

HOW TO DEAL WITH COMPATIBILITY ISSUES BETWEEN YOUR COMPUTER AND BLACKBOARD (Bb)

IMPORTANT: Professors should activate the Discussion Board using the *Discussion Board* tool, this will allow students to test and make the necessary set up/configuration arrangements in their computers.

The following are some recommendations to solve compatibility issues between your computer and the Blackboard platform.

- Windows XP and Internet Explorer 7.0

If your computer has the Windows XP Operating System and the Internet Explorer 7.0, you should install the ActiveX component in your computer. ActiveX ensures you will be able to open the text editor that is integrated in some sections of the platform. Here are the steps to complete the installation process:

1. Go to your Bb account and open one of your courses.
2. Go to one section from the course containing the text editor, such as the Discussion Board.
3. When the screen of the Discussion Board opens, the following yellow message will appear underneath the "Address Bar":

"This site might require the following ActiveX control: ... Click here to install..."

4. Click on the previous message and select the option "**Install ActiveX Control...**" from the menu.
5. A security window appears. Press the **Install** button. Your computer will immediately install this component.

- Windows Vista

Take into account **one** of the following steps:

1. Deactivate the *Textbox Editor* option from your Bb account:
 - Enter into your Bb account and into any of your courses.
 - Once inside the course, click **Course Tools**, located at **Tools**, (See left menu.)
 - Select **Personal Information** from the right window.

- Select the **Set Textbox Editor** option.
- Select the **Set Unavailable** option to deactivate the visual editor. Click **Submit**.

2. Instructions for the installation of another “web browser”, such as *Firefox Mozilla*:

- Go to: <http://www.firefox.com>
- Select **Download Firefox – Free** link.
- A window will appear, click **Save**. Choose the location where you want to save the program and click **Save** again.
- Once the program has been downloaded, Click 2 times to install it.
- Follow the on-screen instructions to complete the installation process.

- Microsoft Office Documents

When you create documents using any Microsoft Office applications, you must be sure these are compatible with Office XP version. Before saving any document you must select the format: Office XP/2002/2003, that way the professor will be able to open your documents without problems.

If you have any doubts, please contact our offices at 787.622.8000 x. 439/462. Thank you very much.

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