Faculty Quick Fix Guide

Browser Issues:
Firefox works best with Blackboard. Blackboard Support strongly recommends that users do not use Internet Explorer or Safari as these browsers do not function well and are known to cause many errors with Blackboard.

Browser Checker:
The Blackboard Support website contains a Browser Checker that checks your Browser for basic plugins such as Adobe Flash, Quicktime, Windows Media Player, Java, etc. It is recommended that users run the Browser Checker to verify that all plugins are installed and properly working. Any missing/outdated plugins will provide instructions on how to download and install/update them.

Syncing SafeAssign:
If a course containing SafeAssignments is copied from another course, SafeAssign must be synced in order for students to be able to submit assignments.

1. Choose Course Tools in the Control Panel.
2. Choose SafeAssign.
3. Choose SafeAssignments.
4. Click Synchronize this course in the upper right hand corner.

If a student reports that they are returned to the front page of Blackboard when trying to submit a SafeAssignment, syncing the course will solve this issue.

NOTE: SafeAssign will not work properly with Internet Explorer or Safari.

Course Availability To Instructors and Students:
- Courses become available to instructors 8 weeks prior to the course start date.
- Students are placed into courses 2 weeks prior to the course start date.
- If a course is not appearing in Blackboard for a student, the course is likely not available for students to view. You will need to make the course available, as instructors control course availability.

Editing Discussion Board Posts:
By default, the option for students to edit discussion board posts is disabled. Instructors can enable students to edit their posts.
- Select the dropdown menu next to the forum to be changed and select Edit
- Under “Forum Settings” check the box next to Allow Author to Edit Own Published Posts.

Pasting from Word:
Pasting content from Microsoft Word directly into Blackboard’s text boxes can cause numerous formatting issues, such as missing text, incorrect spacing, etc. This is caused by Word’s background coding, which is incompatible with Blackboard’s coding. We strongly recommend that users type directly into Blackboard’s text boxes instead of pasting from Word. Another option would be to paste from Word without formatting. The keystroke for pasting without formatting on Windows is
CTRL + SHIFT + V. The keystroke for pasting without formatting on Mac is CMD + OPTION + SHIFT + V. A final option is to use the Paste from Word Mashup in the third row of the text editor tools. (This tool is only available if attachments are enabled for that assignment.)

Permissions Errors After Copying Course:
Copying courses from one term to another term is known to cause permissions issues with opening course content. This means that some students may not be able to access instructor’s content on Blackboard. Blackboard Support strongly recommends that instructors create a test course and develop their course from scratch (do not course copy into the test course.) This test course can be used to copy into live courses for the current or upcoming term.

Unable to Use Course Tools after Copying Course:
Several tools (such as the Add/Modify Enrollments tool) cannot be used after performing a course copy until the course copy log is viewed. At the top of the course that was copied into, a yellow bar should indicate that the course copy process has completed and to click “here” to view the log. Simply view the log and the course tools should now function properly.

Clearing a Test or Quiz Attempt:
If a student encounters a technical issue while taking a test or quiz and is kicked out of the test, the student will need to contact their instructor to request that the attempt be cleared. Blackboard Support is not authorized to make any changes to a course’s Grade Center without the Instructor’s permission.

McGraw Hill or Turnitin Submissions not appearing in the Grade Center:
If a student completed an assignment through McGraw Hill Connect or Turnitin and the attempt is not showing up in the grade center, try re-syncing the tool through “Course Tools” in the control panel. If this does not solve the issue, contact McGraw Hill Support or Turnitin Support.