

# Quick Tips

## Common Blackboard (Bb) Problems and Solutions

### If something isn't working right in Bb...

- ▶ Switch to Firefox as the browser
- ▶ Clear the browser cache (found under "Preferences")

### My students need to take the "Are You Ready" online course..

- ▶ They can visit:  
<https://tinyurl.com/hostos-areyouready>

### My students need to attend an ePortfolios workshop..

- ▶ Sign up for a workshop at  
<https://tinyurl.com/hostos-edtech>

### My student has trouble submitting assignments:

- ▶ Make sure submissions are MS Office files for Turnitin, and MS Office or PDF files for all other assignments.

### My student can't access my online test:

- ▶ Check the due date and availability settings in the test options.


### My student says they couldn't take my test due to a system error:

- ▶ Check if other students are having similar difficulties.
- ▶ Decide if you want to give extra test attempts.

### My student can't see the course:

- ▶ Make sure the course is available. (Check **Properties** under **Customization**)
- ▶ They could have a block on their account, and should check CUNYFirst for details.
- ▶ They could be marked absent on the Verification of Enrollment Roster if they missed the window to log into the course.

### My student can't see a post, announcement, assignment, etc...

- ▶ **Enter Student View**  to see if this is happening on one account or for all students

### My student sees a login error message after clicking a Bb link in an e-mail:

- ▶ They should first log into Bb before following the link.

### When creating a course copy, I need to check these settings:

- ▶ Under **File Attachments: Course Copy**, **SELECT** Copy links and copies of the content
- ▶ **DO NOT** Include Enrollments in the Copy