



FAQs

for Blackboard Learners



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The FHWA National Highway Institute's (NHI) success is driven by a community of talented and dedicated professionals, like you, who are committed to expanding their knowledge to help improve the safety and efficiency of the Nation's transportation system through innovative design, construction, and maintenance.

Our mission is to continue providing top-tier technical training opportunities and the latest digital tools available through the **NHI Blackboard Learning Management System (LMS)**. To help you navigate this platform easily, we've compiled answers to common questions, ensuring you have the resources to support your professional development with confidence.

Question

Why does NHI use the Blackboard Learning Management System (LMS)?

How can I find and register for a course Blackboard?

You must have a **Login.gov** and **Blackboard** account to register for NHI trainings. The LMS operates separately from the [NHI website](#). You can create accounts by visiting fhwanhi.geniussis.com/PublicWelcome.aspx. FHWA employees should contact NHICustomerService@dot.gov to request that an account be manually created. Once registered, you can sign up for courses within Blackboard or access the Course Catalog here: <https://fhwanhi.geniussis.com/RegistrationByCourse.aspx>. Search for courses by entering the course number, program area, or keyword related to your needs, and then check out when you're ready!

A "Learner Quick Start Guide" is available on NHI's website to walk you through how to manage your courses.

How do I set up 2-Factor Authentication?

You'll need to create Login.gov and Blackboard accounts, using the same email address to link the accounts. You can create your accounts by visiting fhwanhi.geniussis.com/PublicWelcome.aspx. Upon registration, set up 2-Factor Authentication within Login.gov. We recommend selecting at least two multi-factor authentication methods and choosing "Text or voice message." For a step-by-step guide to creating Login.gov and Blackboard accounts, visit: [NHI's website](#).

Answer

NHI adopted Blackboard as its LMS to enhance your learning experience and help you excel in your work. Participants will benefit from flexible and interactive communication with instructors and peers, streamlined course registration, access to critical learning tools, and simplified management of transcripts, certificates, and Continuing Education Units (CEUs).

How do I reset my password?

- 1) Go to secure.login.gov. Scroll to the bottom of the page and click "**Forgot your password?**"
- 2) Enter the email address used to register for a Login.gov account. Click the "**Continue**" button.
- 3) Check your email for a message from Login.gov. Click "**Reset your password**" in the email. This will take you back to the Login.gov website.
- 4) Create your new password using the outlined requirements to help prevent identity theft.
- 5) Click "**Change password**" – **You're all set!**

What if I receive a "Sign on Error" message when I try to access my Blackboard account?

Contact our Customer Service team at 1-877-558-6873 or NHICustomerService@dot.gov for assistance.

Can I view my Continuing Education Units (CEUs) on Blackboard?

Yes, you can view your CEUs for courses completed in Blackboard by accessing your transcript on the Blackboard Learner Dashboard.





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Continued

My course modules aren't loading. How can I resolve the issue?

Log out to clear your cache. The steps below use Google Chrome, which is recommended for optimal performance.

- 1) Open the Google Chrome web browser.
- 2) Click the three dots in the top right corner.
- 3) Select **"More tools,"** then **"Clear browsing data."**
- 4) Choose a time range (ex. **"All time"** to clear everything in your search history).
- 5) Check the boxes next to **"Cookies and other site data"** and **"Cached images and files."**
- 6) Click **"Clear data."**

If you're still experiencing issues or are using a different web browser, please take a screenshot of what you're experiencing and send us an email at NHICustomerService@dot.gov. We'll resolve your issues.

I'm unable to retrieve my course certificate. How can I access it?

Check that you have completed all the course modules, including the course overview, the course exam, and the evaluation after the modules are completed. A completed course will automatically move to the right side of your Blackboard Learner Dashboard. You may need to click the **"Refresh"** button at the top of the course dashboard. Right-click on the completed course to download your certificate. Congratulations on your course completion!

How long does it take to receive a course completion certificate in Blackboard?

It may take several hours before you receive your certificate. If you do not see your certificate in the Learner Dashboard, check back the following day, and it should be there for you to access. If you need the certificate right away, contact Customer Service at 1-877-558-6873 or NHICustomerService@dot.gov.

What if there are no available seats in a course?

You can register for a course in Blackboard even when no seats are available. You'll be placed on a waitlist, which will be noted in a section designated for pending courses in the Learner Dashboard. If someone cancels or seats are added, the first person on the waitlist will automatically be enrolled in the course.

What if I don't see any sections listed in Blackboard for a course I'm interested in taking?

If there are no current training offerings, check back later for updates, or contact NHI Customer Service at 1-877-558-6873 or NHICustomerService@dot.gov for hosting opportunities across the United States and beyond.

What if I need to drop or withdraw from a course?

Log in to [Blackboard](#). On your Learner Dashboard, select **"Withdraw from Course,"** then **"Request New Drop."** Choose the course you wish to drop and select a reason from the dropdown.

Is it possible to access Blackboard on my mobile device?

Yes, but it is highly recommended to utilize your desktop computer or laptop for an optimum, streamlined user experience.



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.