

Student Handout: PC/MAC Tips for Blackboard

Blackboard can be accessed on both PCs and MACs. Some users may find some slight differences in the way they access materials on Blackboard depending on the computer you are using. This guide provides a brief overview to configuring your MAC and formatting your documents for both MAC and PC users.

Which browser do I need?

Blackboard recommends Mozilla Firefox (<http://www.firefox.com>) or Google Chrome (<http://www.chrome.com>) for your PC, which are free to download and Safari, Firefox or Chrome for the Mac. The following is a list of supported browsers and operating systems for Blackboard:

Desktop Browser	Supported Browser Versions
Chrome**	49+
Edge**	20+
Firefox	48+
Internet Explorer*	11+ (Windows only)
Safari	9+ (MacOS only)

*Microsoft ended active development for Internet Explorer in January 2016. Most features of Learn will work with IE11, so it is generally considered compatible. Some newer features in Learn may not. Reported issues isolated to Internet Explorer will not be resolved by Product Support. An alternative browser is recommended.

** Google Chrome versions 42+, Mozilla Firefox versions 52+, 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 using embedded media types that require third-party NPAPI plug-ins for viewing.

Mobile Browser	Supported Browser Versions
Chrome	49+
Edge	20+
Firefox	48+
Safari	iOS 7+

Note: Not all tools and workflows have been optimized for mobile use. Issues reported for tools that aren't yet optimized for mobile devices may be considered an enhancement request.

Blackboard App is a supported native app for mobile and tablet devices that interact with Blackboard Learn 9.1 servers. This app may have its own device requirements.

Which operating system can I use?

Blackboard works on any operating system, but for the sake of security, you should have an operating system that is still supported:

Microsoft:

Windows 7
Windows 8
Windows 8.1
Windows 10

Apple:

macOS 10.11 (El Capitan)
macOS 10.12 (Sierra)
macOS 10.13 (High Sierra)

Creating Easy-to-Share Files

If you are posting materials to Blackboard, you will need to ensure that your files are readable on both MACs and PCs. At this time, you should only upload the following types of file types:

Word

PDFs

Excel

PowerPoint

Here is a list of some of the most common file types:

- .doc or .docx: Word documents
- .xls or .xlsx: Excel spreadsheets
- .ppt or .pptx: PowerPoint presentations
- .htm or .html: HTML documents
- .txt: plain text files
- .jpg: JPEG image files
- .gif: GIF image files
- .pdf: Adobe PDF files

Getting Help with Technology at the University of Hartford

Student Blackboard Support

The following is student support for Blackboard only. All other support technical support issues need to be addressed to the Office of Technology Services (below).

Phone: (860) 768-4636 **Email:** bbsupport@hartford.edu

Website/File a Ticket: <http://www.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/Self-Service, campus Facebook).

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

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