



Troubleshooting Browser Problems in Blackboard

Please note that “smart devices” such as iPad or your iPhone are not supported in Blackboard! Do not attempt to submit an assignment or take an assessment in Blackboard using these types of devices.

Get a Fresh Start

Close all the internet browser windows – sometimes it’s just helpful to let your browser get a fresh start! You might want to restart your computer as well.

Check your browser settings with Check Browser in Blackboard

Click on *Check Browser* in the top right corner of your my Blackboard page. Make sure that you see a green check next to each Browser Check Results. If not, follow the instructions included to resolve the issue.

Make sure you are using a supported browser for Blackboard

Go to <http://kb.blackboard.com/pages/viewpage.action?pageId=76087304> to make sure that your browser (and version) is either certified or compatible with Blackboard.

Try using an alternate supported browser

There are many settings and software configurations that can cause one supported browser to work better than another on your computer. Internet Explorer, Firefox, and Safari have several supported browser version. Google Chrome is not supported by Blackboard at this time.

Troubleshoot the Java plug-in

The following are individual troubleshooting options specific to Java. Check Blackboard after trying each option to see if that option resolved the issue.

- a. Verify or Update the Java Certificate -
http://www.tlct.ttu.edu/content/asp/blackboard/guides/Java_Certificate_Issues_Bb.pdf
- b. Update your Java plug-in at <http://www.java.com/en/download/index.jsp>. Sometimes you might need to un-install all Java plug-in versions before re-installing the Java plug-in.
- c. Clear Java Cache (Windows) -
http://www.tlct.ttu.edu/content/asp/blackboard/guides/Clear_Java_Cache.pdf.

Contact Help

Contact IT HelpCentral with technical issues and problems at 806-742-HELP(4357) or email them at ithelpcentral@ttu.edu.

Contact your instructor with detailed information if you are unable to resolve the problem.