Blackboard Vista Help

Students new to the Blackboard Vista online learning management system will need to contact the 24/7 HelpDesk to receive their login credentials via e-mail. Returning students who need to retrieve their login information should contact the 24/7 HelpDesk as well.

Remember that passwords in BLS Vista are **Case Sensitive**.

You can contact the Blackboard Vista HelpDesk in one of two ways:

1. send an e-mail to worcestersupport@umassonline.net, OR
2. call 1-888-301-6102

Once you have received your login credentials, go to the BLS Vista login page to sign into the system: [http://www.worcester.umassonline.net/](http://www.worcester.umassonline.net/)

You can also contact the HelpDesk if you have forgotten your username or password, if you have **technical questions** about setting up your computer to use BLS Vista, or need help using the system. **When contacting the HelpDesk, be sure to identify yourself as a Worcester user.** Help is available 24 hours a day, 7 days a week.

Please note that you will not see your course(s) listed on the BLS Vista portal page until the course officially starts.