

Troubleshooting Guide

Interacting with an online course can sometimes be a very frustrating experience. When problems arise it is important not to get stressed out. As long as you follow the proper procedures, locating the problem, on your own or with the help of the technical assistant, Satarupa Joardar, will take less time and be less stressful.

Whether you have a problem or not, there are three questions you have to ask before starting this online course.

Question 1: Do you have the latest version of Firefox?

It is very important that you use the recommended version of Firefox which is 3.5.xx or 3.6.xx. This browser is certified to work with blackboard. Click on the name to download [Firefox](#).

Question 2: Do you have the latest version of Adobe Reader?

Most of the readings and materials that you will access through the online course are in the Adobe pdf format. This means that you must have the most up to date version of this software. You can download it [here](#).

Question 3: Are you using the latest version of Java Runtime Environment?

Java is a programming language that provides the foundation for many online applications, including Blackboard. Therefore, it is absolutely necessary that you have the latest version. You can download it [here](#).

The most common problems that students experience online will be solved by downloading the latest version of Firefox, Adobe Reader 9, and the latest update of Java. However, some problems will still occur.

Username/password issues

Please remember that the first letter of your username **must be capitalized**. Also, be sure to check if you have the **capslock** button on when you type in your username/password.

Internet times out, shuts off, freezes, stops working

If you use a dial-up connection, your internet provider (the company that gives you internet access) may shut off your internet access if they do not detect any data flow between their servers and your computer. So, if you access blackboard and open one of the unit readings, you will be reading and not using the internet. Your internet provider will assume that you have stopped using the internet and forgot to turn it off. Sometimes they will turn it off for you. To prevent this, simply press the **reload button** located next to the forward and back buttons on your browser.



My post on the discussion board does not appear

Make sure you are pressing **submit** and not the **save** button. Also, sometimes your post will be delayed because of server issues. It may not appear immediately, but if you check back in a couple hours, it may show up.

I don't know when I'm supposed to be online

There is no specific time that you need to be on Blackboard for this course. You have a week to read the unit materials, post on the discussion board, and complete the reflective essays and assignments for each unit. When you want to do all these things within that week is your decision.

I've clicked on this week's unit but I don't see anything

Again, make sure you are using the latest versions of Firefox and Java installed.

I've read the troubleshooting guide but my problem isn't here

or

I've read the troubleshooting guide but my problem persists

Now it is time to email the technical assistant, Satarupa Joardar - joardar1@umbc.edu for help. However, there is a specific format that you need to follow when you ask for help:

In the subject box of your email, type in your course name.

For example: Subject: Teaching English to Young Learners

Next, answer the questions below and copy and paste them into the email and send it to joardar1@umbc.edu.

Do you have Firefox 3.5.xx or 3.6.xx?

Do you have the Adobe Reader 10.1?

Do you have the latest Java update?

What is the problem?

