

# The BlackLine Community



The BlackLine Community, BlackLine Support Portal, BlackLine U, and BlackLine Champion Rewards are available 24/7 from your BlackLine instance.

## How do I access the BlackLine Community?

### To log into the Community:

1. Log into your BlackLine instance (Production or Sandbox)
2. Click on the **Community** icon—the group icon—in the lower left navigation menu

**Note:** After your first login, you will receive a 'Welcome' email with instructions for setting up your password to directly log into the BlackLine Community in the future.

### After initial login via your BlackLine instance, you may also access the BlackLine Community directly with these steps:

1. Navigate to: <https://myblackline.force.com/BlackLineCommunity/s>
2. Enter your login credentials from your initial setup. If you do not remember your credentials, click **Forgot Your Password** and continue to the next step
3. Enter your username (ex: kim.wilson@blackline.com.bl) and click **Send Password Reset Email**

**Note:** If you do not receive a password reset email, please check your spam and junk filters.

## My company is a BlackLine customer, but I don't have a login. I need to download BlackLine's SOC Reports. How do I get access?

An authorized Support Portal user at your organization can request access for you. Please have them review our **Request New Support Portal User FAQ** for further instructions.

## My company is a BlackLine customer, but we don't have a BlackLine instance. Can I access the BlackLine Community?

Yes! Please request access using [this form](#) and allow two business days for a response. Once, your request has been approved, you will receive further login instructions.

### If you have already been granted access:

1. Navigate to: <https://myblackline.force.com/BlackLineCommunity/s>
2. If you remember your credentials that you set up upon initial login, go ahead and enter them.  
If you do not remember your credentials, click **Forgot Your Password** and continue to the next step
3. Enter your username (ex: kim.wilson@blackline.com.bl) and click **Send Password Reset Email**

**Note:** If you do not receive a password reset email, please check your spam and junk filters.

### How to access the Support Portal (for Support Portal users):

4. Log into the **BlackLine Community**
5. Click **My Cases** on the navigation bar (if it's not visible, click **More**) to log Support cases

### How to access BlackLine U Training:

1. Log into the **BlackLine Community**
2. Click **BlackLine U** on the navigation bar (if it's not visible, click **More**) to access the available **BlackLine U** courses

### How to access BlackLine Champion Rewards:

1. Log into the **BlackLine Community**
2. Click on the **BlackLine Champion Rewards** tab (if it's not visible, click **More**) on the navigation bar
3. **BlackLine Champion Rewards** will ask for permission to access to your "basic information"—click **Allow**
4. The next screen will display the Terms and Conditions for **BlackLine Champion Rewards** and **Influitive's** Privacy Policy
5. Read through them both, click the check boxes to confirm that you have read through them and agree, and then choose whether you'd like to allow **BlackLine Champion Rewards** to email you through the email opt-in
6. Click **Join** and you're in!