



FAQs

for Creating a Blackboard Account



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This document provides a structured set of Frequently Asked Questions (FAQs) to guide users through the process of creating a Blackboard account within the Federal Highway Administration’s (FHWA) National Highway Institute (NHI) Learning Management System (LMS). This resource outlines the complete process for registering for a Blackboard account – from start to finish. Each FAQ is designed to address common user inquiries and ensure a streamlined account setup experience.

This guide is especially valuable for new participants, including Federal, State, and local transportation professionals, who are required to self-register in order to participate in NHI’s training sessions. Special instructions are provided for FHWA employees whose accounts must be manually created. By following this FAQ document, participants will be fully equipped to complete their Blackboard account registration and move forward with accessing NHI courses and resources.

Where do I go to create a Blackboard account?

Visit the NHI Learning Management System website: <https://fhwanhi.geniussis.com/PublicWelcome.aspx>. Navigate to the registration screen by selecting “Create Account.”

Do I need to follow this process if I’m an FHWA employee?

No. If you are an FHWA employee, do not proceed with online registration. Instead, contact NHICustomerService@dot.gov to have your profile manually created. This ensures that you can access NHI training at no cost.

How do I start the Blackboard registration process if I’m not an FHWA employee?

Click the “Create Account” button on the registration screen. You’ll then be prompted to answer a series of questions about your employment status.

What employment questions will I need to answer?

- 1) You will be asked:
 - Are you a federal employee?
 - If applicable, are you a State DOT Employee?
- 2) Answer each question using the dropdown options provided.

What other information is required to complete my Blackboard account?

You must fill out all required fields on the registration form, including your full name, email address, organization, and other profile details.



Does it matter which email address I use to register for a Blackboard account?

Yes. Make sure the “Email” and “Validate email address” fields use the same email address you used to create your Login.gov account.

What happens after I click the “Register” button?

After submitting your registration, you’ll receive a confirmation email from Genius (the system supporting NHI’s LMS). Follow the instructions in the email to confirm your account. You will have the opportunity to change your password

How do I confirm my Blackboard account?

Simply log in using your newly created credentials as instructed in the confirmation email.



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Need Help?

If you have questions or need assistance with your Blackboard account, the NHI Customer Service team is here to help. Email NHICustomerService@dot.gov or call 1-877-558-6873. For additional information and instructions, demonstration videos are available within Blackboard.