

Blackboard:

- [Blackboard Student Tutorials](#)

Respondus LockDown Browser

- [Introduction to Respondus LockDown Browser](#) (Video)
- [Quick Start Guide for using Respondus LockDown Browser](#) (PDF)
- [Respondus Lockdown Browser](#) (Download)

Exemplify

- Exemplify Best Practices (PDF)
- [Exemplify Student Demonstration](#) (Video)
- [Exam Taker Portal](#) (Note: User information and download will be available after August 17th)

Browsers for PC or Mac

- [Google Chrome](#)
- [Mozilla Firefox](#)

Google Chrome is the preferred browser for Blackboard.

Internet Browser Settings

The following browser settings are essential:

- Pop-Up Blocker: **disabled**
- Javascript: **enabled**
- Java: **enabled**
- Cookies: **enabled**

Technical Requirements

It is recommended to have a computer less than 3-years old with high-speed Internet connection via cable modem, LAN or DSL. Base requirements for computer operating system are: PC - Windows 7, and Mac - Yosemite (os 10.10.) To ensure you are using a supported browser and have required plug-ins please refer to [Supported Browsers, Plugins & Operating Systems for Blackboard Learn](#) from Blackboards resource page. Also [Test your Browser](#) to make sure your computer will be running smoothly while using Blackboard.

24x7 HELP DESK SUPPORT

For technical problems, contact the 24x7 Help Desk support:

- Server issues (site not available, server is slow)
- Blackboard course access (login problems, course not available, and more)
- Technical problems (Email, Office 365, and more)

24x7 Help Desk Contact Information:

Locally 210-829-2721

helpdesk@uiwtx.edu

http://www.uiw.edu/ird/help_desk.html

<https://help.blackboard.com/Learn/Student>