Troubleshooting Access to Blackboard Courses

Suggestions for students having problems accessing Blackboard courses:

1. **User Name and Password:**
   
   Your Blackboard log in information is the same as you Wor-Wic network log in information (user name and password you use to log in to computers on-campus and your Wor-Wic email account). New student will get a letter in the mail with their log in information. Please contact [Student Services](#) if you forgot or did not get your user name and password.

2. **Browser Checker**

   The Blackboard Learning System automatically checks to determine if your browser type and version are supported. If your browser is unsupported, a warning message is displayed when you access the Learning System. For more information on browser requirements, go to [Blackboard's browser tune-up page](#).

   **Note:** We are currently using **Campus Edition (CE) 8.0** Blackboard version.

3. **Java Runtime Environment - JRE**

   The Learning System also automatically checks to determine if Java is enabled in your browser and if your Java Runtime Environment (JRE™) version is supported. You must enable Java and have a supported JRE version to use certain features and tools in the Learning System. If Java is disabled or if your JRE version is unsupported, a warning message is displayed when you access the Blackboard Learning System.

4. **Pop-up**

   The Learning System sometimes uses small browser windows to deliver requested content. It is important to allow pop-ups from the Wor-Wic Blackboard site. [More...](#)

   You can also check your browser as necessary by using the manual Browser Checker on the Blackboard login page.

5. **Review the Blackboard Student Tutorial**

   If you are new to Blackboard, it is strongly encouraged that you review the “[Blackboard Student Tutorial](#)” for instructions on using common Blackboard tools.

6. **If you still have problems, contact your instructor and the Blackboard Administrator.** When contacting the Blackboard Administrator, please provide your course name, instructor name and your Blackboard User Name.