



# **BLACKBOARD**

## **Troubleshooting Guide**

**Student Edition**

## STUDENTS WHO ARE NEW TO BLACKBOARD

Students who are new to Blackboard here at Jacksonville University may find themselves with issues logging in to the system. In this guide, you will find step by step screen captures and procedures to help with your use of the Blackboard learning management system. We will start with the browser selection and move into the troubleshooting if you find yourself in need of further assistance. **Please make sure that your account is active and your email and user name has been assigned.** Without these credentials you will not be able to login to the system

### STEP 1:

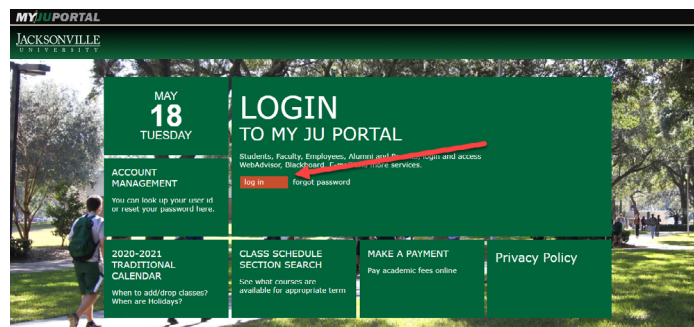
Before you begin your login it is always advisable to restart your machine if there are any pending updates to your system software and to clear programs in memory that could limit or hinder the proper usage of the browser. Regardless of the machine OS, it is advisable to use Chrome as your default browser and Firefox as a secondary backup if you run into an issue with not being able to login or browse in Blackboard. Clearing cache and browser content will be discussed a bit further in this troubleshooting guide.



**This is the order of browser usage.**

Safari commonly has security setting changes occurring with pushed updates by Apple and this could lead to login and Kaltura content streaming issues.

Please also remember accessing through a shortcut link could lead to an expired link navigation and the inability to get to the main login page. <https://my.ju.edu/Pages/default.aspx>



### STEP 2:

Sign-in using the provided username and password. You do not need to use the @jacksonville.edu extension on the username.



Sign in with your JU Credentials

UserName
Password

Sign in

### STEP 3:

**\*A cellphone is not an optimal device for viewing Blackboard course material.**

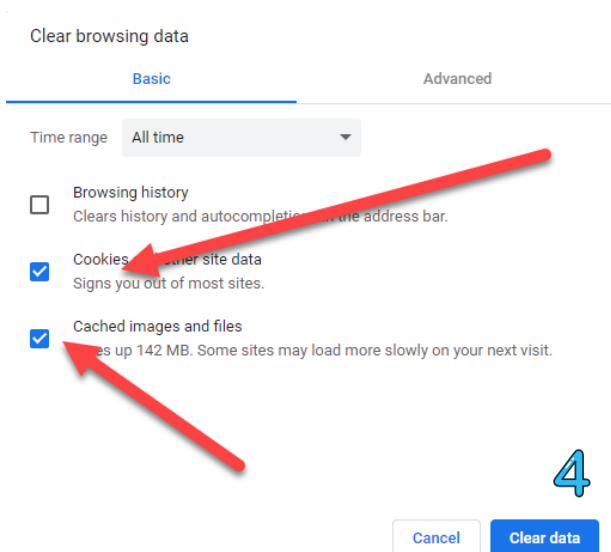
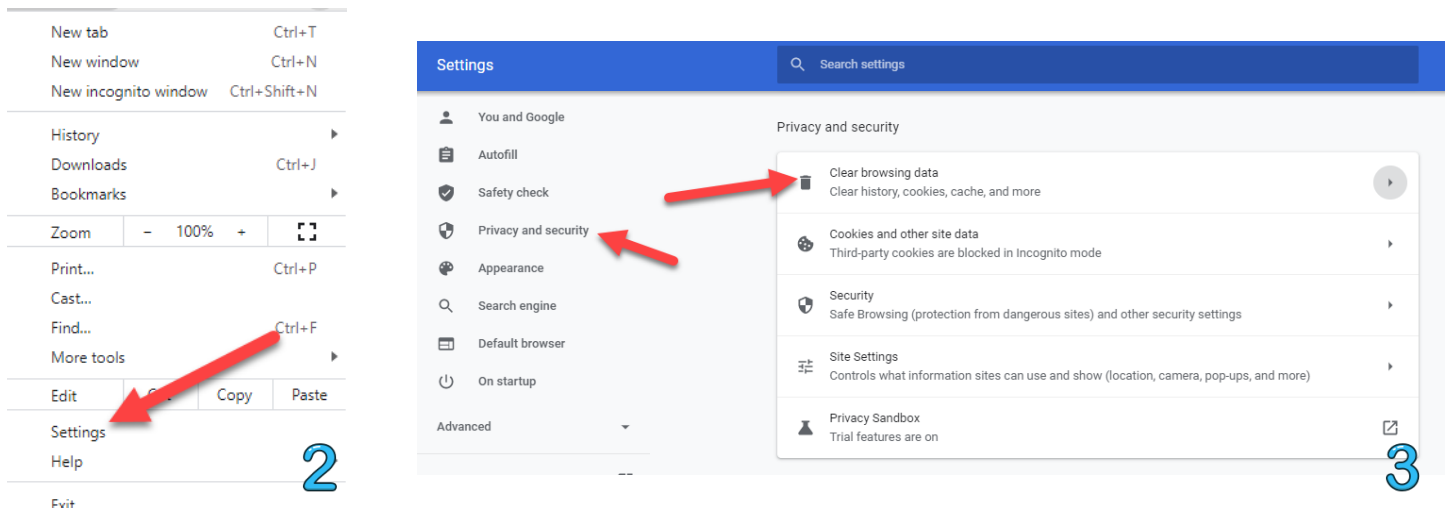
When working in Blackboard you may encounter the user interface either kicking out the user the moment you login or the content seems like it will not load correctly or not at all. This is usually due to the browser not being able to access the current server content through Blackboard. Please follow the steps below for the Chrome browser to clear the cache, and browser content in order to reload the website completely. This usually fixes the majority of the problems that occur.

With the Chrome browser open, move over to the right hand side of the browser address bar and find the 3 ellipse dots that sit vertically.



Click on the 3 ellipse dots and open up the settings menu.

Once you have the settings menu open, proceed to the **Privacy and Security** menu located as the 4th title from the top. The image below gives you a visual of the location of this area. Then, you will select the **Clear browsing data** category. When you enter this menu, please make sure the **Cookies and Cached Images** check off boxes are checked off. Finally select **Choose Clear Data** to clear the browser of all redundant and old site files.



Finally, close the Chrome browser to reset the browser and relaunch the application. Navigate back to your myju login page and login. This should now allow for a fresh copy of the site to be downloaded.

Below are the weblinks for both Firefox and Safari. The steps are similar and help clear the browser of older site content possibly preventing you from accessing Blackboard.

<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

<https://support.apple.com/guide/safari/clear-your-browsing-history-sfri47acf5d6/mac>

## GENERAL QUESTIONS TO ASK BEFORE CALLING CUSTOMER SUPPORT

1. Have I restarted the computer recently and have I noticed any system updates pending? If updates are waiting to be installed, it is advisable to keep the system up to date.
2. Do I have a strong Internet connection? This is essential for streaming content and the testing environment. The browser lock-down features is sensitive to connection instability.
3. Am I using the Chrome browser to access Blackboard? Chrome / Firefox are the better options when accessing Blackboard.
4. Have I tried a different browsers to troubleshoot the problem? (Chrome or Firefox) You will need to install Firefox as a second browser option to give you another option when trying to login to Blackboard.
5. Do I have enough free space on my computer to be able to browse effectively? With all of the video and downloadable content available, lack of hard drive space will degrade the performance of the computer. Freeing up space is essential to peak performance.
6. When I cleared the browser cache and contents, did I close the browser and reopen the application? Always close the browser and launch to finalize the clearing of the cache.

## ADDITIONAL JU WEBSITE LINKS AND STUDENT BLACKBOARD HELP

<https://www.ju.edu/academictechnology/lms/index.php>

Jacksonville University - AT Main Page

<https://www.ju.edu/academictechnology/lms/students.php>

Jacksonville University - Student Help

<https://help.blackboard.com/Learn/Student>

Blackboard Student Help

Many of our faculty will be using Blackboard Collaborate and Microsoft Teams to conduct their streaming sessions. Below are two videos to assist you in participating with each software and tips on streaming etiquette:

[Collaborate](#)

[Teams](#)

[Streaming Etiquette](#)

### Top Student Questions

[How do I submit an assignment?](#)

[How do I take a quiz?](#)

[How do I post to a discussion posting?](#)

[How do I reply to a peer's discussion posting?](#)

[How do I see MyGrades?](#)

### Respondus Lock-down Browser

Installation Of LockDown Browser - <http://www.respondus.com/lockdown/download.php?id=261850125>

## PASSWORD ISSUES OR RESETTING

**Jacksonville University - IT Help Desk / 904 256-7200**