

**BLACKBOARD INFORMATION and FAQ's  
for ONLINE COURSES &  
Courses with Online Components**

Blackboard is an Internet portal used by Saddleback College to deliver online courses or as a learning component to on-campus courses. It is located at <http://soccdd.blackboard.com>

**Computer Requirements:**

**PC:** Pentium III or higher with Internet access

**MAC:** G3 or better

**Operating System**

**PC:** NT, 2000, or XP

**MAC:** OS 9.5 or higher

**RAM:** 128 MB or higher

**Internet Connection:** 56 kbps or higher speed

**Sound Card** w/ speakers: Recommended

**Plugins:** Audio and video can be found at [www.real.com](http://www.real.com).

Adobe Acrobat reader and Windows Media Player are also recommended.

**Browsers:** Firefox (preferred) or Internet Explorer (If you have a computer w/ Vista Operating System, you must use Firefox as your browser. It is a free download, but you must remember to open it to use it rather than just clicking on your Internet icon)

**Logging In:**

**Your online course will be available to access the first day of class.**

You will need your username and password to log into Blackboard. Your username is the first part of your college email address, up to, but not including, the "@" sign. To find your college email address, go to <http://saddleback.edu>, click on MySite and enter your student ID and four-digit PIN. Click on Email and then on Overview. Scroll about half way down the page and you will see your college email address.

Your password is your four-digit PIN plus two zeros. You selected your PIN when you applied to the college. If you applied online, you were required to enter a four-digit number in order to complete the process. If you applied in person, you either requested a specific four-digit PIN or the clerk may have used the last four digits of your Social Security Number.

Once you have your college email address and PIN, you may go to <http://soccdd.blackboard.com> and click on User Login. To the left of the username and password boxes is a line that reads "Saddleback College Online Instructions and Video Clips." This is an excellent way to become familiar with Blackboard and how it works. These instructions may be accessed prior to the start date of your class.

Once you have registered, it may take up to one business day for your college email  
and up to three days for your Blackboard account to be created.

**BLACKBOARD: BEYOND BASICS – TROUBLESHOOTING**

**No Blackboard or College Email Account**

- If you just registered, it can take **up to three days** for your information to filter through the servers and be recognized by Blackboard.
- In a day or two, please login to MySite (from the Saddleback homepage), click on Email, then Overview. Your email address will be about the third box down on the left. There will be a number between your last name and the "@" sign. You must use the email **up to but not including** the "@" sign as your username in Blackboard.
- Because your information has not filtered through yet, I am unable to re-set your password, but it should be your four-digit PIN that you use to login to MySite plus two zeros. That is also the password you will use to access your Saddleback email.

- You also will not be able to login to Blackboard until after your class becomes available/start date. However, you are able to access the online instructions for Blackboard by going to <http://socccd.blackboard.com> , click on “User Login” and then on “Saddleback College Online Instructions and Video Clips” (to the left of the username and password boxes).
- Once the class has started, please let me know if you are still having problems and I will be able to re-set your password.

### **Assignments Not Submitted**

Check your file name for special characters (#, %, \*, something like that).  
File names cannot accept special characters. Rename your file without those characters and try it again.

### **Exams On Blackboard**

Here are some tips for students before the test begins:

- NEVER - Double-click to access a test
- NEVER - Click the “Back” or “Forward” buttons in the browser
- NEVER – Click outside the test area
- NEVER – Resize the browser window – this may erase your data

If you are locked out during an exam, you must contact your instructor to the test re-opened.

### **Log-On Problems**

If you are certain your username and password are correct and you still cannot log-on, check the following:

1. Make sure that your CAPS LOCK is not on when you enter you username and password.
2. Also, if you are using the numeric keypad on the right side you should see a green light letting you know that the NUM LOCK is on. This means that you can use the numbers on the keypad. If this is not on you will not be able to use it.
3. Did someone upgrade a program or add something to your computer you are using?
4. Did you try another computer at a different location?
5. If you are using Internet Explorer – you can empty your cache and delete cookies. You might be viewing your old cache.

Open Internet Explorer – from the top menus – locate TOOLS – pull down to INTERNET OPTIONS  
Under the GENERAL tab – Click DELETE COOKIES button – Click DELETE FILES button.  
Now click on the ADVANCED tab – click the button RESTORE DEFAULTS - OK

### **I've Accessed Blackboard Before But Now I Can't . . .**

If Blackboard was working and stopped, it usually means that someone has upgraded or added a program to the particular computer that you are using. If you are using Internet Explore, reset Internet Explorer settings to DEFAULT. Clear your cache (see section below), lower your firewall, turn off popup blocker, etc, are you using Internet Explorer....are you using a Mac?

### **Blackboard Error Message or “Page Not Found” Message: Clearing the Cache**

If you go to <http://socccd.blackboard.com> and you get a "Page Not Found" or see the same errors you, please follow the directions below for your browser of choice:

#### **Internet Explorer**

From the FILE menu at the top of the browser: Go to Tools > Internet Options on the General Tab) Select DELETE in the browsing history > Delete all.

### **FireFox**

From the FILE menu at the top of the browser: Go to Tools > Clear Private Data Check all the checkboxes (if they're not already) > Clear Private Data Now.

### **Safari**

From the FILE menu at the top of the page: Select File > Clear Cache

### **Vista Operating System vs. Blackboard**

Using Blackboard with IE 7 on Vista: If you are using the Microsoft Vista operating system the Visual Text Box Editor must be turned off to type. The steps below will set your preferences in Blackboard so that the Text Box Editor is disabled.

Log into Blackboard.

On the My Blackboard page, under the Tools module, select Personal Information.

Select Set Visual Text Box Editor Options.

Click the Unavailable radio button.

Click Submit.

### **Discussion Board Problems**

Try using Firefox as your browser. Microsoft just recently pushed out a new upgrade again - which most likely contained IE 7.0. It comes out of the box with the active X component that Blackboard uses set to "off" and the phishing filters set high. Rather than go over the whole nightmare of trying to explain to people how to go into their settings and try to figure out how to change it, it's much easier to just switch to Firefox. Fixes the problem every time.

A more complete explanation is on the Distance Education site (under "Computer Requirements"), but this should get you up and running.

### **Drop or Withdraw**

If you have dropped or withdrawn from a class and it is still showing up on your Blackboard site, contact the instructor to remove you from the Blackboard Roster; the class showing up in Blackboard will not affect your college records.

Or, you can use the pencil tool (located above courses they're taking) on the MyInstitution page to hide courses you don't want to see on the MyInstitution page.

### **Courses from Previous Semesters Are Still on My Blackboard Site**

Old courses remain on the site until instructors remove them. They sometimes forget. If it bothers you, simply email the instructor, be sure to include the semester (Fall 05, Summer 05, etc.) and the ticket number and ask that the course be removed from your Blackboard site.

### **PowerPoint**

PowerPoint software is not free, but there is a free viewer students can download from Microsoft.com so they can view the presentation. <http://www.microsoft.com/downloads/details.aspx?FamilyID=428d5727-43ab-4f24-90b7-a94784af71a4&displaylang=en>

### **And finally,**

If all else fails, please email [snelson@saddleback.edu](mailto:snelson@saddleback.edu), include your student ID number and as many details about your problem as you can.