myBlackHawk FAQs

What does this error message mean?

⚠️ The credentials you provided cannot be determined to be authentic.

• The username and/or password is incorrect.
• Please confirm your login information and follow the login instructions in this guide.

Do I have to answer the security questions?

Yes. This allows you to reset your password if you forget it. Remember your answers. If needed, write them down and keep in a secure area.

How do I reset my security answers?

• On the home tab in myBH under the Personal Announcements channel click the “My Account” link.
• Click the “Change password recovery answers.” link.
• Enter your current myBlackHawk password.
• Answer the security questions and click “Submit Setup.”

How do I forward my myBlackHawk email?

• In myBH click the “My Mail” envelope icon at the top of the page. (Not opening? Disable pop-up-blockers.)
• Click on the Settings icon (looks like a gear) and then choose “Settings.”
• Click on the “Forwarding and POP/IMAP” tab.
• Click the “Add a forwarding address” button.
• Type the email address you would like all messages to be forwarded to and click “Next.”
• Click “Proceed” then “OK.”
• Open your forwarding email account, locate the confirmation code email and copy the code.
• Go back to your My Mail account in myBH and type in the confirmation code and click “Verify.”
• Be sure to click “Forward a copy of incoming mail to.”
• Click “Save Changes.”

Quad-Cities Campus

Advising ............................................................. 309-796-5100
Bookstore (Hawk’s Hub) ........................................ 309-796-5500
Campus Police Department .................................. 309-796-5913
Disability Services Office ..................................... 309-796-5900
Video Phone ....................................................... 309-716-3310
Enrollment Services ............................................. 309-796-5300
Financial Aid ....................................................... 309-796-5400
General information ............................................. 309-796-5000
myBlackHawk help ............................................. 309-796-5555
Placement Testing ............................................... 309-796-5352
Testing Center .................................................... 309-796-5170

East Campus

Advising ............................................................. 309-854-1709
Campus Police Department ................................... 309-856-1784
Disability Services Office ..................................... 309-854-1713
East Campus Store .............................................. 309-854-1716
Enrollment Services ............................................. 309-854-1703
Financial Aid ....................................................... 309-854-1708
General BHC information .................................... 309-854-1700
myBlackHawk help ............................................. 309-796-5555
Placement Testing ............................................... 309-854-1709
Testing Center .................................................... 309-854-1704

Problems?

Contact the ITS Help Desk at 309-796-5555 or 5555@bhc.edu.
Login to myBlackHawk.bhc.edu

1. **Don't know your user name?**
   - Click the “Trouble Logging In? Click Here” link.
   - Click the “What’s my USERNAME?” link.
   - Enter your Social Security #, last name and birthdate.
   - Click the “Get My ID!” button.
   - Directly under your BHC ID# (900#) is your user name.

2. **First time logging in?**
   - Enter your initial password, which is a random 8-character PIN sent to you with your acceptance letter.
   - Click “LOGIN”. You will be prompted that your “Password Expired.”
   - Create your new password* and confirm it.
   - Click “Save Changes.”
   - Answer* security questions.
   *Password/answer requirements are on the page.

3. **Forgot your password?**
   - If this is NOT the first time you are logging in:
     - Click the “Forgot your password?” link.
     - In the User Name field, type your myBH username.
     - Click “Submit.”
     - Type in your answers to the security questions.
     - Click “Submit Answers.”
   - Once you correctly answer at least four security questions, follow the instructions on the page.

---

Find it on myBlackHawk!

Many things can be found in your myBlackHawk account. These include, but are not limited to: tuition balance, online payment options, instructions for online courses, online tutoring, class schedule, library resources, campus announcements and email.

**Printing My Schedule**
- In myBH, click the Student tab from the menu.
- In the Registration and Records channel, click Registration.
- Click Week at a Glance and enter a date: MM/ DD/YYYY (Date entered must be within a week which has no holidays or breaks.)
- Click Submit to view schedule (Ctrl P to print).

**Finding My Tuition Bill**
- In myBH click the Student Billing tab to the left.
- In the Account Info channel, click My Billing Detail by Term.
- Select a term and then click Submit.

**Making Online Payments - Credit/Debit/E-Check**
- In myBH click the Student Billing tab to the left.
- In the Payment Options channel, click Make a Payment Online.
- Select a term then click Submit.
- In the box provided, enter the amount you are paying and click Submit.
- Select method of payment, enter payment information then click Submit.

**Viewing Final Grades**
- In myBH click the Student tab to the left.
- In the Registration and Records channel, click Student records.
- Click Final Grades.
- Select a term then click Submit.

---

**Dropping a Course**

Students must see their high school counselor prior to withdrawing from dual credit classes and complete the dual credit drop form that includes the high school counselor’s signature. The counselor will submit this form to the dual credit coordinator.

It is important to officially drop the class to avoid an “F” on the student’s transcript.

The student is financially responsible for tuition and fees for all classes not officially dropped by the appropriate refund date.*

*Refund Schedule is found in the Schedule of classes

**BHC Dual-Credit Counselors**

If your classes schedule is incomplete or wrong, or if you have questions regarding dual-credit classes, contact the BHC Dual Credit Counselor for additional help.

**Quad-Cities Campus:**
Christine Adell
309-796-5160
Sara Dye
309-796-5464

**East Campus:**
Jeanine Peterson
309-854-1712

---

myBlackHawk.bhc.edu