

## Frequently Asked Questions

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### LOGGING IN TO BLACKBOARD

#### *How do I log into Blackboard?*

First you must log into the *GCC MyPage Portal*, then click the yellow *Academics* tab and click on the *Blackboard* icon on the right side of the *Academics* page.

#### *How do I retrieve my username and password to log into the GCC MyPage Portal?*

[Click here](#) for portal login and password retrieval instructions.

#### *How do I access my Internet or Hybrid course?*

First you must log into the *GCC MyPage Portal*, then click the yellow *Academics* tab and click on the *Blackboard* icon on the right side of the *Academics* page.

#### *I've logged into Blackboard, why can't I see my upcoming courses listed?*

By default, you won't see your courses inside Blackboard until the first day of class unless your instructor makes his/her course available early.

#### *What do I have to do to start my Internet class?*

Once you've logged into Blackboard, click on the course you want to access and locate and read the course syllabus and any other instructions located inside that course.

### SYSTEM REQUIREMENTS, BROWSERS, AND PLUGINS

It is the student's responsibility to have access to a computer with a reliable Internet connection and a computer that is compliant with recommended browsers and settings in order to effectively utilize Blackboard. In order for Blackboard to function properly, your computer must have the latest updates and plugins.

**Supported Browsers and Operating Systems.** [Click here](#) for a list of supported browsers and operating systems.

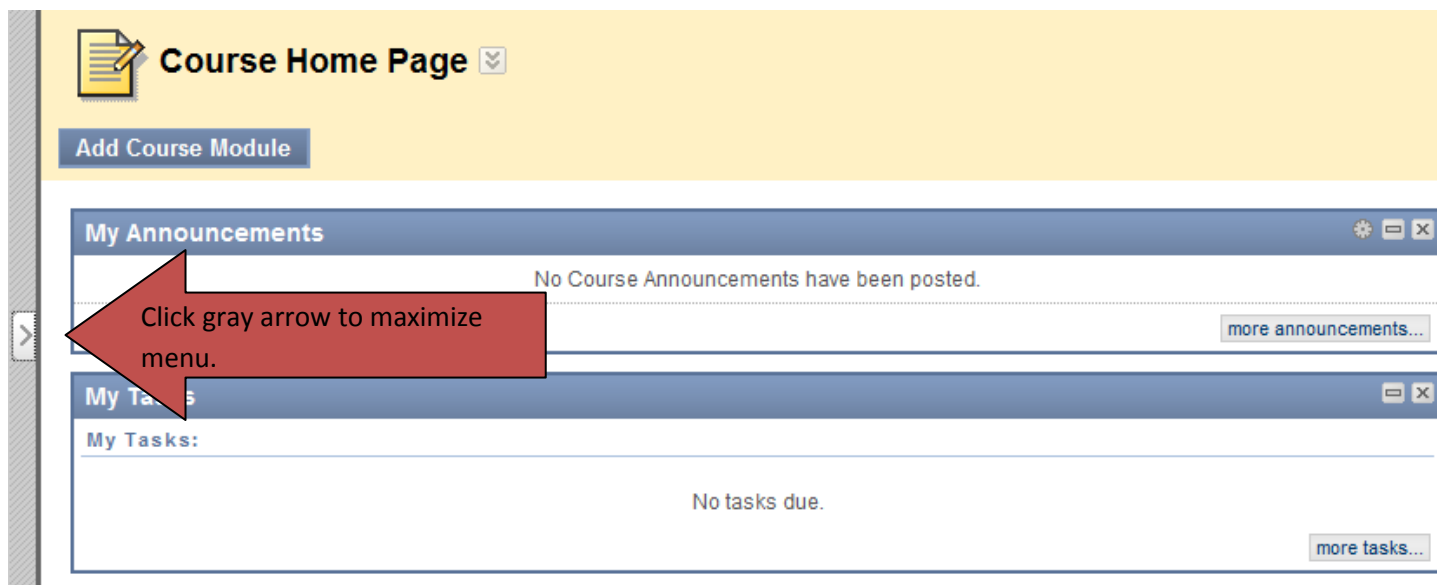
**Browser and Plugins.** [Click here](#) to check your browser and your browser's plugins.

**Sun JAVA 6.** Blackboard Learn 9.1 requires the latest version of Sun JAVA 6. [Click here](#) to check your current version of JAVA and for a free download of the latest version.

## COMMON BLACKBOARD ISSUES

*I've clicked the course link and I see a full-screen page in my course, but I can't see the course menu links on the left side of the page.*

Your page has been expanded and is covering up the course menu. You can maximize the menu by clicking the gray arrow on the left side of the page. See illustration below:



### *I was in the middle of a test in Blackboard and I got bumped out of my test. What happened?*

Sometimes the unexpected occurs and you lose your connection to the Internet or you click the back button and lose your connection to the test or some other technology issue causes an interruption that disconnects you from your test in Blackboard. In order to improve your test-taking success, here are some steps you can take.

#### **Before the test:**

Add <http://blackboard.grayson.edu> as a trusted site. To do that, open the Internet and select Tools > Internet Options > Security > Trusted Sites > Sites and add <http://blackboard.grayson.edu>.

Delete browsing history before accessing the test (under Tools in the menu bar).

Disable firewalls before taking the test if you are taking an exam from a computer or computer network that has a firewall installed.

A wired connection is the most reliable and should be used for taking online tests. Dial-up, satellite, wireless Internet connections, and mobile devices are not recommended for accessing and taking tests in Blackboard.

Make sure your computer is free of viruses and spyware by running anti-virus and anti-spyware software regularly.

#### **During the test:**

Do not double-click the button to start the test. After clicking on the button to start the test, wait until the test has completely loaded before beginning to answer any questions. If you double-click to begin the test, Blackboard reads the

first click as an attempt to take the test and the second click as a second attempt, resulting in your access being blocked.

Do not click outside the test area during an exam, such as other navigation buttons (Announcements, Course Content, etc.), or Blackboard will kick you out of the test before you have completed it.

Do not click the Back, Forward, or Refresh buttons on your browser. This can cause you to lose your connection to the test.

Click Submit, Next, or Save one time only. It may take a few minutes to receive confirmation or move to the next question. Clicking more than once can actually slow down the loading and cause test errors.

Click the Submit button one time when you are finished with the test. It may take several moments for your test to be submitted, so do not click Submit more than once. Once your test is submitted, you will receive a confirmation that it was successfully submitted. Note: If you click the Save button, your test will be saved but not submitted.