Blackboard Check-Up

NTCC uses Blackboard Learning System Campus Edition 8 (or simply Blackboard) as its online learning management system. To login, you can click on the Blackboard link on the NTCC home page and then click on the Login to Blackboard link on the Blackboard Information page.

For students, your **Username** is your 8-digit NTCC Student ID (SID) and your **password** is your date of birth in an 8-digit format: mmddyyyy. Your Social Security Number (SSN) is **NOT** the same as your SID. If you do not know your SID, check your payment receipt or login to Campus Connect and go to Demographic Information.

For faculty, you will need to contact Computer Services to obtain your ID and password.

Above is Blackboard login page. If you have forgotten your password and use the **Forgot your password?** link, your user name and new password will be sent to your NTCC Eagle Mail account.
Using Blackboard effectively

To use Blackboard effectively and avoid problems, you must have the Java installed and make some changes to your web browser settings. Browser settings changes include setting Trusted Sites, allowing cookies, and configuring pop-up blocker.

Configuring Trusted Sites, Cookies and Pop-up Blockers

1. If using Windows XP, click on Start and then click Control Panel. When the Control Panel is displayed, select Internet Options. This dialog box can also be accessed from Internet Explorer – Tools – Internet Options.

2. Click the Security tab and select Trusted Sites. (see illustration at the right)

3. Click on the Sites button.

4. Clear the checkbox for Require server verification (https:) from all sites in this zone if checked. In the textbox labeled “Add this website to the zone:”, enter the following: *.ntcc.edu and click Add.

5. Click the Close button.

6. With Trusted Sites still selected, click the Custom level... button in the Security level for this zone area. This opens the Security Settings for Trusted Sites dialog box. (shown at the right)
7. Click the down arrow in the Reset custom settings area, as shown to the right, and select Low. Click the Reset… button and then click OK.

8. Click the Privacy tab.

9. In the Settings area, click the Sites button. In the Address of website: textbox, enter *.ntcc.edu and click the Allow button. Click OK.

10. Check the lower portion of the screen. If you have Pop-up Blocker checked, you will have to click on the Settings button to add *.ntcc.edu to the Exceptions list on the next screen. If it is not checked as in this example, just leave it that way.

11. Click OK to close the dialog box.

12. If you have your web browser open, close it and restart.

All the illustrations shown use either IE7 on Windows XP or IE8 on Windows 7 but should be applicable to all browsers and operating systems.

If you are using Google Toolbar or any other toolbars that provide pop-up blockers, you will need to disable them or change the settings to allow *.ntcc.edu for all functions to operate correctly.
Java
Blackboard makes extensive use of Java and will not function properly without it. The first step is to check if Java is installed and if so, which version.

Checking for Java
1. Open the Control Panel as in the previous set of instructions, and select Add or Remove Programs.

2. Scroll down through the list and look for Java (TM) 6. The most current version as of January 2011 is Java (TM) 6 Update 23. Previous versions will work as well. **However, you should not have MULTIPLE versions installed.**

3. To remove Java, select the one you wish to remove from the list of installed programs and click the Remove button and follow the prompts. Repeat this action until all unnecessary versions are removed.

If you do not have Java
If you do not have Java, go to the Java website, [http://www.java.com](http://www.java.com), and follow the prompts to download the most current version.
**Browser Check**

We are now ready to have Blackboard check for any potential problems.

Click on the **Check Browser** link in the upper right corner of the login screen to check your computer. This process may take some time.

After a brief period, the following results will appear. This process may take on a few seconds, but may also take a couple of minutes. If it takes longer than 5 minutes, you may wish to close it down and try again.

The illustration to the right shows the results of the browser check. The large green checkmark indicates that portion of my browser has “passed”. However as you see to the right, my browser did not pass completely.

If there was a problem with a particular component, you will see a large red X.

There are links at the bottom of the browser check window for tips on resolving problems. However, if you have followed the steps listed previously in the document, your browser should be properly configured for CE6.
Additional Information

On the Blackboard login page, you will notice three paragraphs to the right of the login box. They are shown below.

The Browser Check and Pop-up Blockers have been addressed previously. However, please note the information in the third paragraph.

Upon logging into Blackboard, you should a pop-up window regarding the Java application. You MUST click Run or Java will not work in Blackboard. It is STRONGLY RECOMMENDED that you select the checkbox for Always trust content from this publisher and then click Run.

Support Information

If you experience problems beyond what has been covered in this document, you can send an email to Ask Blackboard and someone will reply to your email. If you have an emergency, you can call either Chris Eakins at 903.434.8279, Mary Lou Goodson at 903.434.8270, or Kenny Goodson at 903.434.8260.