Technical Troubleshooting Guide

Basic Troubleshooting Steps

- Run a Browser Check
  - This browser check will test whether your browser and settings are compatible with Blackboard Ultra. This includes your browser version, pop-up settings, and cookie permissions. It can help resolve issues like blank or partially loaded pages, and buttons or links that don't respond when clicked.
- Clear Cache and Cookies:
  - This clears out stored website data and temporary files that may cause loading issues or outdated content to appear. It can help improve browser performance and resolve issues like blank or partially loaded pages, and buttons or links that don't respond when clicked.

    Google Chrome

    Firefox

    Safari
- Change Browsers
  - Some integrated tools perform better in specific browsers. Switching browsers can be a quick fix to resolve issues like slowness, errors, or missing features. Recommended browsers include the latest versions of Chrome, Firefox, and Safari.

    
  - Note for Mac users: While Safari is supported, it may not provide the best experience with all integrated tools. For better compatibility, we recommend downloading and using Google Chrome or Firefox instead.
- Enable Third Party Cookies:
  - This will allow embedded tools and content within Blackboard to function properly. Without this, you may experience login loops or blank screens.

    Google Chrome

    Firefox

    Enable Third-Party Cookies Webpage

- Check Connectivity
    - This will ensure you have a stable, reliable connection which is essential for loading content, submitting work, and streaming videos.

- Check Device Compatibility
    - Some tools may not display or function properly on mobile devices, Chromebooks, or outdated operating systems. Using a supported desktop browser ensures full access.