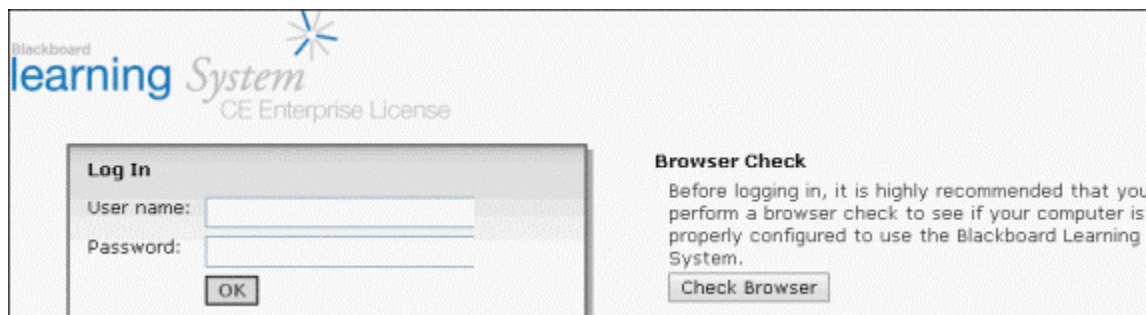


Solutions for Problems with Blackboard Tools



Browser Check: Be sure that you have done the browser check when you first entered the course. Even if you did, do it again. There is a link to the browser check on the top right side of the login page as shown in illustration # 1 below. This check will make sure that you have all of the programs necessary for trouble free browsing. If it identifies a problem with your version of Java, follow the directions given for finding and downloading the correct Java version. Be aware that you must delete your present Java program before you install the new one. If you need up in doing this, call the student help desk at 561-868-4000.

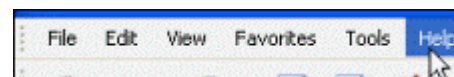
1



Browser Version: About 90% of the problems with submitting files to the assignment tool are caused by the version of the browser that you are using.

Check out the version of your browser by click the "Help" link as shown in illustration # 2. Then select the option "About Internet Explorer (the name of the browser you are using will appear here). Clicking the "About" choice as on # 3 will bring up a screen with the version of your browser.

2



3



Free Browser Downloads: Both online faculty and students have found that it is necessary to have more than one browser available on the computer that they use for teaching and learning. You can have several versions without creating problems and browser downloads are free. The following browsers are reviewed and recommended.

Internet Explorer version 7 (2007): This is the newest version of IE and it is satisfactory for most operations on Blackboard. However, it will not allow students to submit their assignment files in the Assignments Dropbox. If you use this browser, you will definitely need one of the following 3 to use for the functions that IE 2007 will not do. It is recommended that you have at least 2 of the following:

Internet Explorer version 6: You will find a download link on the following web page:

<http://www.microsoft.com/windows/ie/ie6/downloads/default.msp>

Netscape Navigator 7.2: You will find a download link on the following web page:

<http://browser.netscape.com/downloads/archive/>

Firefox 1.5: You will find a download link on the following web page:

<http://www.traffick.com/2005/12/firefox-15-download-ready.asp>

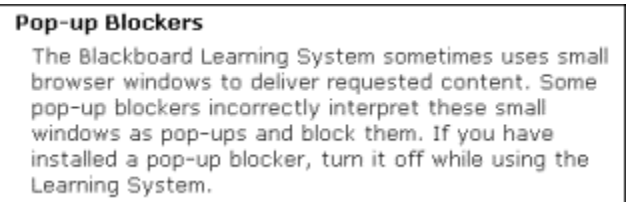
Java Check: You will see the message on # 4 on the login page. Be sure that you read it carefully and follow the directions given to click Yes or Always when the Java Screen appears.

4



Pop Up Blockers: It is common to have Pop-up blockers installed on your computer. They are used to stop the pop-ups when you are browsing the Internet. The reason that you must disable them when you are using Blackboard is because there are many pop-ups on the course site. Things like e-mail and discussion message screens, pages in learning modules, and quizzes are just some examples of what a blocker would recognize as a pop-up. Click the link below illustration # 5 to call up a web page with directions for disabling common pop-up blockers.

5



<http://de.usa.edu/HowTo/How2PopupBlockers.html>