

Tech Training: Blackboard/myTAYLOR/TOWER

myTAYLOR, Bb, Exchange, and TOWER uses single-sign on (SSO) which means that a client who has logged into myTAYLOR has their credentials stored in SSO. This allows SSO to pass credentials to Bb, email, TOWER, and others. Direct clients who don't know their network password to Taylor's Password Manager (passwords.taylor.edu). If the client is unable to perform a reset, speak with a staff member.

Blackboard

Blackboard is Taylor's Learning Management System (LMS). Bb functions as the primary site for academic class information and interaction between students and professors. Bb is made available to students using their Taylor network credentials (in other words, Bb is compatible with Active Directory) and is accessible from within myTAYLOR or directly at (<https://courses.taylor.edu>).

Many requests related to Bb are from students who are having difficulty accessing academic material. Professors are responsible for regulating when and how many times students can take quizzes and exams on Blackboard as well as making assignments available to students. Beyond helping students with a password issue or answering basic questions about how students use Bb, CS can offer little assistance. Most Bb requests are escalated to Academic Technology.

myTAYLOR

myTAYLOR (<http://my.taylor.edu>) is Taylor's personalized access site for students, perspective students, alumni, faculty, and staff. Content is tailored by client role. Most issues relate to unknown passwords or access privileges.

myTAYLOR has built in security which temporarily locks the account after six failed login attempts. The more they attempt and fail, the longer the lock out. Assure the client this is for their protection. If a client finds themselves locked out, ask them to wait 10 mins and try again. If they're still locked out, staff can manually re-enable the account. Lockout durations are:

Failed Attempts	Lock Duration
0-5	0
6-7	30 seconds
8	60 seconds
9	2.5 minutes
10	7.5 minutes
11	30 minutes
12	2.5 hours
13-14	6 hours
15-16	24 hours
17-18	7 days
19-20	30 days

TOWER

TOWER stands for Taylor Online Web-Enabled Requests. It was written by IT and acts as a front end to Banner for users who do not have Banner access. Students use TOWER to register, access their schedule and grades, update their personal information, enter payroll hours, etc.