



## Instructions for Configuring Your Browser to Work with Blackboard

**Please DO NOT install/use Internet Explorer 9, Firefox 4 or Safari 5 with Blackboard at this time. They have not been tested to work with the system and could have compatibility issues.**

Firefox (for Windows computers) and Safari (for Mac computers) appear to work flawlessly with Blackboard Vista, our online learning platform. Occasionally, someone might have an older version of a plug-in that needs to be updated or a pop-up blocker that needs to be disabled. Blackboard should notify you of this when you log in the first time. Please agree to any suggested plug-ins or other security items it pops up for you – you should only need to do that once on each computer. **If you must use Internet Explorer as your browser, a much more extensive set of configuration instructions need to be followed.**

For each computer you or others will be using to access the ELAM Blackboard course shell, you will either need to use the recommended browser or you will need to do a series of browser configurations to assure that you will be able to download files, move from site to site, and other essential functions in Blackboard. For some of you this will be only one computer, but for many of you it will mean a work computer, a home computer, a laptop for travel and a computer used by an assistant. Each of these must be configured to allow access to the course shell. If you are using Internet Explorer, you may wish to make an appointment with your information technology department to do all of these configurations at once for you.

See below for detailed instructions. **If you have questions as you work through this process, please contact ELAM at 215-991-8240 Monday through Friday.**

### #1 - BROWSERS

Our strong recommendation is that you use the following browsers (if you have an older version of Windows or Mac OS please contact ELAM):

- Windows XP: [Firefox 3.6](#) (see note below)
- Mac OS 10.5 or 10.6: Safari 4 or [Firefox 3.6](#)
- Windows Vista: [Firefox 3.6](#) (see note below)
- Windows 7: [Firefox 3.6](#) (see note below)

Note: We do not recommend the use of Internet Explorer with Blackboard on any operating system due to issues the browser has with downloading files from the site. If you choose to use another browser/OS combination than those recommended here, some features may not work well for you; in particular you may experience difficulties logging in, lost messages when participating in the discussion boards, being kicked out of the system when transferring to other websites, and difficulties downloading Microsoft Office

documents which are required as spreadsheets and templates for your assignments. Please refer to the list of supported browsers for Blackboard:

<http://kb.blackboard.com/pages/viewpage.action?pageId=25368512>

## #2 - PLUG-INS

You **MUST** have the **MOST RECENT** versions of [Java](#) and [Adobe](#) reader. We also recommend that you have [Adobe Flash Player](#) installed (uncheck option to install the Google toolbar with it). In addition, you will need some sort of viewer for Microsoft Office documents if you do not have Microsoft Office installed. [Open Office](#) offers a free office suite which is compatible with Microsoft Office documents.

## #3 - POP-UP BLOCKERS

To allow pop-ups from learning.dcollege.net do the following:

**Internet Explorer 8:** From the Tools menu select Popup Blocker >> Popup Blocker Settings ... In the field titled Address of the website to allow type learning.dcollege.net and click the Add button. The Blackboard website should now appear in the list of allowed sites as shown in the images below. Click on the Close button to save and exit.

**Internet Explorer 9:** Click on the gear icon on the top, right of your browser, then click on tools, then internet options. Click the privacy tab in the internet options pop up, click the settings button next to the Turn on Pop-Up blocker check box. In the field titled Address of the website to allow type learning.dcollege.net and click the Add button. The Blackboard website should now appear in the list of allowed sites as shown in the images below. Click on the Close button, then OK to save and exit.

**Firefox 3:** From the Tools menu select Options. Click on the Content tab along the top of the window. In there you will see a ticked option called Block Popup Windows, to the right of this is a button titled Exceptions. Click on this button. In the Address of web site field enter learning.dcollege.net and click Allow. The Blackboard website should now appear in the list of allowed sites.

**Firefox 4:** Click on the Firefox tools menu in the top, left corner (in orange) of the browser, then hover over options on the right of the dropdown and then select options. Click on content in the options popup and then the exceptions button to the right of the Block pop-up windows check box. In the Address of web site field enter learning.dcollege.net and click Allow. The Blackboard website should now appear in the list of allowed sites. Hit close, then OK.

**Google for IE:** Visit the site learning.dcollege.net, and from the Google toolbar, click the Pop-up blocker button. The button's icon will change from popups blocked to popups allowed to indicate that the Pop-up blocker is disabled for this website. (Firefox version of Google Toolbar does not have a pop-up blocker)

**Yahoo:** Visit the website learning.dcollege.net. Click the Pop-Up Blocker menu. Select "Always Allow Pop-Ups From". Select the site from the "Sources of Recently Blocked Pop-Ups" list. Click "Allow".

**Safari:** The Safari browser includes a pop-up blocker that by default blocks all pop-ups. Unfortunately, there is no way to allow some sites to open pop-ups while disallowing others. To allow pop-ups, select the Safari menu option and remove the tick to the left of the Block Pop-Up Windows setting.

**Other Pop-Up Blockers:** You may have additional or other pop-up blockers enabled. If you have a toolbar or other plug-in that monitors and blocks pop-ups please visit the website for that program to get instructions on how to permanently enable pop-ups from the site [learning.dcollege.net](http://learning.dcollege.net).

#### #4 - FILE DOWNLOADS

**Be sure if you are making changes to a document that you save it to a new location such as your desktop before you begin typing. Any changes made to a file in a temp folder will be lost when you close your browser.**

**Firefox or Safari:** Firefox and Safari should, by default, allow Microsoft Office downloads to a desktop or temp folder on your computer.

**Internet Explorer 8:** In the menus at the top of the browser window, choose Tools/Internet Options/Security and click the "Safe Sites" button. A button will appear that says "Sites." Select this button and type the address [learning.dcollege.net](http://learning.dcollege.net) into the address box. UN-check the button that says "require....https:..." below the box and then select ADD. Close all windows. You should now be able to download files from this site. Repeat these instructions for the site [innoserv.library.drexel.edu](http://innoserv.library.drexel.edu).

**Internet Explorer 9:** Click on the gear icon on the top, right of your browser, then click on tools, then internet options. Choose the Security tab and click the "Trusted Sites" button. A button will appear that says "Sites." Select this button and type the address [learning.dcollege.net](http://learning.dcollege.net) into the address box. UN-check the button that says "require....https:..." below the box and then select ADD. Close all windows. You should now be able to download files from this site. Repeat these instructions for the site [innoserv.library.drexel.edu](http://innoserv.library.drexel.edu).

#### #5 - FINAL BROWSER CHECK

Visit <https://learning.dcollege.net/webct/logon/1991881149061> and **BOOKMARK THIS PAGE**. If you bookmark any other page within the system, when you log in it will not know that you are part of ELAM. It will look for you in the database of Drexel students and not find you, and it will tell you that you have an incorrect username or password. Every time you visit the Blackboard site, you must go to this page first so that the system will recognize that you are not a Drexel student. **Use your own username and password which we sent to you via e-mail to log in to Blackboard** (not the visitor username and password) to begin working on your class assignments. If a popup window opens with errors for your browser check, please read and follow the directions next to each box marked with a red X. If you continue having difficulties, please contact ELAM at 215-991-8240 Monday through Friday.

#### #6 – PAGING OPTIONS

Once you are logged in, there is one more thing you need to do to make all of the content visible. In the upper right hand corner, click "BBVista Home" and then "My Settings". Select the tab called "My Tool Options" and scroll down to the section called "Paging". Change the number to 999. If you are familiar with Blackboard, and have other preferences you would like to change from the defaults, you may do so while you are here. Click "Save". Close your browser. Your changes will take effect the next time you log in to Blackboard.