

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
- Be sure to accept both secure and non-secure items when prompted.
- 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 Palm Beach State College 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 *.palmbeachstate.edu for all College 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
- 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)

Other Important Information: Student Tutorial for using Blackboard

To familiarize yourself with this course site and its functions, please take a few minutes to view this tutorial: [Blackboard Student Tutorial](#)

This is a Flash based animation - you need a Flash Player to view the tutorial. You can download [Flash Player](http://get.adobe.com/flashplayer) at: <http://get.adobe.com/flashplayer>

You can pause the tutorial at times and follow along in your course site. You can also review specific segments relating to course functions such as 'uploading Research Assignments' by utilizing the left navigation bar to skip to selected segments of the Tutorial.