

## Issue with Blackboard?

**Please reach out to your instructor to let them know are having issues. But before asking your instructor for help, try these things first.**

### Have you tried it in different browsers?

- Try Chrome, Edge, Firefox or others.

### Have you cleared the cache on your browser?

- If you are using **Internet Explorer, Edge, Google Chrome, or Mozilla Firefox** you can quickly clear cache with a keyboard shortcut by pressing **Ctrl + Shift + Delete** simultaneously on the keyboard to open the appropriate window. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.
- If you are using a **Chromebook**, you need to open Google Chrome browser. Then click on the **Customize and Control Google Chrome** (3 vertical dot at the top right) and click on **Settings**. Scroll down to **Privacy and Security**, then click on **Clear Browsing Data**. Set the **Time Range** set to **All Time**. Check-mark **Cookies and other site data** and **Cached images and files** and select **Clear Data**.
- Additional help- [5 Ways to Clear Cache and Cookies - wikiHow](#)

### Have you rebooted your computer to see if you still have the issue?

- Shut Down your computer and restart, then try the action again.

### Is a pop-up blocker preventing a webpage from loading?

- Check your browser to see if you need to allow a pop-up window.
- Additional help- [8 Ways to Allow Pop-ups - wikiHow](#)

### Do you know that your internet is stable?

- It could be that too many devices are using the internet. Video games, streaming TV, streaming video cameras can slow your internet. First stop the usage of the device, if that does not help then unplug the device.
- Maybe your modem needs to be rebooted. Unplug the power and the internet cable from modem, then wait 15 seconds and reconnect.
- Has the internet speed decreased? Contact your internet service provider to help you check and test the speed and connection.

### Can you try a different computer or location to see if the problem persists?

- Try it on a different computer in your home.
- Try another internet location like a neighbor, relative, or friend.

**Thank you for trying these things before reaching out to your instructor as faculty are not technology experts.**