Hardware and Software Specifications for Blackboard

**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 broadband internet connection and an Internet Browser (Chrome, Firefox) in order to access Blackboard.
- Your browser must accommodate both Java and JavaScript 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).
- Firewalls will affect your ability to access and use Blackboard (this may be an issue if you are accessing Blackboard from your place of employment).
- Popup Blockers will affect your ability to use the Collaboration Tools and other features.

**Windows Users Only – Downloading Java**

Java is required to use Collaboration Tools in Blackboard. This plug-in may be downloaded from a page that appears when you join a Collaboration Session, or, visit [http://java.sun.com/products/plugin/index.jsp](http://java.sun.com/products/plugin/index.jsp) and download Java. MAC OS X has Java installed by default from Apple.

**Enabling Cookies in Your Internet Browser**

In order to use Blackboard on your computer, you must have cookies enabled. To do so:

**Internet Explorer**

Open Internet Explorer and select Tools ➔ Internet Options. Select the Privacy Tab.
1. Using the sliding bar, slide the bar down so that the cookie settings are Medium or lower.
2. Click Apply. Then click OK.

**Safari**

1. Open Safari and select Safari ➔ Preferences.
2. Click Privacy.
3. Under Block Cookies select the option “From third parties and advertisers.”
4. Close the Window.

**Mozilla Firefox**

Cookies are enabled by default in Firefox.

**Google Chrome**

1. Click the menu icon on the browser toolbar.
2. Select Settings.
3. Click the Show advanced settings.
4. Click Content Settings.
5. In the "Cookies" section of the dialog that appears, make sure Allow local data to be set is selected to allow both first-party and third-party cookies.
6. Click Done.

**Enabling JavaScript in your Internet Browser**

Blackboard requires that your browser accommodate JavaScript for some functions to work properly. Please do the following to ensure your browser is ready:

**Enabling JavaScript in Internet Explorer**

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, and then OK.

**Enabling JavaScript in Mozilla Firefox**

Javascript is enabled by default in Firefox.

**Supported Browsers for Blackboard Learn 2016 Q2 Release**

Blackboard supports five primary browsers for Learn releases. Links to the vendor sites for the browsers are included in this topic.

[Run the browser checker](#) to see whether Blackboard Learn supports your browser.

To learn more about Blackboard's general browser support policy as well as information about Javascript, Cookies, and other software, see the Browser Support Policy topic.

<table>
<thead>
<tr>
<th>Browser</th>
<th>Supported Desktop* Browser Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chrome**</td>
<td>36+</td>
</tr>
<tr>
<td>Edge**</td>
<td>1+</td>
</tr>
<tr>
<td>Firefox</td>
<td>31+</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>10+ (Windows only)</td>
</tr>
<tr>
<td>Safari</td>
<td>9+ (MacOS only)</td>
</tr>
</tbody>
</table>

* Mobile app versions of these browsers aren't supported at this time, although users may have success using them.
** Google Chrome versions 42+ and Microsoft Edge do not support NPAPI-type plug-ins including Java plug-ins and many media browser plug-ins. Blackboard doesn't support these browsers for use with the Virtual Classroom and Lightweight Chat tools, the multiple-file upload interface, or embedded media that require NPAPI plug-ins for viewing.

**Tested Devices and Operating Systems**

A variety of devices and operating systems were used to test the supported browsers. Support is not limited to these specific operating systems. The desktop browser versions above are supported regardless of the particular device or operating system on which they run.

<table>
<thead>
<tr>
<th>Operating Systems used in testing</th>
<th>Windows 7, Windows 8, Windows 10, MacOS 10.8, MacOS 10.9, MacOS 10.10, Mac OS 10.11, Mac OS 10.12, Chrome OS</th>
</tr>
</thead>
<tbody>
<tr>
<td>ChromeOS (ChromeBook) tested device</td>
<td>Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported)</td>
</tr>
</tbody>
</table>

Blackboard Learn does not require any other browser plugins. To learn more about browser plugins, assistive technology, and other supporting software, see the Browser Support Policy topic in this section.

**Getting Help With Technology at the University of Hartford**

If you are having trouble accessing Blackboard, contact your instructor first. If your instructor is unable to help you, contact Blackboard Support at (860) 515-3742 or file a ticket at https://hartford.edu/studentbbsupport

**Office of Technology Services (OTS) Help Desk**

For general computer and Internet/network support questions (not directly related to the classroom but rather passwords, Internet/email problems, Banner, campus Facebook).

**Phone:** 768-4357 (on campus) or (844) 292-3213 (off campus)

**Email:** ots@hartford.edu **Website:** http://hartford.edu/ots