A black background with white text

Description automatically generated

BLACKBOARD ERROR

The following instructions outline how to solve possible errors on the blackboard.

**Error: “The username or password you typed is incorrect. Please try again. If you still cannot log in, contact your system administrator”.**

* If you encounter the above-mentioned error, click on "Sign in with a third-party account" and select "European University Cyprus Login Portal (myEUC)".
* Upon clicking, you will be redirected to the OneLogin page.
* Enter your university credentials (email and password) and then proceed to sign in.

**Error: “You do not have permission to access this content.”**

* If you encounter the above-mentioned error, you need to communicate with your instructor. Send them an email to inform them that the content is not visible.

**Error: “Access Denied”.**

* If you encounter a popup error when trying to view a submission after uploading an assignment on Blackboard, consider the following alternatives:
  + Change the file name to a shorter length.
  + If the file name is in Greek and is excessively long, try to shorten it.
  + Avoid using any symbols in the file name.

**Error: “Where are my courses?”**

* If you encounter an error while trying to find your courses on Blackboard, it may be due to the following reasons:
  + You haven't registered for any courses yet.
  + If you have registered for a course, please allow up to 2 days for enrollment in your courses to be processed.

**Error: “Sign on Error! Blackboard Learn is currently unable to log into your account using single sign-on”.**

* This error is because you don’t have access yet to the blackboard.