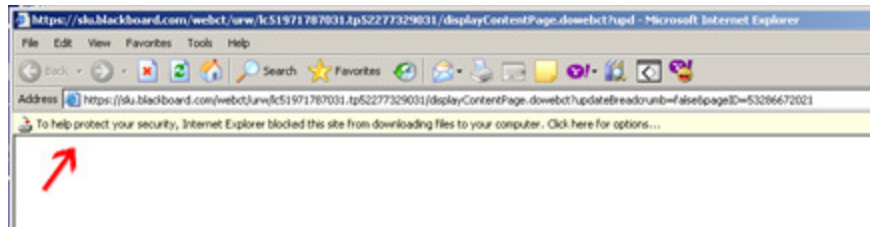


## Security Settings & Pop-Up Blockers

**Are you having problems opening, viewing, or downloading pages and documents from your Blackboard class?**

If you are using Internet Explorer, it is possible that it is preventing downloads for security reasons.

Check to see if a yellow bar is being displayed at the top of the browser when you try to open, view or download something (see image below). If so, click on the bar. If it says "download now", click that. It might take you back to the NWACC Online page -- If so, click back into the class. You should now be able to download your files.



Another option is, if you are using Internet Explorer, you can lower your security settings by going on the Tools menu, and choosing 'Internet Options...' at the bottom of the menu. Go to the Security tab, choose the Internet zone from the white box "Select a Web content zone to specify its security settings." (The Internet zone is the one with a blue and green globe, all the way to the left in the box.) If you click the button that says "Default Level" it should return the Internet zone to Medium-level security, which should allow Blackboard to operate normally with your computer.

If you do not wish to lower the security level of your Internet zone, but still wish to use Blackboard from this specific computer, you can add Blackboard to the Trusted sites zone, and change that security level to medium instead. To do this, go on the Tools menu, and choose 'Internet Options...' at the bottom of the menu. Go to the Security tab, choose the Trusted sites zone from the white box "Select a Web content zone to specify its security settings." (The Trusted sites zone is the one with a green circle and check mark, third from the left.) Click the "Sites..." button, and a new window will open up. Clear the check mark (if there is one) from the box labeled "Require server verification (https:) for all sites in this zone", then type <http://nwacc.blackboard.com> into the "Add this Web site to the zone:" box near the top of the window, and click the "Add" button.

Another possible issue is popup blockers. Blackboard uses pop-ups for several functions, and you must disable all pop-up blockers. Go to this web page <http://www.nwacc.edu/disted/nwdewctt.php> and click on the link "Check your Browser for Compatibility". This tool will examine your computer settings and tell you if anything is not configured correctly. When it displays the results, if any of the items have **red x's** next to them, that means there is a problem with the way your computer is configured. You need to go to the link at the bottom of the result screen called [Step-by-step instructions to properly configure your browser](#) and follow the directions to fix the problems.