

**COMPUTER SYSTEM REQUIREMENTS
FOR USING BLACKBOARD®**

MINIMUM AND RECOMMENDED:

	MINIMUM	RECOMMENDED
Operating System	Windows 7 or higher Mac OSX 10.8 or higher	Windows 10 Mac OS 10.12
Processor	1 GHz processor	2 GHz or faster processor
Memory	512 MB of RAM	2 GB of RAM or higher
Monitor Resolution	1024 x 768	1024 x 768 or higher
Free Hard Disk Space	5 GB of free disk space	20 GB or higher of free space
Internet Connection	Broadband (high-speed) Internet connection with a consistent minimum speed of 1.5 Mbps. <i>PLEASE NOTE: Consistent means that your connection does not fall below 1.5 Mbps during regular usage. If your speed is slower than 1.5 Mbps, you may need to find an alternative way to access the Internet either by finding a different Internet service provider or using the wireless connection at a public facility (i.e. a BC3 computer lab or a library). Direct connections to the router are preferred over wireless or satellite connections. AOL is not compatible with Blackboard.</i>	Broadband (high-speed) Internet connection with a speed of 4 Mbps or higher
Internet Browser*	Respondus Lockdown Browser® and Internet Explorer 11, Microsoft® Edge, Safari®, Chrome® or Firefox®	Respondus Lockdown Browser® and Firefox
Java**	The latest version of Java is required to use Blackboard®. Visit our Java section below for information.	
Macromedia Flash Player	Flash may be required to play videos within the Blackboard® system. You can download Flash from the Adobe® website.	

JAVA:

Java is a programming language and software platform that is required for certain features of Blackboard® to function properly. Some of the important features that use Java include assessments, surveys, discussions, file uploading, and downloading.

- Verifying JAVA – <http://www.java.com/en/download/testjava.jsp>
- Installing JAVA - http://www.java.com/en/download/help/windows_manual_download.xml
- Updating JAVA - http://www.java.com/en/download/help/java_update.xml

BROWSER CHECK:

To ensure your system is compatible with Blackboard®, run the [Browser and Operating System Check](#). This page will test your computer for up-to-date browsers, plugins, and other software necessary for working in Blackboard®.

https://help.blackboard.com/Learn/Student/Getting_Started/Browser_Support/Browser_Checker

ADDITIONAL FREE PLUGINS OR PLAYERS:

- Adobe® Acrobat Reader – <https://get.adobe.com/reader/>
- Microsoft® Office 365 (*free for students*) – https://bc3.edu/services/technology/instructions_handouts/HOW%20TO%20INSTALL%20OFFICE%20365.pdf
- Macromedia Shockwave® Player – <https://get.adobe.com/shockwave>
- QuickTime® Player – <http://www.apple.com/quicktime/download/>
- VLC® Media Player – <http://www.videolan.org/vlc/>
- Adobe® Flash Player – <https://get.adobe.com/flashplayer/>
- RealPlayer® – <http://www.real.com/#basicModal>
- Windows Media Player® – <http://windows.microsoft.com/en-us/windows/download-windows-media-player>

PLEASE NOTE:

- The use of Wi-Fi and hot spot connections could result in slowness, errors, timeouts and access problems when accessing Blackboard® course materials and taking exams.
- The use of public access internet or computers (i.e., Restaurants and libraries) may result in slowness, timeouts or access problems when accessing Blackboard course materials and/or exams. Public access computers may not permit any access to certain course materials or software due to security limitations. (i.e., Respondus LockDown Browser®)
- Students need to have access to a PC or Mac computer but may use a mobile device such as a phone or tablet as a secondary means to access Blackboard via the Blackboard® mobile app. However, course materials and/or exams may be limited on mobile devices unless otherwise specified by instructor.

ADDITIONAL MATERIALS:

A webcam and microphone will be required for all online courses, and may be required for hybrid courses. Additional software may be required. On-campus access will not be available for all software, for example, QuickBooks®.

PLEASE NOTE: Additional costs for proctoring services or use of other technologies and practices may apply and notice of such costs are provided to students at the time of registration. Costs may vary.

INTERNET BROWSER**:

Generally, it is a good idea to have multiple browsers installed on your system for a couple of reasons. First, you always want a plan B. If you are trying to perform time sensitive tasks in Blackboard®, you do not want to waste time troubleshooting your browser or downloading a new browser. Having multiple browsers already installed allows you to switch quickly to a different browser when you have a browser related issue.

Second, it helps to rule out browser related issues. If you are having problems in one browser and not another, then you know there is something going on with your browser or its settings. If you are having the same problem in multiple browsers, then you will know that it is either a system issue or something related to Blackboard®.

Blackboard® tests and validates four primary browsers. This includes browsers that follow a traditional software update path with periodic releases of new versions as Generally Available, typically tied to a particular operating system (OS):

- [Safari](#) from Apple® (<https://support.apple.com/downloads/safari>)

This also includes three browsers that follow a cross-operating system, channel-based rapid software update path:

- [Edge](https://www.intowindows.com/how-to-reinstall-microsoft-edge-in-windows-10/) from Microsoft® (<https://www.intowindows.com/how-to-reinstall-microsoft-edge-in-windows-10/> - *This can only be installed on computers with the Windows 10 Operating System.*)
- [Firefox](https://www.mozilla.org/en-US/) from Mozilla® (<https://www.mozilla.org/en-US/>)
- [Chrome](https://www.google.com/chrome/) from Google® (<https://www.google.com/chrome/>)
- [Internet Explorer 11](https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads) from Microsoft® (<https://support.microsoft.com/en-us/help/17621/internet-explorer-downloads>)

Some configuration options for Internet Explorer might make some features of Blackboard® difficult to use. To learn more, see Internet Explorer Security Zones and Compatibility View topics on the web site. We do NOT recommend that students use Internet Explorer with Blackboard® due to the security and other features that interact negatively with the system.

Links to the vendor sites for the browsers are included in this topic. To learn more about Blackboard®'s general browser support policy as well as information about JavaScript, Cookies, and other software, see the Browser Support Policy topic on the web site.

Some exams require that you use the Respondus Lockdown Browser®. *This browser is only used for exam purposes.***

LOCKDOWN BROWSER SYSTEM REQUIREMENTS:

<http://www.respondus.com/products/lockdown-browser/requirements.shtml>


To download and install the Respondus LockDown Browser®, go to [Third Party Applications & Support](#) on the BC3 Website. (<http://bc3.edu/services/technology/third-party-support.html>)




PLEASE NOTE: It is not recommended to use cell phone browsers to submit course work or take exams as unexpected results may occur. Blackboard® does provide an app for Android, Blackberry and iPhone OS called Mobile Learn, but unless the exam is setup for the mobile app, the exam will not work.

BROWSER SETTINGS: (must have all settings where appropriate)

Regardless of the browser used, Blackboard® requires the use of session cookies and JavaScript enabled in the user's browser to provide the right experience for teaching and learning. Additional acceptance of persistent cookies or third-party cookies may be required for some features to function correctly, including WebDAV access to course files or content collection files.

- JavaScript Enabled
- Cookies Enabled
- Trusted Sites—add BC3, Blackboard®, Respondus2.com and Respondus.com
- Security—set to low or medium-low
- Popup Blockers Disabled or add BC3, Blackboard®, MyBC3 Portal and Respondus® to ALLOWED sites

BROWSERS	SETTINGS
<p>Mozilla Firefox (PC and Mac)</p> 	<p>NOTE: for Mac OS X browsers, access preferences via the Application Menu (ex. Firefox > Preferences).</p> <p>Enable Cookies: Tools > Options > Privacy > History pane: Use custom settings for history > Cookies > select "Accept cookies from sites" and "Accept third-party cookies." OK back to browser.</p> <p>Enable JavaScript: Tools > Options > Content > check the "Enable JavaScript" box. OK back to browser.</p> <p>Get new page each visit: Tools > Options > Privacy > History pane: Use custom settings for history > select "Clear history when Firefox closes". Click Settings and select "Cache." OK and OK back to browser.</p> <p>Popup Blocker Settings: Tools > Options > Content > Click the "Exceptions" button next to Block Pop-up Windows > Add bc3.edu, blackboard.bc3.edu and Respondus.com (or Respondus2.com for the Chrome Beta version) > Click Allow and Close. OK back to browser.</p> <p>Clear Browser Cache: Tools > Clear Recent History > Select Cache. OK back to browser.</p>

BROWSERS	SETTINGS
<p>Google Chrome (PC and Mac)</p> 	<p><i>NOTE: for Mac OS X browsers, access preferences via the Application Menu (ex. Chrome > Preferences).</i></p> <p>Enable Cookies: Settings > Show advanced settings > Privacy > Content Settings... > Cookies > check "Allow local data to be set." OK and close Settings tab back to browser.</p> <p>Enable JavaScript: Settings > Show advanced settings > Privacy > Content Settings... > JavaScript > check "Allow sites to run JavaScript". OK and close Settings tab back to browser.</p> <p>Get new page each visit: Settings > Show advanced settings > Privacy > Content Settings... > Cookies > Select "Keep local data only until I quit my browser" OK. Close Settings tab back to browser.</p> <p><i>NOTE: This will also clear your cookie each time the browser is closed. Unfortunately, Chrome does not have a mechanism to automatically clear only the cache. You could alternatively just routinely clear the browser cache (instructions provided below).</i></p> <p>Pop-up Blocker Settings: Settings > Show advanced settings > Privacy > Content Settings... > Pop-ups > Click the "Manage exceptions" button > Add bc3.edu, blackboard.bc3.edu and Respondus.com (or Respondus2.com for the Chrome Beta version) > set behavior to "Allow." OK and close Settings tab back to browser.</p> <p>Clear Browser Cache: History > Clear browsing data: Select "the beginning of time" from the "Obliterate..." drop down, Select "Empty the cache" and click the Clear browsing data button. Close Settings tab back to browser.</p>
<p>Safari (Mac Only)</p> 	<p>All Settings: Safari Menu > Preferences > click Security icon > Check Enable Plug-ins, Java, & JavaScript. > Clear check box on "Block Pop-up Windows." > Accept Cookies > select "Only From Sites I Visit."</p>
<p>Internet Explorer 11 (PC only)</p> 	<p>Enable Cookies: Tools > Internet Options > Privacy > Advanced > Check "Override Automatic Cookie Handling (accept 1st party; Prompt 3rd party)" and check the option to always accept session cookies. OK and OK back to browser.</p> <p>Enable JavaScript: Tools > Internet Options > Security Tab > Internet > Custom Level > Scroll down to Scripting and enable "Active Scripting," "Allow Programmatic clipboard access," "Allow status bar updates via script," "Allow websites to prompt for information ...," and "Scripting of Java applets". OK back browser.</p> <p>Enable Status bar: View > Toolbars > Check "Status Bar".</p> <p>Get New Page Each Visit: Tools > Internet Options > General Tab > in Browsing history section, click the Settings button > select "Every time I visit the webpage." OK and OK back to browser.</p> <p>Pop-up Blocker Settings: Tools > Pop-up Blocker > Pop-up Blocker Settings ... > Add bc3.edu, blackboard.bc3.edu and Respondus.com (or Respondus2.com for the Chrome Beta version) > Close back to browser.</p> <p>Trusted Sites: Tools > Internet Options > Security > Trusted sites > Sites > Uncheck "Require server verification for all sites in this zone" > Add bc3.edu, blackboard.bc3.edu and Respondus.com (or Respondus2.com for the Chrome Beta version) > Close and OK back to browser.</p> <p>Discussion Board Issues: Tools > Internet Options > Security Settings > Custom Level > scroll down to Miscellaneous and set "Launching programs and files in an IFRAME" to Prompt. OK and OK back to browser.</p>