

Computer Setup Tips for Blackboard

PRIMARY ISSUES FOR USERS to do list: clearing browser history, allowing cookies, allowing trusted sites, disable pop-up blockers, delete saved passwords, do not make Blackboard a bookmark, java, ensure your computer is up-to-date with virus protection, updates, etc...

Basic Information for Blackboard Setup

- Go to Blackboard <https://palmbeachstate.blackboard.com>
- Click Yes or Always to accept the Security Certificate if it appears
- Be sure to accept both secure and non-secure items when prompted.
- Click the Browser Check button
 - If you have all green checkmarks
 - Using Internet Explorer – proceed to additional setup information below
 - Using other web browsers go to the Blackboard login page
 - If you have all green checkmarks but continue to experience problems
 - Logoff and close your browser then restart your browser session
 - Reboot your computer
 - Use another [supported web browser](#) ([Internet Explorer](#), [Firefox](#), [Safari](#))
 - Uninstall of versions of Java and reinstall [Java](#)
 - Try another computer
 - Contact the Palm Beach State Student Helpdesk: 561-868-4000
 - If you see a Red X Error
 - Go to [Blackboard Browser Support](#)
 - Choose your operating system
 - Choose your browser – verify it is supported
 - Review Browser settings:
 - Enable Java
 - Enable Javascript
 - Enable Cookies
 - Disable Pop-Up Blockers
 - Run the browser check until you have all green checkmarks
 - [Browser Troubleshooting](#)
- Clearing browsing history, cookies, passwords
 - Open your Internet Explorer web browser
 - Select Tools
 - Select Internet Options
 - Delete Browsing History – select delete temporary Internet files, delete cookies, delete passwords – then close – then OK
 - Open Firefox
 - Select Tools
 - Select Clear Private Data checking all boxes next to cache, cookies, etc
 - Click Clear Private Data Now
 - Open Safari

- Click on Safari menu (if PC choose edit menu)
 - Choose Empty Cache
 - Select Empty
- Additional Steps for Internet Explorer Users
 - Set up Blackboard as a trusted site
 - Open Internet Explorer
 - Select Tools
 - Select Internet Options
 - Select Security Tab
 - Select Trusted Sites
 - Press Sites
 - Add *.blackboard.com to the area (and *.palmbeachstate.edu for all Palm Beach College sites)
 - Press Add button
 - Adjust Trusted sites settings
 - Open Internet Explorer
 - Select Tools
 - Select Internet Options
 - Under Security tab, you will see Trusted sites
 - Choose Custom Level
 - Scroll to Downloads
 - Select Enable under Automatic Prompting for file downloads
 - Scroll down to Miscellaneous area
 - Select Enable under Display mixed content
 - Scroll down to Use Pop-Up Blocker
 - Select Disable and select OK
 - Restart Internet Explorer
- Toolbars and other information
 - Google Chrome can cause issues particularly in the assessment tool.
- Java – known issue with Vista Users and the originally installed version of Java.
 - Recommendation: [remove all Java](#) and do a [fresh Java install](#).
 - Other information: https://elearn.usu.edu/java/java_tutorial.html
- Content Advisor
 - Open Internet Explorer
 - Select Tools
 - Select Internet Options
 - Select Content tab
 - You should see the tab say Enable (if it says Disable just click on the button and it will then say Enable)