

# Blackboard sending e-mail to an incorrect address

## Problem

In Blackboard LMS your email address is incorrectly specified or missing, resulting in email notifications from online courses not being received.

## Solution

For Faculty - Please contact admissions.

For Students - Please follow the instructions below.

Email information in Blackboard LMS comes from the HawkWeb system. You need to change your e-mail address through Hawkweb, which then syncs to Blackboard within 24 hours.

The screenshot displays the HawkWeb student portal interface. It features three main navigation sections: 'Campus Community', 'Academics', and 'Finances'. The 'Campus Community' section includes links for 'My Webmail', 'My Hawk Center', 'My Housing Assignment', 'My UMES', and 'Hawkville Center'. The 'Academics' section contains a search bar, a message stating 'You are not enrolled in classes.', and links for 'Search for Classes', 'Browse Catalog', 'Plan', 'Enroll/Drop', 'My Academics', 'My Blackboard', 'My Mid-Term Grades', and 'My Smartthinking'. The 'Finances' section includes a 'Make a Payment' button, a message stating 'You have no outstanding charges at this time.', and links for 'My Account', 'Detailed Account Information', 'Transfer to Hawk Card', 'View my 1098T', 'Display Confirmation', 'Service Indicators', and 'Financial Aid'. At the bottom, the 'Personal Information' section is visible, with 'Demographic Data' highlighted in yellow and a red 'X' icon next to it.

1. From the myUMES portal, access the HawkWeb Student Center.
2. From the Student Center landing page, look for 'Demographic Data' in the 'Personal Information' section.
3. In the Demographic Data screen, enter your correct email address and save changes.
4. Blackboard should be updated with this information within 24 hours. If you find it is not, please submit a help ticket at <https://help.umes.edu> letting us know you made the change but it is not being reflected in Blackboard LMS.

## Related articles

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- [How to Setup an Assignment in Blackboard](#)
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