



UNIVERSITY OF HARTFORD

Hardware and Software Specifications for Blackboard

- You need a computer with multimedia capabilities (i.e., sound with speakers), a monitor capable of at least 800 x 600 resolution, a modem or Internet connection of at least a 56K connection, and an Internet Browser in order to access Blackboard. Here are further specifications:
- Your browser must accommodate both Javascript and Java for some functions of the course. These are functions you can turn on in your browser.
- Your browser must be set to accept cookies (use minimum browser security settings).
- Windows users will need the Java Virtual Machine, which can be downloaded for free from Sun Microsystems. Mac OS 10.1 and higher have Java Virtual Machine already installed.
- Firewalls may affect your ability to access and use Blackboard. XP users should know that Service Pack 2 and 3, include a firewall that is turned on by default. Instructions for turning it off are at http://www.microsoft.com/windowsxp/using/security/internet/sp2_wfintro.mspx
- Popup Blockers may affect your ability to use the Collaboration Tools and other features.

Windows Users Only – Downloading the Java Virtual Machine

- The Java 2 Run Time Environment 1.5.06 or above is required to use the Collaboration Tools.
- This plug-in may be downloaded from the page that appears when a user joins a Collaboration Session, or
- Visit <http://java.sun.com/products/plugin/index.jsp>.
- MAC OS X already has the Java Virtual Machine installed.

Enabling Cookies in Your Browser

In order to use Blackboard on your personal computer, you must have cookies enabled. Depending on your browser type, do one of the following:

Internet Explorer 6 and 7

Open Internet Explorer and select **Tools → Internet Options**.

NOTE: Internet Explorer 7 users may need to press the Alt key on the keyboard to display Tools menu. **Internet 7 users must also add Blackboard to their list of trusted sites.**

1. Select the Privacy Tab.
2. Move the sliding bar down so that the cookie settings are Medium or lower.
3. Click **Apply**.
4. Click **OK**.

Safari (Mac)

1. Open Safari and select **Safari → Preferences**.
2. Click on Security.
3. Under Cookies select the option “Always.”
4. Close the Window.

Mozilla Firefox

1. Open Firefox and select **Tools → Options**.
2. Click onto Privacy.
3. Check “Accept Cookies from Sites.”
4. Click **OK**.

On this Site List, be sure that **Enable Java** and **Enable JavaScript** are enabled, as well as **Open Requested Popups**.

Enabling Javascript in your Internet Browser

Blackboard requires that your browser accommodate both Javascript and Java for some functions of the course. These are functions you can turn on in your browser.

Enabling JavaScript in Internet Explorer (Windows)

Open Internet Explorer and go to **Tools → Internet Options**.

1. Click on the Security Tab, then **Custom Level**.
2. Scroll to the section titled **Scripting**.
3. Verify that Active **Scripting** is enabled, click **OK**, **Yes** to the warning, then **OK**.

Enabling JavaScript in Mozilla Firefox

1. Open Firefox and Select **Tools → Options**
2. Select the **Content** tab.
3. Make sure there is a checkmark for **Enable JavaScript** and **Enable Java**.
4. Click **OK**.

Supported Browsers & Operating Systems for Blackboard

Internet Explorer

- **Windows XP** - IE 6.0, IE 7.0, IE 8.0
- **Windows Vista** - IE 7.0, IE 8.0

(Note: IE 8.0 not fully certified.)

Apple Safari

- **MAC OS 10.4**, Safari 2.0, 3.0
- **MAC OS 10.5**, Safari 2.0, 3.0

Mozilla Firefox

- **Windows XP** - Firefox 2.0, 3.0, 3.5
- **Windows Vista** – Firefox 2.0, 3.0, 3.5
- **MAC OS 10.3** - Firefox 1.5, 2.0
- **MAC OS 10.4** - Firefox 1.5, 2.0, 3.0, 3.5
- **MAC OS 10.5** - Firefox 2.0, 3.0, 3.5

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| <p>These and other browsers/operating system configurations may function but are not fully tested and/or supported by Blackboard. NOTE: AOL users should plan to minimize the AOL browser and use one of the supported browsers which are free to download.</p> |
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Getting Help with Blackboard - Students

If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact the Computer Support Center for further assistance.

ITS Help Desk – Computer Support Center

For general computer and Internet/network support questions (passwords, Internet/email problems, printer not working, banner, grades, etc.). The Computer Support Center has evening and weekend hours.

Phone: 768-5999

E-mail: its@hartford.edu

Website: <http://uhaweb.hartford.edu/its/>