

# NNU Blackboard Troubleshooting Guide

---

This guide is intended to help instructors and students solve problems with logging in to and using Blackboard, NNU's course management system.

## Part 1: Troubleshooting Off-Campus Access

1. **Can you get to other websites? (such as Google, Yahoo, etc.)**  
If you cannot get to other websites, then your Internet Service Provider may not be functioning properly. Contact your provider for assistance.
2. **Are you actually typing in <http://online.nnu.edu> ?**  
Be sure that you are accurately typing in the URL, or link path, by hand. Sometimes a bookmarked screen may not access the Blackboard server directly.

3. **Can you get to the login screen?**  
If you can get to the initial page but not the login screen and are receiving a "Page cannot be displayed" error message, then likely Blackboard is offline. Please contact the NNU Technical Response Center ([help@nnu.edu](mailto:help@nnu.edu) or 208-467-8111).
4. **Can you get to the login screen but you are getting "Access denied" after submitting your username and password?**  
If so, then you are likely using the wrong username and password. Verify that you are using the correct username (for undergrad/grad students, the username is the same as your network username; for professional studies students, the username is your ID number), and the correct password (your initial password is the word *default* followed by your ID number, e.g., *default999999*).

If you have previously logged in and changed your password, then use the "Forget your password?" link on the login page to change your password. Fill out either the top OR bottom portion of the form; you should receive a notice that an email has been sent (if you do not receive a notice, then you need to carefully complete the form again). You should receive an email at your NNU email account (unless you personally changed your email address in Blackboard). Within the email message will be a link that will enable you to change your password.

Alternatively, you may not be in the Blackboard system. Please contact the TRC immediately.

5. **Can you successfully log in to Blackboard but cannot see the course(s) listed under the Courses tab?**  
If this is the case, then you are either not enrolled in the course or the course has not been made available to students. Make sure you have registered and paid for the course. Check with the Registrar or program assistant or your instructor for help.
6. **Can you successfully log in to Blackboard and get into the course, but cannot use specific Blackboard tools, such as the Text Box Editor, Virtual Classroom, etc.?**  
If this is the case, then you need to make sure you have a browser and Java version that is compatible with Blackboard. Refer to the Blackboard FAQs for Students or those for Faculty, accessible from the NNU Blackboard page at <http://www.nnu.edu/blackboard>.

Alternatively, sometimes viruses or spyware can disrupt browser and/or Java functions. If you have the correct browser and Java versions, contact the Technical Response Center and/or visit the Computing Resources page <[http://intranet.nnu.edu/computing\\_resources.htm](http://intranet.nnu.edu/computing_resources.htm)> for assistance.

7. **Basic information needed from you to further troubleshoot Blackboard access problems:**
  - a. Internet Service Provider and connection speed (cable modem, dialup with AOL, etc.)
  - b. Type of computer
  - c. Operating system (Windows XP, Windows 2000, Windows 98, Mac OSX, etc.)
  - d. Specifics about the browser (Internet Explorer? Netscape? What version number?)

## Part II: Advanced Troubleshooting

If you are still having technical difficulties, the following may be of help.

1. Internet Explorer:
  - a. **Check the version**  
Refer to the online configuration guide for compatible versions:  
[http://intranet.nnu.edu/computing\\_resources/Blackboard/BlackboardClientBrowserConf.pdf](http://intranet.nnu.edu/computing_resources/Blackboard/BlackboardClientBrowserConf.pdf)  
At your computer, go to Help > About Internet Explorer to see what browser version you are using.
  - b. **Add the [http://\\*.nnu.edu](http://*.nnu.edu) domain as a trusted site**  
Click Tools > Internet Options > Security tab; click on the “Trusted Sites” icon, then click the “Sites...” button to add the URL.
  - c. **Enable cookies**  
Click Tools > Internet Options > Privacy tab; if the slider bar is not set to accept all cookies, then click the “Edit...” button under the Web Sites section to add the [http://\\*.nnu.edu](http://*.nnu.edu) domain to always allow cookies.
  - d. **Enable security settings**  
Click Tools > Internet Options > Security tab; click on “Custom Level” button and enable all Active X, Active scripting, and Java options.
  - e. **Enable advanced settings**  
Click Tools > Internet Options > Advanced tab; click on the “Custom Level” button and make sure Java options enabled.
  - f. **Delete cookies**  
Click Tools > Internet Options > General tab; click on the “Delete Cookies” button. After deleting the cookies, close all browser windows and open Internet Explorer again.
  - g. **Ensure the latest security patches are installed**  
Click Tools > Windows Update
2. Other:
  - a. You must have version 1.4.1 or above of the Java plug-in. If you do not, open the Virtual Classroom to auto-install Java Runtime (in a Bb course, click on Communication > Collaboration > Join to open the Virtual Classroom). Otherwise, if you cannot login to Blackboard, go to <http://java.sun.com> to download and install the Java Runtime Environment.
  - b. Disable any popup blockers
  - c. Disable any Internet Service Provider acceleration programs
  - d. Disable any other web “enhancement” or web activity filtering/monitoring programs
  - e. Disable firewalls. Click the Windows Control Panel > Network connections > right-click the icon – Properties > Advanced tab

## Part III: Tips & Tricks for Accessing Files from Blackboard

1. Blackboard is a read-only environment – files are uploaded into a Blackboard course but cannot be modified in Blackboard. Download files to your local computer if you want to use the files by right-clicking on the link to the file in Blackboard and selecting “Save Target As...”
2. Blackboard is a frame-based environment – printing files directly from Blackboard will include all the navigation buttons and tabs. Either download the file to print it, or right-click on the link to the file and select “Open in new window” to avoid printing the navigation buttons.
3. Blackboard has difficulty with filenames that contain special characters (e.g., # ? % \$ ! @ etc.) and will not enable users to open or download files with these special characters. Do not use these characters in naming your assignments or other files you upload into Blackboard, or in the Discussion Board.