

Troubleshooting tips for Instructors

Here are some troubleshooting trips for some common problems that instructors encounter in Blackboard.

**Preventing problems first:**

* Use a fast, wired internet connection. If you are using a wireless connection, ensure it is a secure one (like EduRoam) and put your computer as close to the router as possible.
* Do not use Internet Explorer or Edge. Install the latest version of Google Chrome or Mozilla Firefox.
* Before you type in content in Blackboard. Type and save them in Word (or any text editor) first. Then you can copy the content into Blackboard.

**Common Problems**

* ***Old content is showing***
	+ Click the “Refresh” icon.
	+ If the browser automatically logged you in, sign out and sign back in again.
	+ If the Refresh button doesn’t solve the problem. Shut down your computer and turn it on again.
	+ If it still doesn’t work use another browser like Chrome or Firefox.
* ***Uploading problem – Upload will not complete or is too slow.***
	+ Test upload a smaller document, if it works break your content down into smaller sections.
	+ If a smaller item doesn’t work try uploading from a different computer or

faster internet connection.

* ***Editing problem – You cannot see the option to add content.***

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| **Make sure edit mode is on****(Top right of screen)** |
| **Edit Mode is ON** | **Click to toggle.** | **Edit Mode is Off** |
| **Edit Mode Toggle is On** | **Edit Mode Toggle is OFF and there is a screen tip that says "CLICK TO TOGGLE EDIT MODE ON"** | **Edit Mode Toggle is Off** |

* + Make sure edit mode is on.

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