Blackboard: Troubleshooting Tips for Students

Preventing Problems First

- Use a fast, wired internet connection. If you must use a wireless connection, use a fast, secured one (EduRoam on campus) and put your computer close to the source of the wireless o-S(n-S(n .4(e 3(c(t)-)1.5ie 9.6n)]TS c 93a4.6 dm 7Tjn 2 Tc -093a222 dm [83(iE)215(n20

- Stop using Internet Explorer. Install and use the latest version of Google Chrome or Mozilla Firefox.

- Before you type in contents in Blackboard (assignments, tests, quizzes, long notes, etc.), save them first on Word or any text editor and then copy and paste them into Blackboard later. You might lose the written contents when you have unstable internet connections or when your Blackboard session is idle for too long.

A] Common Problems: showing old contents only; new updates are not visible; no media are not playing; hard to upload a file, etc.

1] Click the "Refresh" icon above your course shell's title in the left menu box.