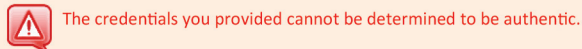


myBlackHawk FAQs

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 below 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 Center	309-796-5100
Bookstore (Hawk’s Hub)	309-796-5500
Bursar	309-796-5200
Campus Police Department.....	309-796-5913
Disability Services	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.....	309-796-5100
Testing Center	309-796-5170

East Campus

Advising Center	309-854-1709
Campus Police Department.....	309-854-1784
Disability Services Office	309-796-5900
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.....	309-854-1732
Testing Center	309-854-1732

Problems?

**Contact the ITS Help Desk at
309-796-5555 or 5555@bhc.edu.**

No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance. Legal citation: Title IX of the Education Amendments of 1972, and its implementing regulation at 34 C.F.R. Part 106 (Title IX). Students should direct inquiries to Title IX Coordinator Jana Koch or Deputy Title IX Coordinator Luis Moreno, Black Hawk College, Building 1, Room 377 or Room 376, 6600 34th Ave., Moline, IL 61265. Phone 309-796-5177 or 309-796-5041 or email kochj@bhc.edu or moreno@bhc.edu. Faculty and staff should direct inquiries to Deputy Title IX Coordinator Stacey Cary at Black Hawk College, Building 1, Human Resources, 6600 34th Ave., Moline, IL 61265, phone 309-796-5225 or email carys@bhc.edu.

Should you need accommodations or this information in an alternative format, please contact Disability Services at 309-796-5900.



Guide to myBlackHawk for Dual Credit Students



Login to myBlackHawk.bhc.edu

1
2
3

1 [Trouble Logging In? Click Here](#)

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 Number, 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 to change your password.
- 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 from the menu.
- In the Account Info channel, click My Billing Detail by Term.
- Select a term then click Submit.

Making Online Payments - Credit/Debit/E-Check

- In myBH, click the Student Billing tab from the menu.
- 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 from the menu.
- 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 must 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 class 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