

## How should I configure my browser to avoid problems with Blackboard?

You should apply all of the browser settings below to prevent any number of potential problems you may encounter using Blackboard. The instructions below all assume you have already opened the correct dialog box in your browser where you will make the appropriate changes. For the three recommended browsers, this dialog box is found as follows:

Internet Explorer: click **Tools > Internet Options**

Netscape: click **Edit > Preferences**

Firefox: click **Tools > Options**

<b>Caching</b>	Caching problems lead to "wrong" pages showing up, and are frequently reported as a source of login problems as well. After applying the setting changes, clear your cache and restart the browser (close ALL windows first, including any file download windows) to make sure the cache is really cleared.
Internet Explorer	General tab > Temporary Internet Files area > Settings button: Make sure this is set to "Every visit to the page". Click the OK button. To clear cache, click the "Delete Files" button and check the option to "Delete all offline content" and click the OK button.
Netscape	Advanced category > Cache: Select "Every time I view the page". Click "Clear Cache". Click the OK button.
Firefox	Privacy button at the top > Cache tab: Click the Clear Cache Now button.
<b>Cookies</b>	With cookies turned off, logging in is impossible, as a sessionID cookie is used to identify and authenticate you throughout your session.
Internet Explorer	Privacy tab > Web Sites area > Edit button: Type in "class.sjcnj.edu" and click on "Allow" to make sure cookies from class.sjcnj.edu are always accepted, no matter what your other settings are. Click the OK button.
Netscape	Privacy & Security > Cookies > Select "Enable cookies based on my privacy setting" and click the View button. Set the privacy level to Medium. Click the OK button. Click the Manage Stored Cookies button > then the Remove All Cookies button. Click the Close button, then the OK button again.
Firefox	Privacy button at the top > Cookies section: Check the box to "Allow sites to set cookies" and click the Exceptions button. Type in class.sjcnj.edu and click the Allow button. Click the Close button. Click the Clear Cookies Now button (or the Clear Now... button).
<b>JavaScript</b>	Much of Blackboard's functionality depends on JavaScript. With JavaScript turned off, logging in is impossible. So is taking quizzes.
Internet Explorer	Security tab > Custom Level button > Scripting section (near bottom): Choose "Active Scripting: Enable". Also, while you're here - below that, under User Authentication, choose: "Prompt for username and password". Click the OK button.
Netscape	Advanced > Scripts & Plugins. Click the check box at the top to <i>Enable JavaScript</i> for "Navigator". Click the OK button.
Firefox	Content button at the top > Check the box to "Enable JavaScript". Click the OK button.
<b>Popups</b>	Allowing popups is necessary to make certain features work.
Internet Explorer	If using the WindowsXP Service Pack 2 popup blocker, click Tools > Popup Blocker > Popup Blocker Settings. Enter class.sjcnj.edu in the field and click the Add button. Click the Close button. If using a third-party popup blocker, make sure it allows popups for class.sjcnj.edu
Netscape	Privacy & Security > Popup Windows: check the box at the top to "Block unrequested popup windows". Click the Allowed Sites button and add class.sjcnj.edu in the field at the top. Click the Add button, then the OK button, and then the OK button again.
Firefox	Content button at the top > Allowed Sites (or Exceptions) button > Enter class.sjcnj.edu and click the Allow button. Click the Close button and then the OK button.

**Note:** The settings listed above were configured using Internet Explorer 6, Netscape 7.1, and Firefox 1.5. The location of some of the settings may be different in other versions of these browsers. Please consult your browser's Help system if you cannot locate one or more settings.