Blackboard Inaccessible in Internet Explorer Version 10 and Lower

TEACHING LEARNING COMMUNITY | **Faculty Support eLearning**

Blackboard Known Issue

When attempting to access Blackboard using *Internet Explorer* version 10 or lower, Blackboard's *Login Here* and *Course List* modules will display a warning message stating that "module information is temporarily unavailable". The error occurs because Internet Explorer 10 and lower are outdated browsers that are **no longer compatible** with Blackboard.
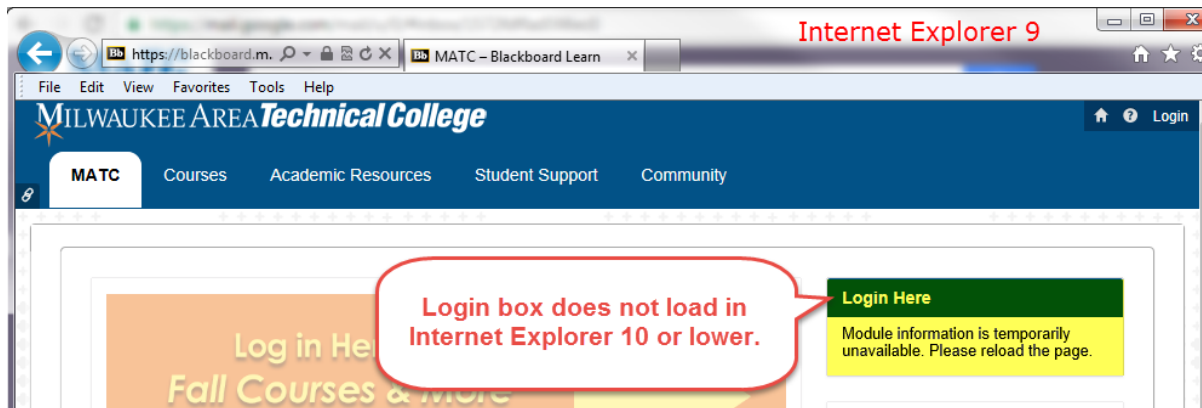
Recommended Workaround

Use a supported browser from the following list and use the **Browser Tester** to verify that your web browser is correctly configured for use with Blackboard.

Supported Web Browsers

	Download Here – Choose Two (2):
Google Chrome 36+	https://www.google.com/intl/en/chrome/browser/desktop/index.html
Mozilla Firefox 31+	https://www.mozilla.org/en-US/firefox/
Internet Explorer 11+ or Edge	http://windows.microsoft.com/en-us/windows/downloads
Safari 6+	https://support.apple.com/downloads/%2523safari

*Internet Explorer's security settings may need to be configured for use with Blackboard.

*Mobile web browsers *are not compatible* with all features of Blackboard. Be prepared to use a desktop or laptop computer.

*All desktop browsers except Firefox and Safari have discontinued support for Java and QuickTime plugins (i.e. NPAPI Plugins). Content requiring these media plugins will only be accessible in Firefox or Safari.

For additional support in resolving browser issues, see our guide to Resolving Common Browser Problems.

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