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## Student Blackboard

### Known Issues and Frequently Asked Questions



There are occasionally some issues that occur with Blackboard. These issues are being dealt with by the Blackboard technical team and the WCU CMS Team. This list will change as issues are resolved.

#### Known Issues

- ❖ [Student is unable to open a PDF document link in Firefox running on a Mac OS](#)
- ❖ [Where did my "To Do" module go?](#)
- ❖ [Students are kicked out of an exam before completing it](#)
- ❖ [What if a Security Warning about Content appears on my screen?](#)

#### Frequently Asked Questions

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# KNOWN ISSUES

## Student is unable to open a PDF document link in Firefox running on a Mac OS

**Cause:** If you click on a PDF document link within Firefox on a Mac, you may receive a “plug-in” error. This is due to an issue with Firefox not having an available PDF plug-in

**Solution:** *Blackboard is aware of this issue and is working with Adobe to develop a fix*

### This can be handled in the following ways:

- Student can open the document in another internet browser

#### **Recommended Browsers:**

- ✓ Mozilla Firefox
  - ✓ Internet Explorer 7 or 8
  - ✓ Safari 3.0
- Instructor can choose the option for the file to “Open in a New Window” - [Click here for instructions](#)
  - Student can download a third party PDF plug-in (such as [Schubert](#))\*  
*\*Please note: WCU does not support this third party application. Use at your own risk\**

## Where did my “To Do” module go?

**Cause:** The "To Do" module on the blackboard home page recently stopped working properly

**Solution:** The LMS team has removed this module until a permanent fix has been created

*\*Blackboard is aware of this issue and is posting a fix in a future Service Pack\**

## Students are kicked out of an Exam before completing it

**Cause:** Some students are getting kicked out of an exam before they are able to complete it. Students may also receive an error when trying to submit the exam. This usually results in the instructor unable to view the student's submission. Blackboard is attempting to resolve this issue.

**Solution:** In the meantime, the only option is to allow multiple attempts for the students into the exam or to clear a student's submission so they can attempt again. If a student has this issue, please send the following information to [lmssupport@wcu.edu](mailto:lmssupport@wcu.edu) so we can work with Blackboard to fully diagnose the issue:

- What internet browser were they using?
- What time/date did this happen?
- How long did they have the quiz open before it timed out?
- Did they go to any other browser or application while the exam was running?
- What operating system are they using?
- The next time they are accessing a quiz, if they can open up in another web browser window, this address:  
<https://wcu.blackboard.com/webapps/blackboard/amiup.jsp>. Then send what is displayed on this page to us.

## What if a Security Warning about Content appears on my screen?

**Cause:** The reason for this is that Blackboard is a secured website (https), but some content on the page may be stored on a non-secure website (http)

### **Solution:**

- When viewing a page in blackboard, you receive a message about viewing mixed content, **Click No**

**\*PLEASE NOTE:** Depending on your browser, the question may be phrased differently and you may need to select “Yes” to allow all content (secure and non-secure) to be displayed\*

- You can change your internet settings to always enable mixed content, but beware; this opens your computer up to security risk when viewing other websites

# FREQUENTLY ASKED QUESTIONS

## Where do I log into Blackboard?

<http://wcu.blackboard.com/>

## How do I log into Blackboard?

All Students log into Blackboard using their Catamount EMAIL username (Ex: If your email address is wcustudent@catamount.wcu.edu, then your username is "wcustudent") and your My Cat password (PIN). Do **NOT** use your 92# as your username to log into Blackboard. Students should [contact the Help Desk](#) (828-227-7487) to change your password.

## How can I view my instructor's feedback on an assignment?

Please go to the following URL to view instructions.

<http://www.wcu.edu/WebFiles/PDFs/StudentResources-ViewInstructorFeedback.pdf>

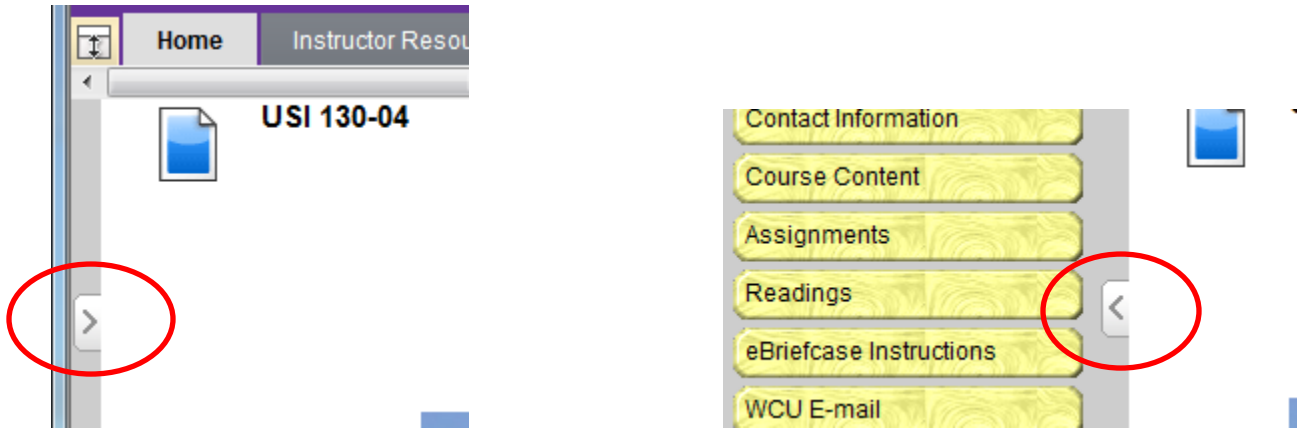
## Can I use the Blackboard Mobile Learn App to Access My Courses?

Although the Blackboard Mobile Learn Application is available, we are unable to support this tool at this time. There is an App available for the Apple devices (iPhone, iTouch, and iPad). Blackboard has not extensively tested these devices so support is limited at this time. The App for the Droid devices is still a work-in-progress and is being actively developed by Blackboard. We are hopeful that full testing/configuration of the mobile solutions will be completed in the near future. Please check back here for updates.

## My sidebar disappeared. How do I get it back?

**Cause:** It is easy to hide the sidebar in Blackboard and can easily occur by accident

**Solution:** If the sidebar is not present, there will be a right facing carrot next to the folder name on the screen. Simply click that carrot and the sidebar should reappear.



## Who do I call for Support?

**Solution:** Please contact the Blackboard Support Hotline (Toll-free): **1-866-374-8144**. If you still have questions, please e-mail [LMSSupport@wcu.edu](mailto:LMSSupport@wcu.edu).