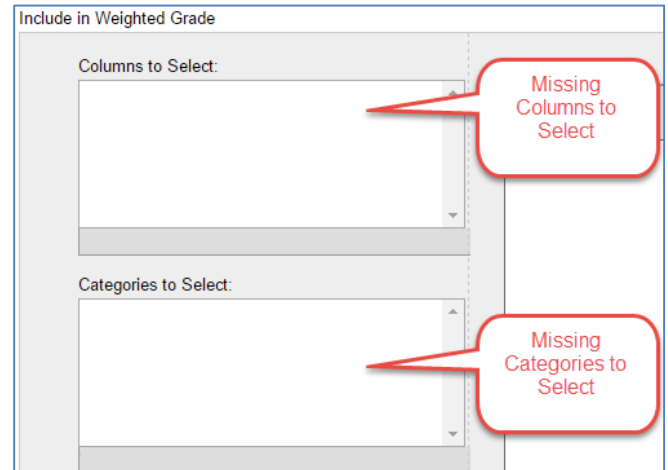


Grade Center is Missing Column Settings or Has Unresponsive Buttons



Known Issue

When working in Blackboard's Grade Center to grade students or create a Weighted Total column, instructors might have difficulty accessing column settings or navigating to student attempts due to a known issue with the web browser caching Blackboard web pages.



WORK AROUND SOLUTION

Clear your browser's cache (i.e. history, temporary files, and cookies). This will force your web browser to download fresh copies of webpages and force the Blackboard Grade Center to display content and settings correctly.

1. Open the web browser you are using.
2. In the browser, [clear the browser's cache](#) (clear "from beginning of time" if using Chrome).
3. Close the browser down completely. Then, reopen the browser and log into Blackboard to access your course's Grade Center. The issues with missing settings and unresponsive buttons will be resolved.