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.

Adding the Browser Test Module to the My 9.1 Bb Tab:

The Browser Test module may already be displayed on the My 9.1 tab, but if it isn’t, the module can be very easily added to the display:

1. Login to Blackboard.
2. In the upper left of the screen, directly below the My 9.1 Bb tab, click the Add Module button.
3. On the Add Module page, you can search for the Browser Test module by typing “browser” into the Search field in the upper left corner of the screen, then clicking the Go button.
4. Once the Browser Test module populates, click the Add button below the module’s name and description:

5. Once you click the Add button, there will be a short “Adding” message before a Remove button appears in place of the Add button.
6. When finished selecting the module, click OK at the bottom right of the page.
7. You will be returned to the My 9.1 Bb tab and should now see the Browser Test module.
Using the Browser Test Module:

1. Login to Blackboard.
2. Find the Browser Test module on the My 9.1 Bb tab and click the Test Your Browser button:

3. Most of the test will run automatically, so that on the next page, you’ll be presented with a series of items and whether they passed the test or not.
   a. Items which passed are marked by the green check mark:

   b. Items which did not pass are marked by the red X:

4. 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.