

Blackboard/WebCT How-To's

How-To: Prevent Problems with Blackboard/WebCT

When this applies:

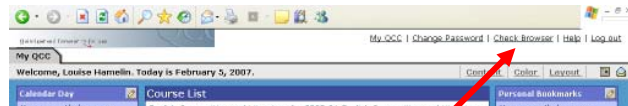
- This how-to applies to all QCC students who have registered for online courses that use Blackboard/WebCT.

When this occurs:

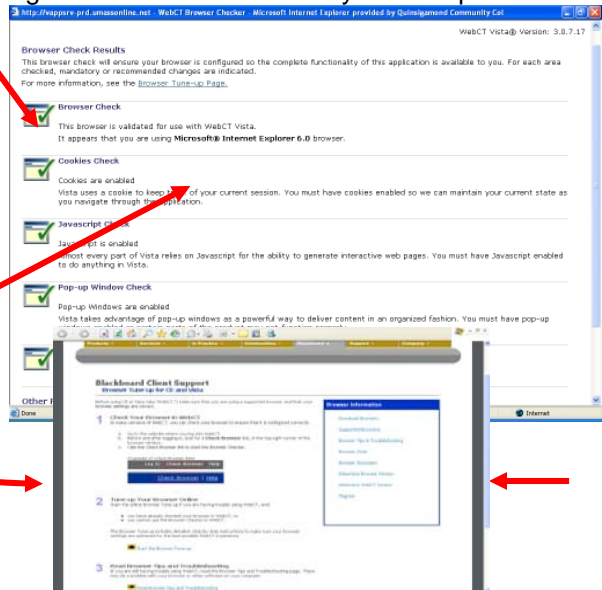
- You might have all of the software loaded on your computer that you need for your online class, but some versions might not be compatible with Blackboard/WebCT OR
- You might be missing browser plug-ins needed for certain course content.

To identify software incompatibility problems with Blackboard/WebCT, do the following:

1. Log into Blackboard/WebCT as usual.
2. In the upper right corner of the Blackboard/WebCT entry page, there's a hyperlink for a Browser check. Click that link.

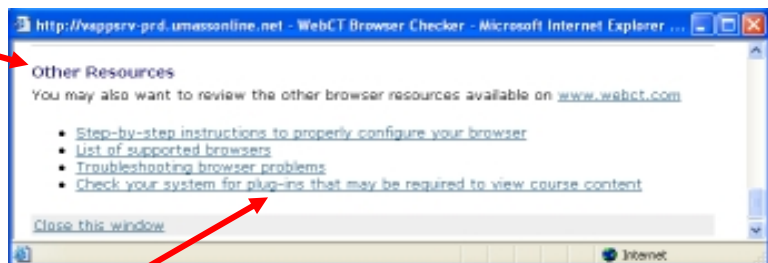


3. Blackboard/WebCT will check your browser and plug-ins to make sure that they are compatible with Blackboard/WebCT. If not, it will specify which items need to be changed. Green checkmarks on this page indicate that the items are compatible with Blackboard/WebCT.



4. If some of the items aren't compatible, the Browser Check page will identify them and will provide you with other resources to help you correct the problem(s).
5. For example, the Browser Tune-up Page hyperlink at the top of the page when clicked will take you to another page that will help you correct browser problems.

6. However, if you need help with configuring your browser and/or installing other needed plug-ins, the **Other Resources** section at the bottom of the page will assist you and will walk you through the necessary changes that need to be made. Just use the appropriate hyperlink for more information.



7. Common plug-ins that you might need include those for Windows Media Player, RealPlayer, Quicktime, Shockwave, Flash and the Adobe Reader. This hyperlink will link you to the plug-ins and their download and installation instructions.