### Find-it-Fast! Student Help Sheet with Technology Questions

#### 1. myAAMU: How do I get to the myAAMU page to access Email, Self-Service Banner and other services?
   - a. From the AAMU homepage – top right corner – click on myAAMU
   - b. OR type the full address: [http://www.aamu.edu/myAAMU](http://www.aamu.edu/myAAMU)

#### 2. Computer Labs: where are the computer labs?
   - Labs are located in the following locations:
     - a. Carter Hall, Room 213
     - b. Carver Complex North, Room 122
     - c. Hopkins Residence Hall
     - d. Learning Resources Center
     - e. School of Business, Room 304
     - f. West Campus—Knight Complex

   **NOTE:** to access the computer you must use your bulldogs.aamu.edu Username and Password

#### 3. Bulldog Alerts: How do I sign-up for Bulldog Alerts to receive Emergency Notifications to my cell
   - a. Visit the myAAMU webpage
   - b. Click on the Banner link (the + sign) to open the menu if not opened
   - c. Click on the link entitled: Self-Service Banner (SSB) Log-In
   - d. Enter your User ID (this is your A number) and enter your PIN and click Login
   - e. Click on the Personal Information Tab and select Update Addresses and Phones
   - f. Under Phones click on Primary
   - g. Enter your cell and as many other numbers as you choose under Phone Type
   - h. Once done – click Submit

#### 4. # and PIN: How do I find my A number and Pin?
   - a. Visit the myAAMU webpage
   - b. Click on the Banner Link (the + sign) to open the menu if not opened
   - c. Click on link entitled: Look-up Banner ID and PIN
   - d. Follow the instructions on the page
   - e. This information can now be used to login into Banner Self-Service.

#### 5. Self-Service Banner Log-in: How do I log into Self-Service Banner to see my Class or Financial Aid Information?
   - a. Visit the myAAMU webpage
   - b. Click on the Banner link (the + sign) – if the menu is not open
   - c. Click on the link entitled: Self-Service Banner (SSB) Log-In
   - d. Enter your User ID (this is your A number)
   - e. Enter your PIN and click Login
   - f. If you do not know your A number and PIN – see item #3

#### 6. Activate Email Account: How do I activate my bulldogs.aamu.edu E-mail account?
   - a. Visit the myAAMU webpage
   - b. Click on the Email link (the + sign) to open the menu if not opened
   - c. Click on the link entitled: Activate Student Email Account
   - d. Follow instructions on page and click submit
   - e. Wait for your ID and Password to be returned
   - f. IF you do not know your A number (A number), see item #3

#### 7. Student Email Login: How do I log-in to my Bulldogs.AMU.EDU email account?
   - a. Visit the myAAMU webpage
   - b. Click on the Email link (the + sign) to open the menu if not opened
   - c. Click on the link entitled: Student Email Log-in
   - d. Enter your Username & Password
   - e. If you do not know your Username – see #6
   - f. OR go to gmail.com and login – if you select this option, you must type your full username (example: joe@bulldogs.aamu.edu)

#### 8. Email Username: How do I find my Bulldog Email Username?
   - a. Visit the myAAMU webpage
   - b. Click on the Email link (the + sign) to open the menu if not opened
   - c. Click on the link entitled: Retrieve bulldogs.aamu.edu Username
   - d. Follow the instructions on this page
   - e. If you do not know your A number – see #3

#### 9. Email Password: How do I change or find my Bulldogs.aamu.edu Email Password
   - a. Visit the myAAMU webpage
   - b. Click on the Email link (the + sign) to open the menu if not opened
   - c. Click on the link entitled: Change Student Email Password
   - d. Follow the instructions on this page
   - e. If you do not know your A number – see item #3

#### 10. Receive Email on my cell: How do I receive emails from my bulldogs.aamu.edu account?
     - a. You must activate your bulldogs.aamu.edu account first – see #4
     - b. Follow your normal cell phone procedures as you would do to add any other email account

#### 11. Blackboard Login: How do I log-in to Blackboard
     - a. Visit the myAAMU webpage
     - b. Click on the Blackboard link (the + sign) to open the menu if not opened
     - c. Click on the link entitled Blackboard Learn Login
     - d. Your Username is your A number (a12345678) - when you enter your A number – you must use a lowercase “a”
     - e. Your Blackboard Password is your Banner PIN
     - f. IF you do not know your A number or PIN – see #3 above

   **NOTE:** To reset Blackboard Password – Click Forgot Password on the Blackboard Login Screen.

#### 12. Blackboard Password: How do I find out my Blackboard password?
     - a. Your Blackboard Password is your Banner PIN
     - b. If you do not know your Banner PIN, see item 2 above

     - a. You must know the AAMU wireless security code
     - b. The AAMU security wireless code can be gotten from any computer lab assistant or your Residence Hall advisor.
     - c. When your computer prompts you for the security code, enter the AAMU security code

#### 14. PROBLEMS: I still have problems – what do I do now?
     - If you need additional help, come by one of the computer labs listed below: Carter Hall Room 213 / Caver Complex North, Room 122 / Hopkins Hall Learning Resources Center / School of Business, Room 304 Knight Complex Computer Lab / You may call the Service Desk at 256-372-4357 OR visit the AAMU Technology Support webpage at: [www.aamu.edu/ITS](http://www.aamu.edu/ITS)