

## Blackboard Setup Tips

**PRIMARY ISSUES FOR USERS to do list:** clearing browser history, allowing cookies, allowing trusted sites, disable pop-up blockers, delete saved passwords, do not make Blackboard a bookmark, java, ensure your computer is up-to-date with virus protection, updates, etc...

### Basic Information for Blackboard Setup

- Go to Blackboard <https://epbcc.blackboard.com>
- Click Yes or Always to accept the Security Certificate if it appears
- Click the Browser Check button
  - If you have all green checkmarks
    - Using Internet Explorer – proceed to additional setup information below
    - Using other web browsers go to the Blackboard login page
  - If you have all green checkmarks but continue to experience problems
    - Logoff and close your browser then restart your browser session
    - Reboot your computer
    - Use another [supported web browser](#) ([Internet Explorer](#), [Firefox](#), [Safari](#))
    - Uninstall of versions of Java and reinstall [Java](#)
    - Try another computer
    - Contact the PBCC Student Helpdesk: 561-868-4000
  - If you see a Red X Error
    - Go to [Blackboard Browser Support](#)
    - Choose your operating system
    - Choose your browser – verify it is supported
    - Review Browser settings:
      - Enable Java
      - Enable Javascript
      - Enable Cookies
      - Disable Pop-Up Blockers
    - Run the browser check until you have all green checkmarks
    - [Browser Troubleshooting](#)
- Clearing browsing history, cookies, passwords
  - Open your Internet Explorer web browser
    - Select Tools
    - Select Internet Options
    - Delete Browsing History – select delete temporary Internet files, delete cookies, delete passwords – then close – then OK
  - Open Firefox
    - Select Tools
    - Select Clear Private Data checking all boxes next to cache, cookies, etc
    - Click Clear Private Data Now
  - Open Safari
    - Click on Safari menu (if PC choose edit menu)
    - Choose Empty Cache

- Select Empty
- Additional Steps for Internet Explorer Users
  - Set up Blackboard as a trusted site
    - Open Internet Explorer
    - Select Tools
    - Select Internet Options
    - Select Security Tab
    - Select Trusted Sites
    - Press Sites
    - Add \*.blackboard.com to the area (and \*.pbcc.edu for all PBCC sites)
    - Press Add button
  - Adjust Trusted sites settings
    - Open Internet Explorer
    - Select Tools
    - Select Internet Options
    - Under Security tab, you will see Trusted sites
    - Choose Custom Level
    - Scroll to Downloads
    - Select Enable under Automatic Prompting for file downloads
    - Scroll down to Miscellaneous area
    - Select Enable under Display mixed content
    - Scroll down to Use Pop-Up Blocker
    - Select Disable and select OK
    - Restart Internet Explorer
- Java – known issue with Vista Users and the originally installed version of Java.
  - Recommendation: [remove all Java](#) and do a [fresh Java install](#).
  - Other information: [https://elearn.usu.edu/java/java\\_tutorial.html](https://elearn.usu.edu/java/java_tutorial.html)
- Content Advisor
  - Open Internet Explorer
  - Select Tools
  - Select Internet Options
  - Select Content tab
  - You should see the tab say Enable (if it says Disable just click on the button and it will then say Enable)