

# Blackboard Login Issues or Locked Account

## Problem

Blackboard Learn (<https://blackboard.valpo.edu>) won't let you login or states the account is locked.

As a security feature to prevent unauthorized logins to your account, your Blackboard account will lock after 5 failed login attempts. The lock will remain in place for approximately 90 minutes. After that point, you will be able to attempt the login again.

If after your 90 minute window is open and you have a failed attempt or two, check the following:

- The passwords are case-sensitive
  - Make sure your Caps Lock is off
  - On a mobile device, the first letter is sometimes automatically capitalized

If you continue to have failed login attempts, you may need to [reset your password](#). Keep in mind even after resetting your password, the login to Blackboard may still be locked until the 90 minute timeframe expires.

## Solution

Follow these steps one at a time, trying to login to Blackboard Learn after each one to determine whether it solved your issue.

1. If after your 90 minute window is open and you have a failed attempt or two, check the following:
  - a. The passwords are case-sensitive
  - b. Make sure your Caps Lock is off
  - c. On a mobile device, the first letter is sometimes automatically capitalized
2. Have you tried using a different browser?
3. How about clearing your cookies and cache from your browser? A Google search will give you the instructions for your specific browser.
4. Try changing your password by following the [password reset instructions](#).

NOTE: Your Blackboard account will still be locked until the 90 minutes time limit expires. You may have to wait to login.

If you still can't login, place an ITicket with the Help Desk and specify the steps you've already tried. Make sure to include the specific wording of any error messages you receive.



Still need help?

For additional assistance, contact the [IT Help Desk](#).

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