

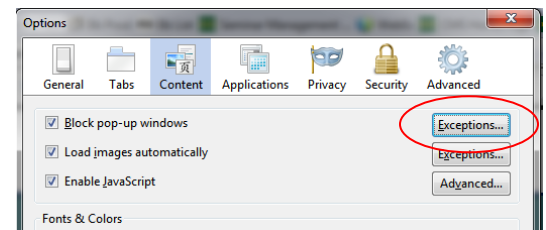
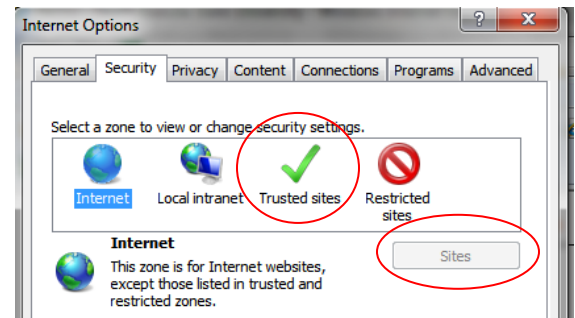
Best Practices for Blackboard Success (Students)

Be careful with file names!

- **DO NOT** use special characters (# ? % \$!@, etc.) when naming (saving) files you plan to upload to Blackboard for grading for assignments, when taking tests or quizzes, or when posting files to the Discussion Board, Wikis, Blogs, or Journals
- Keep file names short and simple (8 – 10 characters)
- Instructors may not be able to open files containing special characters in the file name and/or files with long file names!
- Files uploaded to a Blackboard course by the instructor cannot be modified in Blackboard – download the files to your computer:
 - **Right-click** on the link to the file
 - Select "**Save**", "**Save As**", or "**Save Target As**" (option depends on your browser)
- Printing files directly from Blackboard will include ALL of the navigation buttons and tabs:
 - Download a file to print it, OR
 - **Right-click** the file link and select "**Open in new window**"

Troubleshooting Blackboard

- Check your browser version (Open your browser, go to **Help | About**)
 - Firefox – 3.5 or **newer recommended**
 - Internet Explorer – 8, 9 or 10 (9 preferred)
 - Safari - 4, 5, or 6
 - Other browsers may work, but are not recommended
- Add Blackboard as a **trusted site** in *each* browser you use:
 - Internet Explorer 8/9/10
 1. Click **Tools | Internet Options | Security**
 2. Click on the "**Trusted Sites**" icon, then click on the "**Sites**" button
 3. Type **https://bb.ndsu.nodak.edu** in the box provided
 4. Click **Add**, click **Close**, click **OK**
 - Firefox 3.5 or **newer**
 1. Click **Tools | Options | Content**
 2. Click the **Exceptions** button next to "Block pop-up windows"
 3. Type **https://bb.ndsu.nodak.edu** in the box provided
 4. Click **Allow**, click **Close**, click **OK**

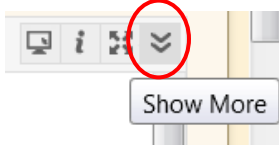


- **AOL users note:**
 - AOL uses its own proprietary browser to view web pages – this browser can cause sporadic problems with Blackboard!
 - We **strongly recommend** using another browser (Internet Explorer or Firefox) to work with Blackboard

Copying and pasting content

Content copied from anywhere outside of Blackboard or from a word processor – **particularly from Microsoft Word** – can cause odd problems unless you take special precautions **before you paste** the content into any text box in Blackboard (Wiki, Blog, or Journal posts, test question answer boxes, Discussion Board posts, etc.)

1. Copy the content from the other source as you normally would
2. Open a plain text editor such as Notepad (Windows) or TextEdit (Mac)
3. Paste the copied content into a new document in the plain text editor
4. Copy the pasted content again
5. Paste the copied content into the text box and add any other necessary text
6. Use the toolbar buttons provided in the content editor in Blackboard to add any desired formatting
7. If you **only see one row of toolbar buttons** in the content editor toolbar, click the “Show More” button on the far-right end of the toolbar to display all three rows of toolbar buttons



8. Click the Submit button

Blackboard Assignments

If your instructor has set up a Blackboard Assignment students must use to submit assignment files for grading, you'll have the **best** success if you save the document in one of these four file formats:

- Word (.doc or .docx)
- PowerPoint (.ppt or .pptx)
- Excel (.xls or .xlsx)
- PDF

Do Not save the file with any special characters in the file name! (i.e. #, /, ?, @, etc.)

Note: If you attach a file to an assignment and click Submit, but the display continues to display the “Generating Preview” message so the preview never loads, you don't have to wait – the file did attach successfully!

To see the file or files you submitted:

1. Click OK at the bottom of the page while the “Generating Preview” message is still displayed
2. Click the link to the Assignment again and the document will appear in the Preview screen (if it is a Word, PowerPoint, Excel, or PDF file – other file formats will display as a downloadable button)