Basic Technology Troubleshooting Steps

BEST PRACTICE: To ensure the most ideal online learning experience, students should maintain up-to-date virus and malware checkers and practice "safe computing" skills for optimal performance. Viruses and malware are probably the top reasons for unsatisfactory online computing experiences. Visiting suspicious sites can not only degrade your computer's performance, but can restrict access to valuable resources such as Truman databases and other network resources.

In the event a particular element of this Blackboard Course doesn't work or causes an issue with your personal computer, please try the following troubleshooting steps before requesting further assistance.

1) Blackboard and all content in this course should work on Mac, Windows and many Linux installations. Most major browsers: Internet Explorer, Firefox, Safari and Chrome can be used successfully. *However, we find that Blackboard and its functions/special features are MOST compatible with Firefox.* If one browser is not working, however, please have students try opening Blackboard in another browser to help narrow down the problem. NOTE: Ensure pop-up blocker is turned off for the Blackboard site.

2) You can test your computer/web browser for Blackboard compatibility by visiting our Blackboard "checker" page http://learningtechnologies.truman.edu/blackboard/blackboard_browser_setup.asp

3) If you have multiple applications open, please close everything but Blackboard to ensure optimal performance by your computer - not all applications run "happily" together.

4) Though time consuming, it can occasionally clear errors and conflicts to restart your computer.

5) Run a thorough check of your system to remove any spyware or malware. One possible tool for this is available online at: http://housecall.trendmicro.com/ NOTE: Truman is not staffed to provide virus/malware removal or repair on personally owned systems.

6) A final option is to try another computer system at a local public library or school in your area, including any academic lab on Truman's campus which has high-speed Internet access via which you could access your course. Due to course deadlines and students' busy schedules - a plan B such as this is highly recommended.

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