Check your Browser and Operating System

Blackboard 9.1 is a web-based application, so when preparing to use it, you should check to make sure that your machine’s operating system and the browser you plan to use are compatible with the system. Refer to the “Discover Operating System and Browser Versions” article if needed. OIT provides information on operating system and browser compatibilities at the Blackboard Support website (http://www.ohio.edu/oit/bbsupport/). The website also provides a “Browser Checker” application that scans your browser’s settings and plug-ins and notifies you whether they are compatible with the Blackboard application and also how to correct items that are missing.

To Use the Browser Checker:

1. Go to http://www.ohio.edu/oit/bbsupport.
2. In the left panel of the screen, find the “Bbsupport Links” box.
3. Click on the Browser Checker link. The Browser Checker will run automatically.
4. The next screen will list the Browser Checker’s findings on the status of your operating system and browser, as well as the helper applications and settings most commonly required to support online learning. Follow the instructions provided, if any.

Direct URL to the Browser Checker:

http://www.ohio.edu/oit/bbsupport/browserChecker.cfm