

## *Help for students having problems testing in Blackboard*

Note: these steps are **only** necessary if you have experienced problems when testing in Blackboard and you are using the Internet Explorer 7 browser. If you're unsure which version you're using, open Internet Explorer and press Alt + H, then select About. If the steps below do not solve the problem then we recommend using Firefox as your browser instead of Internet Explorer. You can download Firefox for free from <http://www.mozilla.com>.

### *Using Blackboard with IE 7 on Windows XP*

#### **The Symptoms:**

- Visual Text Box Editor is not allowing you to type
- tests are taking a very long time to load
- loss of connection during the test
- pop-up security notification alerts you too an Active X control problem

If you are using IE 7, the steps below will set your preferences in IE7 so that the Visual Text Box Editor in Blackboard will always work.

1. Open MS Internet Explorer 7
2. Go to Tools on the menu bar
3. Select Internet Options
4. Go to the Security tab
5. Click "Trusted Sites"
6. Click the "Sites" button
7. Add <http://blackboard.pittcc.edu> to the "Add this website to the zone" text box
8. Uncheck "Require server verification..." at the bottom of the current dialog box
9. Click the "Add" button
10. Click the "Close" button and then the "OK" button
11. Restart MS Internet Explorer 7

### *Using Blackboard with IE 7 on Windows Vista*

If you are using the Microsoft Vista operating system the Visual Text Box Editor must be turned off to type. The steps below will set your preferences in Blackboard so that the Text Box Editor is disabled.

1. Log into Blackboard.
2. On the My Blackboard page click Tools on the left.
3. Select Personal Information.
4. Select Set **Visual Text Box Editor Options**.
5. Click the **Unavailable** radio button.