established an account, return to Step 1 and complete as indicated.

**Step 4**
- Enter a new password and verify.  
  Passwords are case sensitive and limited to 32 characters

After creating the password, you will be redirected to **Blackboard Learn**: [http://eduonline.mayo.edu](http://eduonline.mayo.edu)

- Login to **Blackboard Learn**
  Enter your Lan ID and password (the one you just created) to access your course(s).

**Help Info/Support**
If you are still unable to log in to Blackboard Learn, contact the Help Desk at:

- MCA: 480-301-3900, 2-3900 internally
- MCF: 904-953-0369
- MCR: 507-284-5500

**Step 4A – Request Blackboard Learn Access:**
Send an email to: deltsupport@mayo.edu

1. Include in the message these items:
   - Last Name
   - First Name
   - LAN ID

2. You will receive an email confirmation when your account in Blackboard has been created. (Please allow 2 business days)

3. After you have received the confirmation email, you will need to contact your course facilitator to grant you access to your course.

5. **Then complete Steps 1-4 to verify your access.**