

## 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> 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 Desktop Browsers for Blackboard Learn Q2 2018***

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.

<b>Desktop Browser</b>	<b>Supported Browser Versions</b>
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.

## ***Supported Mobile Browsers for Blackboard Learn Q2 2018***

<b>Mobile Browser</b>	<b>Supported Browser Versions</b>
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.

## ***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.

Operating Systems used in testing	Windows 7, Windows 8, Windows 10, MacOS 10.11, MacOS 10.12, MacOS 10.13, Chrome OS
ChromeOS (ChromeBook) tested device	Chromebook (Chrome browser; features requiring NPAPI plug-ins are not supported)

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.

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## Getting Help with Technology at the University of Hartford

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### **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](mailto: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](mailto:ots@hartford.edu) **Website:** <http://hartford.edu/ots>