

# UHV Student Help for Blackboard:

A majority of the Blackboard issues experienced by users can be resolved by following the step-by-step procedures outlined below. Please follow the steps outlined in this document to resolve your Blackboard issues. If you still experience Blackboard issues after completing these steps, please contact your UHV Blackboard Online Support Technician ([Blackboard Contact Us Page](#)). For assistance after normal working hours, please complete the [Blackboard Online Support Request Form](#).

Test your browser configuration by following the steps in the checklist presented below:

## 1. Is Your Browser Supported?

[Click here](#) for a complete list of Blackboard-compatible internet browsers. The most popular Blackboard browsers include the following:

Internet Explorer (<http://www.microsoft.com/windows/ie/>)

Mozilla Firefox 3.0.X(<http://www.mozilla.com/en-US/firefox/all-older.html>)

Mozilla Firefox 3.5.X has been provisionally approved by Blackboard, but users receive a browser a browser check error message when they use FireFox 3.5.X

Safari (for Mac users; <http://www.apple.com/safari/>)

- 1.1 To confirm your browser is configured properly, click on the [Blackboard Tuneup Page](#) link and follow the instructions on the screen.

## 2. Have You Disabled the Browser's Pop-Up Blocker?

Blackboard uses pop-ups to present course material. If any pop-up blockers are present on your system, they will prevent you from seeing course content. Follow the procedures below to disable your browser's pop-up blocker feature.

- 2.1 Open Internet Explorer.
- 2.2 Click on the **Tools** menu and mouse over to the **Pop-up Blocker** option.

For IE7 (or higher) users, make sure you are selecting the "main menu" **Tools** option. You may need to press the **Alt** button on your keyboard for the menu options to appear in the browser.

- 2.3 A tiny menu should expand to the right. Click on the **Turn Off Pop-up Blocker** option.
- 2.4 If the option for the pop-up blocker is not present, your version of Internet Explorer may not have this feature or you have already disabled this feature.
- 2.5 For specific instructions to disable pop-up blockers for other browsers, please visit the manufacturer's main webpage (see links below).

Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/personal.html>)  
Safari (for Mac users; <http://www.apple.com/safari/>)

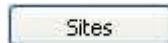
### 3. Have You Added the UH.EDU Domain to Your List of Privacy Sites?

Follow the procedures described below to add the UH.EDU domain information to your list of privacy sites in Internet Explorer 6 and Internet Explorer 7 (refer to the original manufacturer's instructions for other browsers).

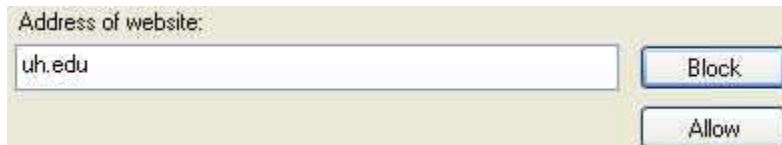
- 3.1 Open Internet Explorer (applies to IE6 and IE7 users).
- 3.2 Click on the **Tools** menu (**Tools**) and select the **Internet Options** feature (**Internet Options**).

For IE7 (or higher) users, make sure you are selecting the "main menu" **Tools** option. You may need to press the **Alt** button on your keyboard for the menu options to appear in the browser.

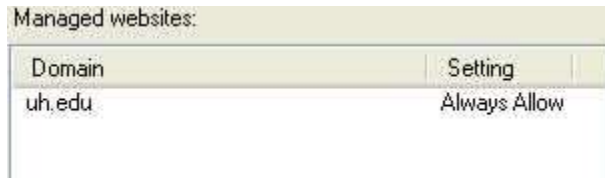
- 3.3 A new dialog box should appear. Click on the **Privacy** tab (**Privacy**).
- 3.4 Click once on the **Sites** button (see below).



- 3.5 A new **Per Site Privacy Actions** dialog box should appear.
- 3.6 In the **Address of website** field area of the **Per Site Privacy Actions** dialog box, type in the following UH.EDU domain information (see below).



- 3.7 Click once on the **Allow** button (**Allow**). The UH.EDU domain information should now appear in the **Managed websites** area of the **Per Site Privacy Actions** dialog box (see below).


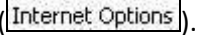


- 3.8 Click once on the **OK** button (**OK**) to close the **Per Site Privacy Actions** dialog box. Click **OK** again to close the **Internet Options** dialog box.

#### 4. Have You Added the Blackboard Web Address to Your List of Trusted Sites?

Follow the procedures described below to add the various UHV, “scholar,” and “learn” website addresses to your list of trusted sites in Internet Explorer (refer to the original manufacturer’s instructions for other browsers).

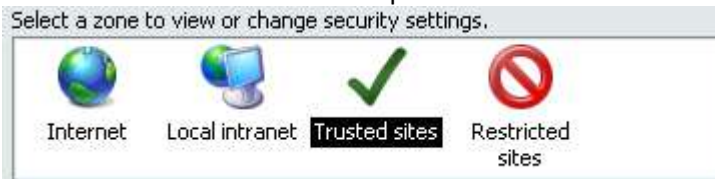
4.1 Open Internet Explorer.

4.2 Click on the **Tools** menu () and select the **Internet Options** feature ()

For IE7 (or higher) users, make sure you are selecting the “main menu” **Tools** option. You may need to press the **Alt** button on your keyboard for the menu options to appear in the browser.

4.3 A new window should appear. Click once on the **Security** tab.

4.4 Click once on the **Trusted sites** option in the zone selection window (see below).




4.5 Click once on the  button.

4.6 A new window will appear.

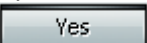
4.7 Uncheck the “Require server verification...” option right below the Websites selection window (see below).



4.8 In the zone field, type in each of the addresses below and click the  button.

Add this website to the zone:



If Windows prompts you with a message that the site must exist in the Local Intranet Zone, click  to move it to the Trusted Sites Zone.

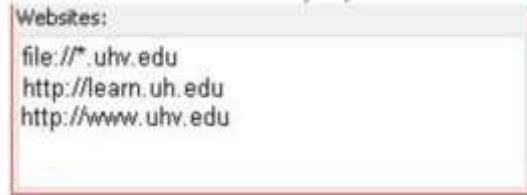
Add this website to the zone:





Add this website to the zone:



- 4.9 When you've added the website addresses above, the Websites selection window should look like the example presented below.



- 4.10 Click the  button once. Click the  button to close the **Internet Options** dialog box.
- 4.11 For specific instructions to add trusted sites to other browsers, please visit the manufacturer's main webpage (see links below).




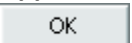
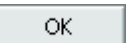
Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/personal.html>)  
Safari (for Mac users; <http://www.apple.com/safari/>)

## 5. Have You Cleared the Java Cache?

When you clear your browser's cache, it's a good idea to clear the Java cache as well. Clearing the Java cache ensures a new Blackboard connection when you browse to the Blackboard site. Note the web pages may take a little longer to display after clearing the browser and Java cache.

- 5.1 Open the Java (JRE) control panel by selecting the **Start + Settings + Control Panel** options.

**Optional:** Windows XP users may need to change their **Control Panel** setting to the "Classic View" by selecting the "Switch to Classic View" option.

- 5.2 Double-click on the Java icon (). A new dialog box should appear.
- 5.3 Locate the **Temporary Internet Files** section and click the  button once.
- 5.4 Click the  button once to delete the Java files. A new dialog box may appear asking you to confirm that you want to delete the **Applications and Applets** and **Trace and Log Files**. Select both checkboxes if possible and click the  button once.
- 5.5 Click  to close the Java dialog box.

If you don't have Java installed, [click here](#) to download and install the Java (JRE) environment on your PC.

## 6. Have You Cleared Your Browser's Cache, Cookies, Temporary Files, and History?

This is a useful troubleshooting step if you experience trouble logging into Blackboard.

- 6.1 Open Internet Explorer.
- 6.2 Click **Tools + Internet Options** from the menu selection items.
- 6.3 On the **General** tab locate the **Temporary Internet Files** section and click once on the **Delete Cookies** option. This deletes all cookies installed from other websites.

IE7 users can select the  button in the **Browsing History** section and then select the  button +  **Also delete files and settings stored by add-ons.** +  to delete all of the browsing information.

- 6.4 IE6 users can click the **Delete Files** option + **OK** to delete all the files stored in cache.
- 6.5 IE6 users can click the **Clear History** + **Yes** option under the History section to delete all the stored history items.
- 6.6 Click **OK** to exit the Internet Options window.
- 6.7 For specific instructions to clear the cache and history for other browsers, please visit the manufacturer's main webpage (see links below).

Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/personal.html>)

Safari (for Mac users; <http://www.apple.com/safari/>)

## 7. Have You Disabled Toolbar Tool Pop-up Blockers?

In addition to the browser pop-up blocker, there are toolbar tools that may contain their own version of pop-up blockers, which could prevent you from accessing your Blackboard content.

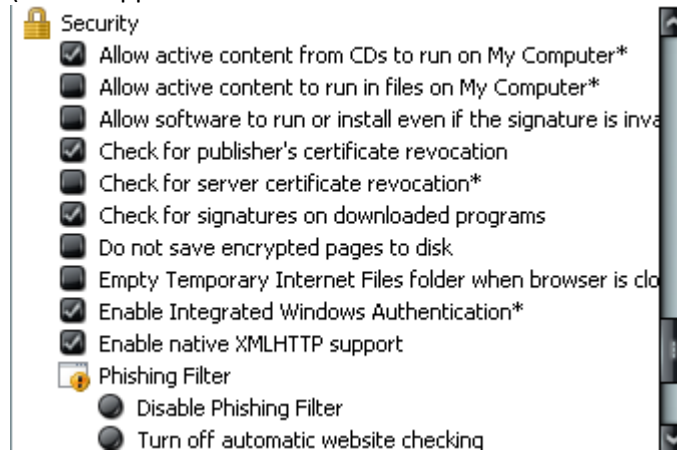
- 7.1 Open Internet Explorer.
- 7.2 Click on the **View** menu and mouse over to the **Toolbars** menu.
- 7.3 A small sub-menu should appear to the right. Note the contents of the sub-menu. They may be: AOL Toolbar, Yahoo Toolbar, MSN Toolbar, etc.
- 7.4 If any of these are present, we recommend un-installing them.
- 7.5 To un-install these Toolbars, click **Start + Control Panel** (or **Start + Settings + Control Panel**, depending on your version of Windows).
- 7.6 Click on the **Add or Remove Programs** icon.
- 7.7 Find the names of the Toolbars noted in the previous step and un-install them.
- 7.8 If the Toolbar name isn't available from the **Add or Remove Programs** menu list, then go back into Internet Explorer, select **View + Toolbars**, and uncheck any remaining Toolbars (click on the name within the menu listing). This may only disable the Toolbar.
- 7.9 For specific instructions to disable Toolbar pop-up blockers for other browsers, please visit the manufacturer's main webpage (see links below).

Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/personal.html>)  
Safari (for Mac users; <http://www.apple.com/safari/>)

## 8. Have You Disabled the IE7 Phishing Filter?

It's possible the IE7 phishing filter may cause issues with Blackboard. Follow the procedures described below to disable it.

- 8.1 Open Internet Explorer.
- 8.2 Select the **Tools + Internet Options** feature.
- 8.3 Click once on the **Advanced** tab and scroll down to locate the **Security** section (should appear with a "lock" icon next to the text in the list; see below).



- 8.4 Select the **Disable Phishing Filter** radio button option to disable the feature.
- 8.5 Click **OK** to close the Internet Options window.
- 8.6 For specific instructions to disable phishing filters for other browsers, please visit the manufacturer's main webpage (see links below).

Mozilla Firefox (<http://www.mozilla.com/en-US/firefox/personal.html>)  
Safari (for Mac users; <http://www.apple.com/safari/>)

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