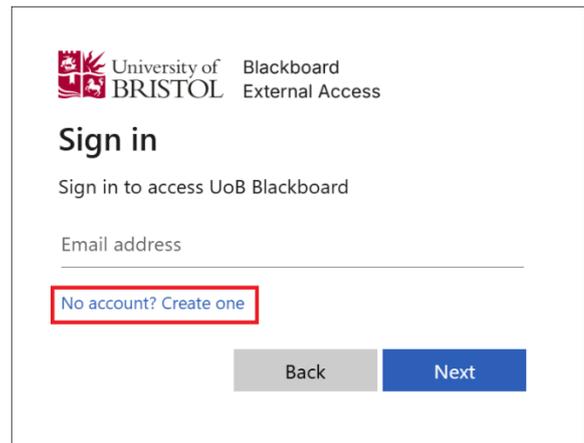


Extra External Id Guidance

Microsoft Entra External ID is a system which aids collaboration with people outside of the University by allowing external users to use their own email addresses to log into agreed University systems and applications.

1. You will be provided with a link to create a new account. If presented with a sign in screen, you will need to click **“No account? Create one”**.

This will automatically take you to the next screen.



University of BRISTOL Blackboard External Access

Sign in

Sign in to access UoB Blackboard

Email address

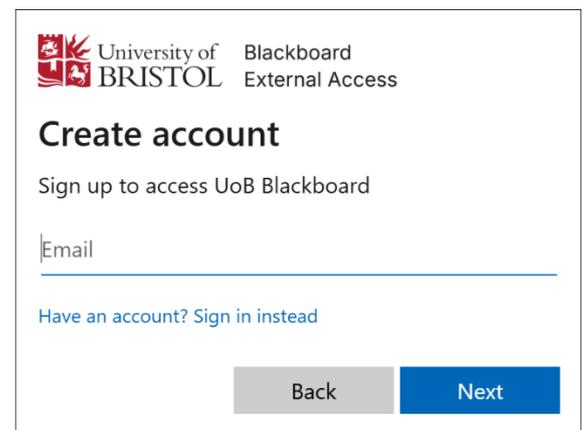
[No account? Create one](#)

Back Next

2. Type in your email address* and click **Next**.

NOTE: This cannot be a “bristol.ac.uk” email address.

**For Blackboard, this must be the same email address that the sign up instructions were emailed to*



University of BRISTOL Blackboard External Access

Create account

Sign up to access UoB Blackboard

Email

[Have an account? Sign in instead](#)

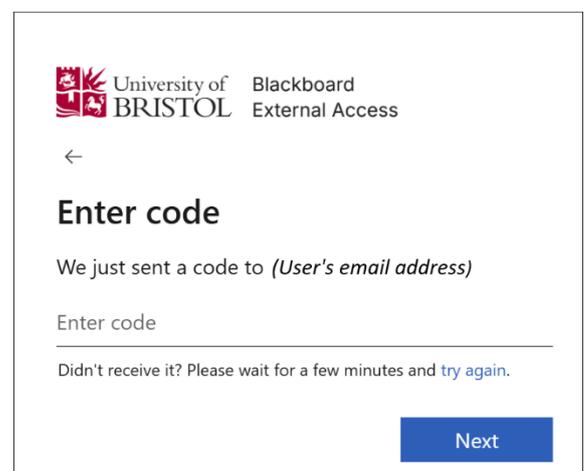
Back Next

3. A code will be sent from account-security-noreply@accountprotection.microsoft.com. Enter the code from the email and click **Next**.

The code will be valid for 30 minutes once sent. If a code hasn't been received, check your junk or spam folder.

If the email isn't there, you can:

- Click **try again** (this option will appear after one minute)
- Press the back button and repeat the necessary steps.



University of BRISTOL Blackboard External Access

←

Enter code

We just sent a code to (User's email address)

Enter code

Didn't receive it? Please wait for a few minutes and [try again](#).

Next

4. Set a password and re-enter it. This must be a minimum of 8 characters and requires three out of four of the following:
 - Lowercase characters
 - Uppercase characters
 - Numbers
 - Symbols
5. Enter your first and last name, review the [Terms of Use](#), check the box to agree and click **Next**.
6. Providing you have entered the correct email address you will be redirected to the relevant University system.
7. For Blackboard users, click the **External login button** to log in.

Your username will be your email address and you'll be prompted to enter a code each time you sign in.

Add details

We just need a little more information to set up your account.

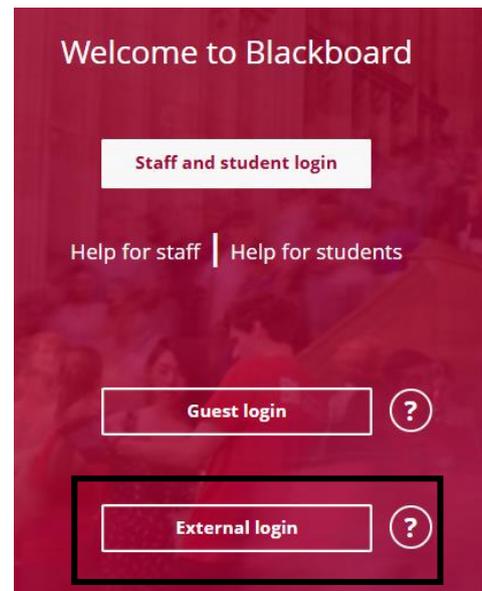
Password
Password

Re-enter password
Re-enter password

Given Name
Given Name

Surname
Surname

I have read and agree to the [terms of use](#)



Troubleshooting

Code not received

If you don't receive a code during account creation, sign-in, or password reset, follow these steps:

1. **Check your junk or spam folder** for the email.
2. If the email isn't there, they can:
 - **Request a new code** (this option will appear after one minute).
 - **Press the back button** and repeat the last few steps.

Forgotten password

If you forget your password, click **Forgot password?** on the enter password screen. A code will be sent to your email, which you can use to reset your password.

Email address replaced with long text

If your email address is replaced with long text, click on the 3 dots on the right and click **Forget**. Alternatively clear your cache and try again.



Blackboard sign on error

If you receive a Blackboard sign on error straight after creating your Entra External ID account, ensure you have entered the correct email address.

If the email address matches the email address that the sign up instructions were emailed to:

1. **Return to the Blackboard home page.**
2. If you aren't automatically signed in:
 - **Use a different browser** or
 - **Clear your cache** and try again.