

Troubleshooting tips for Instructors

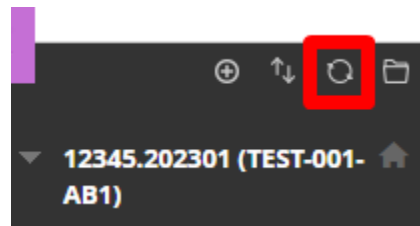
Here are some troubleshooting tips for some common problems that instructors encounter in Blackboard.

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.

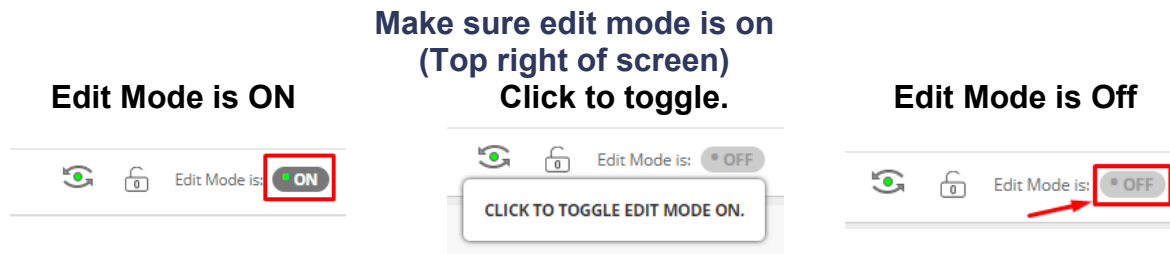
Common Problems

- **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.**
 - Make sure edit mode is on.



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