

Blackboard Common Problems and Solutions

Problem:

1. I can't open my course.
2. I am clicking on my course and it won't take me to the actual thing I need to do.
3. I am unable to navigate to the course. Each time I click the title of the course on its homepage, it navigates to the home page that is already showing.
4. When I click the link for my course, nothing happens.
5. When I click on the course link, it refreshes the current page and will not let me open it.
6. I don't see links for my test or my course documents.
7. There is no content or test information in the boxes for the course.
8. I am having difficulty pulling up the information in Blackboard for my course.

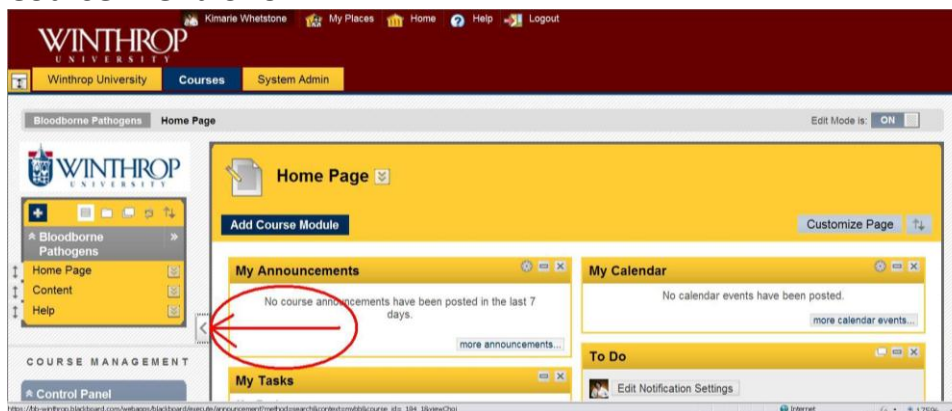
Solution:

1. When you enter the course, do you see a menu on the left side of the screen with links? If you don't see the menu, you may have to click the arrow on the left side of the screen to display it. The links on the course menu are your main navigation to your course content.

Course Menu Hidden:



Course Menu Shown:

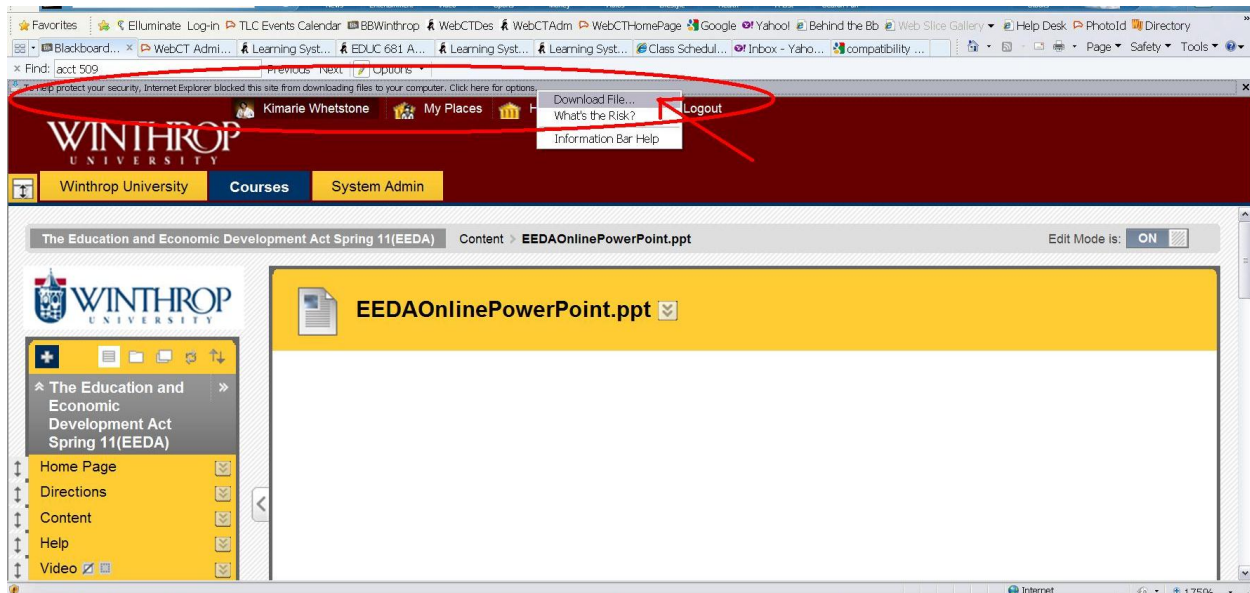


Problem:

1. I am trying to open one of my course documents, but when I click on the link, nothing comes up.
2. I cannot get my Point Point/PDF/Word/Excel file to open.
3. I clicked on the link for the file and there is nothing there.

Solution:

1. A pop up blocker may prevent the file from opening. You may see a yellow bar flashing up near the top of your browser window after clicking on the link. If you click on that bar, you will be given the option to download the file. You may have to click back on the link for the file one more time to open it.



Problem:

1. I want to change my Blackboard password, but do not know how to do it.
2. I tried to change my Blackboard password from within Blackboard, but it is not working.

Solution:

1. Since you will be using your Winthrop log-in credentials to sign into Blackboard, you are unable to change your password from within the Blackboard system. You will have to change your password through Winthrop.