BoilerKey Troubleshooting

A) If a student is having problems logging into Blackboard the first question that should be asked is whether or not the student signed-up for BoilerKey. If the student has **not** signed up they would be able to use their id and password (no BoilerKey is required) to login to Blackboard. If a parent has signed the student up for BoilerKey with the parents phone the student will have to call the Customer Service Center (CSC) at 4-4000 and press option 5 for assistance.

B) If a student has setup BoilerKey and is having problems logging into Blackboard (https://mycourses.purdue.edu/) they can use the alternative login method identified below:
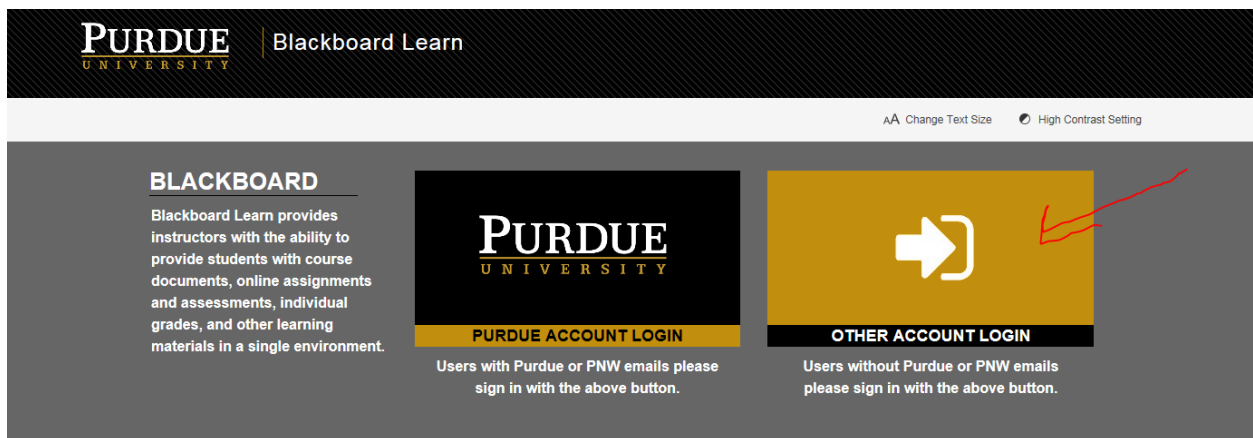
The student would use their logon id and password to login with this alternative method. The student will have to contact the CSC at 4-4000 and press option 5 to fix their BoilerKey as this would be required for Banner (MyPurdue).

If the student cannot remember their password **and** they setup challenge questions for self-service password reset they can go here, enter their PUID and answers to their challenge questions to reset their password: https://www.purdue.edu/apps/account/SSPasswordReset

If the student continues to have problems logging in they should contact the CSC at 4-4000 and press option 5.

Notes:

1) BoilerKey information is located here: https://www.purdue.edu/securepurdue/iamoServices/BoilerKey.php
2) BoilerKey can be used internationally.
3) BoilerKey is **not** required for e-mail.
4) BoilerKey is only required (after the user has signed up for BoilerKey) where you see the following login prompt:

PURDUE

UNIVERSITY ™

Log in using your Purdue Career Account

Login:

Password:

BOILERKEY
TWO FACTOR AUTHENTICATION

Login