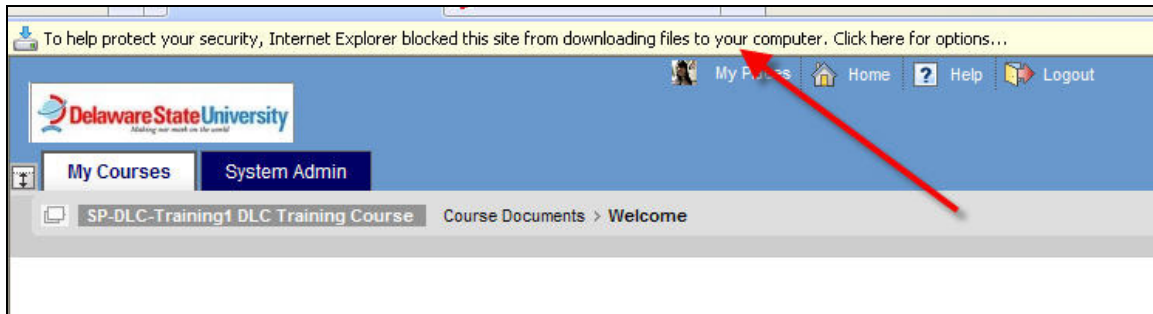




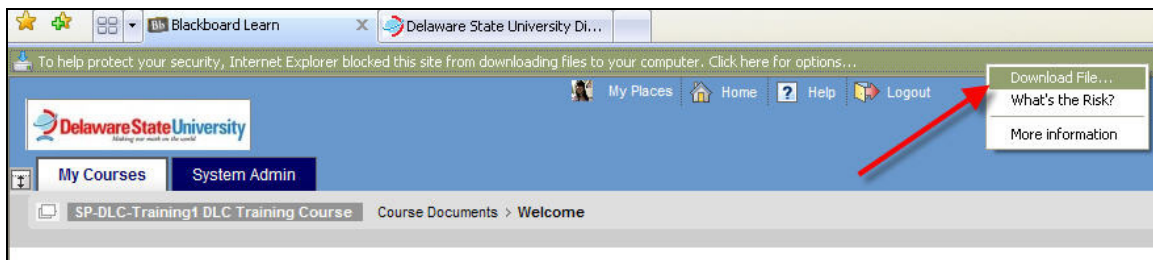
HELP! My Files Won't Open on Blackboard

If you are using Internet Explorer and your files won't open on Blackboard check to see if you are getting the message listed below. If, so follow the directions to open the file. You will also need to add Blackboard to your Trust Internet Sites, to prevent this problem in the future (instructions below).

1. Do you get this message on your internet browser?



2. This is Internet Explorer's way of letting you know that you are about to download a file from a site it doesn't know or trust. If so, **click on the yellow box** and select **Download file**.

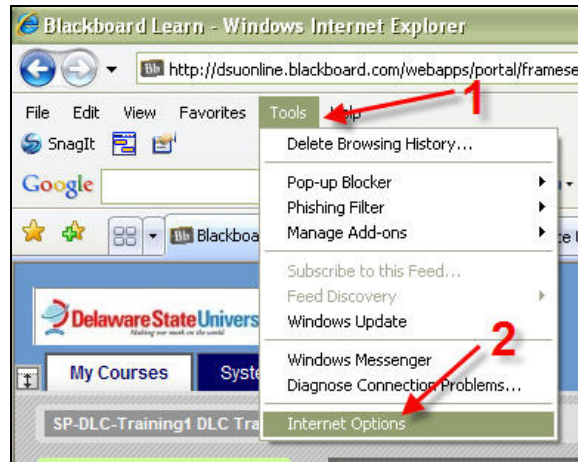


3. It will take you back to the Home Page of the course and you will need to go back to the section you were in and click on the file again.



**Don't want to go through this process each time you open a file?
-Add Blackboard to your Trusted Sites:**

1. **Select Tools** (on your browser tool bar) and then **select Options** (or Internet Options).



2. Select the **Security Tab** and click **Trusted Sites**.



3. Click **Sites**.
4. The Blackboard website address should already be listed in the first box, if not put it in (<http://dsuonline.blackboard.com>). **Deselect the box** that states "Require Server Verification". Click **Add**.



Add this website to the zone: **1**

1

Websites:

3

Require server verification (https:) for all sites in this zone **2**

4

Detailed description: This is a screenshot of a web browser dialog box for adding a website to a zone. At the top, it says 'Add this website to the zone:'. Below this is a text input field containing 'http://dsuonline.blackboard.com'. To the right of the input field is an 'Add' button. Below the input field is a 'Websites:' section with a large empty text area. To the right of this area is a 'Remove' button. At the bottom left, there is a checkbox labeled 'Require server verification (https:) for all sites in this zone'. At the bottom right is a 'Close' button. Red arrows and numbers are overlaid on the image: '1' points to the input field, '2' points to the checkbox, '3' points to the 'Remove' button, and '4' points to the 'Close' button.

5. When finished it should look like the box below.

You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.

Add this website to the zone:

Websites:

Require server verification (https:) for all sites in this zone

Detailed description: This is a screenshot of the same dialog box after a website has been successfully added. At the top, there is a green checkmark icon followed by the text: 'You can add and remove websites from this zone. All websites in this zone will use the zone's security settings.' Below this, the 'Add this website to the zone:' section has an empty text input field and an 'Add' button. The 'Websites:' section now contains a text area with 'http://dsuonline.blackboard.com' and a 'Remove' button. The checkbox at the bottom is still unchecked.

6. **Click Close.** Then **click Ok.** Now you shouldn't have a problem opening files in Blackboard again.