Emerging Technologies: Blackboard 9.1

Student 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 Any missing/outdated plugins will provide instructions on how to download and install/update them.

SafeAssign Doesn't Accept Submission:
SafeAssign will not work properly with Internet Explorer or Safari. If you are returned to the front page of Blackboard when trying to submit a SafeAssignment, your instructor may need to re-sync the course with SafeAssign.

Course Availability To Students:
- 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 contact your instructor, as instructors control course availability.
- Data loads from the Registrar’s system occur two times per day (2AM and 2PM). Courses do not appear in Blackboard immediately after registering for the course.

Downloading Respondus Lockdown Browser:
In order for Respondus Lockdown Browser to function, it must be downloaded from Ohio University’s Blackboard Support website, as Ohio University’s version of Respondus is uniquely coded to work only with Ohio University’s Blackboard system.

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, if they choose to do so.

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 you 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.)

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.