

# Blackboard 9.1 FAQs for Students

Here are current versions for each browser Blackboard supports:

- [Chrome](#) 16
  - [Firefox](#) 8
  - [Internet Explorer](#) 9
  - [Safari](#) 5
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These browsers are NOT SUPPORTED under any circumstances

- AOL's own browser (any version)
  - MSN Explorer (any version)
  - Firefox 1, 2, 3.0 and 3.5
  - Internet Explorer 5, 6 and 7
  - Safari 1, 2, 3.x
  - Netscape (any version)
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## What does (unavailable) mean?

If you notice that one of your current semester courses listed to the left (which will have the number 2124 (for Spring Courses) in the ID) is not linkable and has an (unavailable) notice by it, that means your instructor has made the course unavailable while he/she works on it.

If your course is still unavailable after the official start date, click the yellow Help tab to the right and create a help ticket by clicking the ASK FOR HELP link.

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**Customize your course list:** Click the little wheel at the top to the right of your Courses header. Current courses (2124) can be made visible and unavailable courses can be removed from view.

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**For login issue please contact helpdesk.** Copy and paste this URL in your browser address box. <https://helpweb.csudh.edu/>

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**If you are not able to see the course menu,** there is an arrow on the left side of your screen. Put your cursor on the on the arrow, it says "show course menu", click to expand it.

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**Not able to Post an assignment?** Be sure to choose a short name for your assignment, such as assignmentone or myassignment. Blackboard has a problem with certain special characters used in Assignment names like # and /. These characters traditionally act as parsers, so Blackboard saves the download file with a different name and as a result, breaks the link that you just tried to create,

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resulting in a "HTTP Status 404" error message. To resolve this issue, please create Assignments without a # or / in the title. If an Assignment has already been created, remove the # or / from the title in both the Assignment tool and the corresponding Grade Center column to use the Assignment File Download tool.

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**Only your instructor can re-set your quiz.** Only your instructor can reset your quiz.

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**The homepage feature is no longer available in BB 9.1.** Your instructor needs to create a blog or wiki. Then you will be able to create a webpage.

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**Visual Text Editor:** There are a few issues with the functionality of the Visual Text Editor in Blackboard 9. When you click on the text box to enter text, the cursor can become stuck, preventing you from writing in the editor. To resolve this issue, click your mouse outside of the browser window and then click the text box again. There are also some issues with formatting, fonts, and line breaks that are inconsistent. Pasting text from Microsoft Word, the Internet or other programs can also create unwanted formatting issues. For the best results, we recommend typing text directly into Blackboard or pasting text from a Text Editor like Wordpad, Notepad, or TextPad since these programs do not carry over any formatting.

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**Uploading Assignments to Blackboard: Select Assignments** from your course menu. You will see a listing of your assignments. Click on the **Name of the Assignment**. A new screen will load where you will see further instructions, a due date, points possible, an area to type comments, and the ability to attach a file. When you are ready to submit an Assignment, **click Browse** to attach your file, and then click Attach File. *Please note that you MUST click Attach File in order for the file to be included.* If you have comments to enter, type them in the comment box and then **click Submit**. If you want to submit later, click Save as Draft instead of Submit. After you click Submit, you will be able to view your Submission History.

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#### **Blackboard Tutorials:**

**<http://www.csudh.edu/actech/bbstudents.htm>**

#### **Blackboard Helpdesk:**

Click on this link and create a BB help ticket. Be sure to include your course number and username. **<https://helpweb.csudh.edu/>**

You can also call **310-243-2500—Option 2**. Be sure to leave a detailed message.