

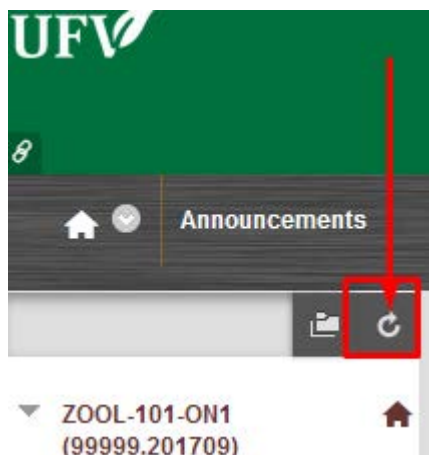
Blackboard: Troubleshooting Tips for Students

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 connection** (internet routers). Try to get **faster residential internet services** or use one of the **student lab computers on campus** with a wired connection.
- **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.
- 2] If the **“Refresh”** button can’t solve the problem, **shut down** (power off) the computer (no restarting, no standby, no hibernating) and then **turn it on again**.
- 3] If the browser has you logged in automatically, log out and log in again. If you can see just the login screen, log in. Click the **“Refresh”** icon again above your course shell’s title.
- 4] If it still doesn’t work on your browser, use another browser like Chrome or Firefox.



B] Uploading Problem: It takes too long to upload PowerPoint files, videos, etc.

1] Stop uploading the files.

2] Create a very small Word or any text file (less than 1 MB).

3] Check if you can upload the small file.

4a] If you cannot upload the small file as well, follow the steps in A] above. If you still cannot upload the small file after following the steps in A], use another computer or a faster internet connection.

4b] If you can upload the small file, compress the files or break them into multiple files before uploading:

[how to compress video files;](#)

[how to compress PowerPoint files;](#)

[how to compress PowerPoint or Word files into PDF files.](#)

5] If you still have uploading problems, use one of the student lab computers on campus with a wired connection or get a faster internet connection.