

# 1. Grade Center: "Loading" icon spins but the Grade Center never loads.

**Problem:** After clicking on the Grade Center link in the Control Panel, the "Loading" icon spins but the Grade Center never loads.

**Bb Features Impacted:** The Grade Center.

**Workaround 1 (preferred):** Click on the **Control Panel** in the breadcrumbs at the top of the page. Click again on the **Grade Center** link and see if the Grade Center successfully loads. If this does not work, log out of Blackboard and then log back in.

**Workaround 2:** Clear your temporary files and your browser's cache.

**Clear Cache: Firefox**

1. On the menu bar, click **Tools >> Options**
2. Click the **Privacy** tab
3. Click the **Clear Now...** button under **Private Data**.
4. Check **Cache** and any other history or data you wish to delete.
5. Click the **Clear Private Data Now** button.
6. If you want your cache to clear each time you exit Firefox, check the box **"Always clear my private data when I close Firefox."**
7. Click **OK**.
8. You will need to close your browser and open it back up again before you log into Blackboard.

**Clear Cache: Internet Explorer**

1. On the menu bar, click **Tools >> Internet Options**
2. Under the "Browsing history" section of the General tab, click the **Delete** button.
3. Click **"Delete All"** button.
4. Click **Yes** in the pop up window.
5. When that has completed, under the "Browsing History" section, click the **Settings** button.
6. Select **"Every time I visit the web page"** button.
7. Click **OK >> OK**.

**Workaround 3:** Update Java on your computer. The download is available at:  
<http://www.java.com/en/download/index.jsp>.