Verifying your Firefox version

1. Select Help Menu.
2. Select About Mozilla Firefox.

Verify that Firefox is not set to automatically update.

Sometimes browsers will update before Blackboard has a chance to respond to the changes. It is best to set your browsers so they do not automatically update.

1. Select Tools Menu.
2. Select Internet Options.
3. Select Advanced Tab.
4. Uncheck the Firefox Option under "Automatically check for updates."

JavaScript must be enabled.

Java 6, Update 13 or higher is recommended.

1. Select Tools Menu
2. Select Options

In the Content Tab, Select Enable JavaScript (see below)
Pop-ups Must Not Be Blocked

1. Select Tools Menu
2. Select Options
3. In the Content Tab, uncheck Block pop-up windows. (As an alternative, you can add ivcc.blackboard.com to the pop-up exceptions list).

Cookies must be accepted from Blackboard

1. Select Tools Menu
2. Select Options
3. In the Privacy Tab, check the box to Accept Cookies from Sites.
5. Click the Allow button to add Blackboard to the exceptions list.
6. Click Close.

Periodically clear your cache

1. Select Tools Menu
2. Select Options
3. In the Privacy Tab, click the Clear Now button.
4. Check all the boxes and click “Clear Private Data Now.”