Browser Test Module

As a web application, users have to use a web browser to open Blackboard. There are many browsers available, but some common ones are Firefox, Safari, Chrome and Internet Explorer. Though Windows machines come pre-loaded with Internet Explorer and Macs with Safari, these two browsers are not the most compatible with Blackboard. The Bb vendor recommends the use of Mozilla Firefox, though for most activities, Google Chrome is an acceptable alternative. In addition to the type of browser used, there are certain settings and plug-ins or add-ons that can help or hinder your Blackboard experience.

Because of all the browser requirements and recommendations, a Browser Test tool was developed to help users confirm their software meets the necessary standards and quickly identify problems that may affect course work. If you encounter a problem in Blackboard and contact support, you may be asked to provide information gathered from this testing tool. For users’ convenience, the Browser Test tool has been integrated directly into the Blackboard environment as a Module, and this document will go on to describe how to access the module and utilize the tool.

Finding and Using the Browser Test Module:

1. Login to Blackboard.
2. Click the My Support tab across the top of the screen.
3. Select the Browser Checker link below the tabs:

4. Click the Test Your Browser button in the Browser Test module:

5. Most of the test will run automatically, so that on the next page, you’ll be presented with a series of criteria and whether the browser met each.
   a. Items which passed are marked by the green check mark: ✓
   b. Items which did not pass are marked by the red X: ✗

6. Some of the items may require further actions to test, such as the Java Test, Pop Ups and Alerts. For these, press the provided buttons and follow the on screen instructions.