Link to Website Fails to Open Inside Blackboard- Page Never Loads
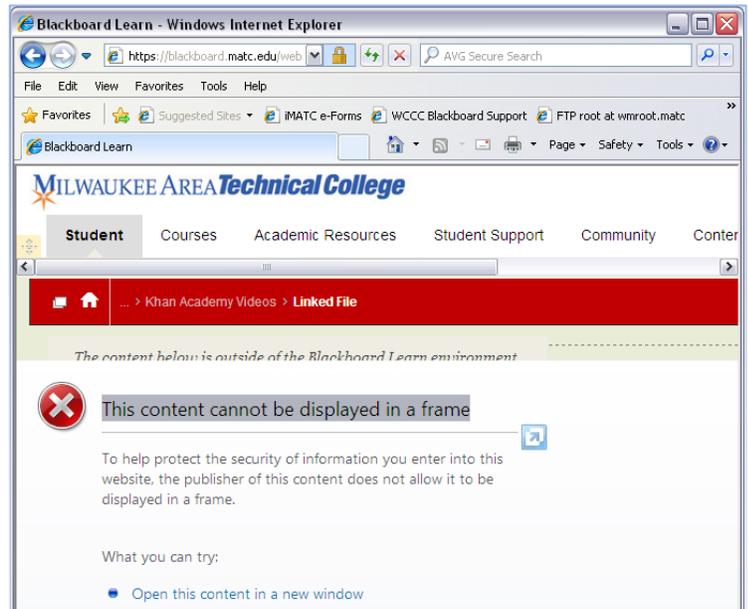
Known Issue

Issue Description

Normally, when a link to an outside website is clicked and loads inside Blackboard, a gray bar will appear at the top of the frame, stating that "The Content Below is Outside of the Blackboard Learn Environment".

However, non-secured websites (i.e. url addresses beginning with HTTP://) or sites containing scripted or multimedia content may have trouble loading into frames within Blackboard.
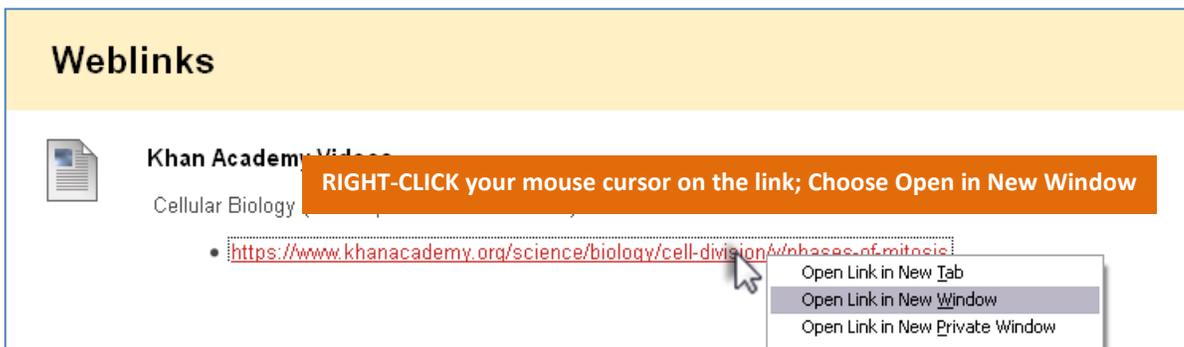
The gray notice bar will appear, but the webpage will never load. Also, in Internet Explorer an additional message may appear, stating "The Content Cannot Be Displayed in a Frame".

Recommended Action

Easy Fix – Open Link in New Window or Tab

This can be accomplished by right-clicking your mouse on the link and choosing "Open Link in New Window" or "Open Link in New Tab" from the context menu that appears. The web page will open in a new window and be accessible.
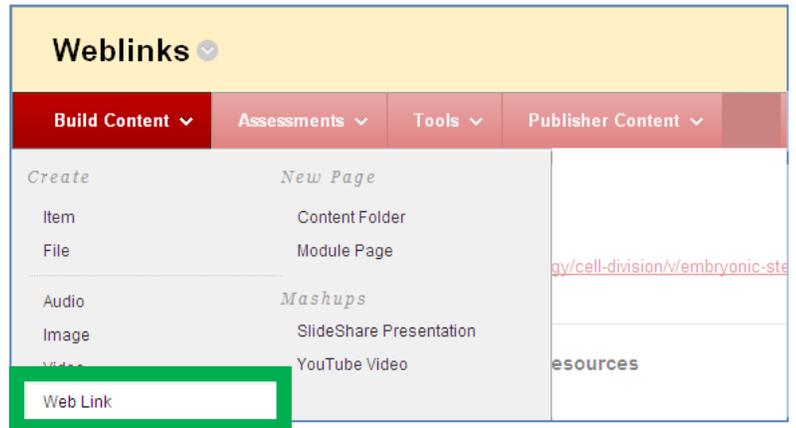
Best Practice Fix – Create or Edit the Link to Open in New Window Automatically

Links created through Blackboard's Web link tool are easier to create and modify than links added to the text of a Blackboard Item. When creating or editing a link to your course, be sure to set the link to open in a new window. This will help ensure that the website is easily accessible in any browser going forwards.
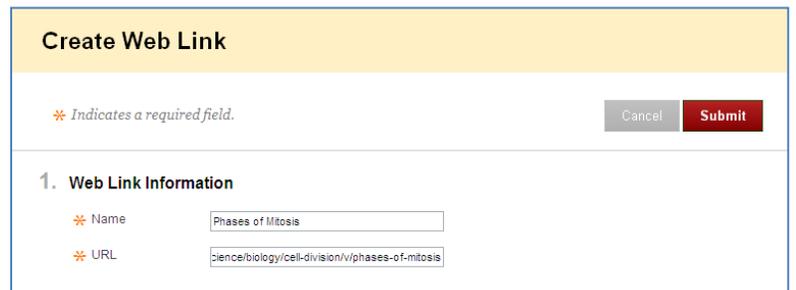
These instructions assume that you have **EDIT MODE** turned on in your course.

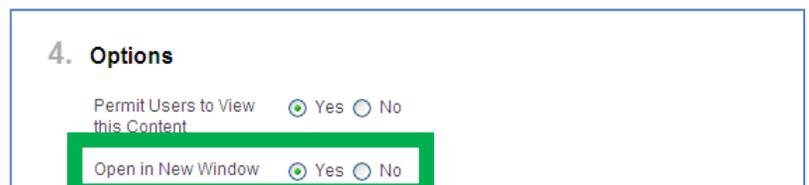## Creating a Web Link from the Build Content menu

1. In a content area page in your course, roll your mouse over the **BUILD CONTENT** button and select **WEB LINK** from the menu.

2. On the **CREATE WEB LINK** page, give the link a name and add the **URL** web address of the website to the appropriate text-fields.

3. Scroll down to **OPTIONS**. Next to the option **OPEN IN NEW WINDOW,** select **YES.**
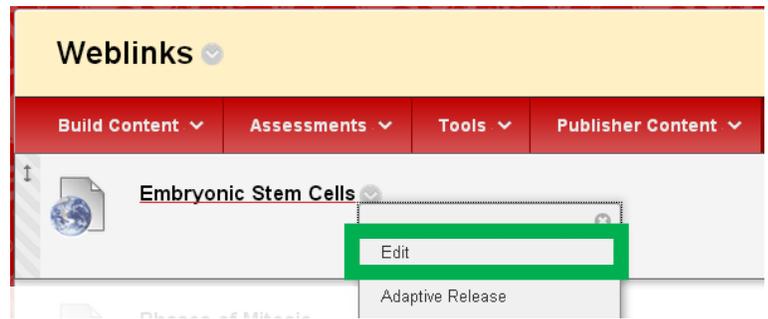
4. **Click SUBMIT when done.**

5. This creates a web link that, when clicked, safely and completely opens in a new window.
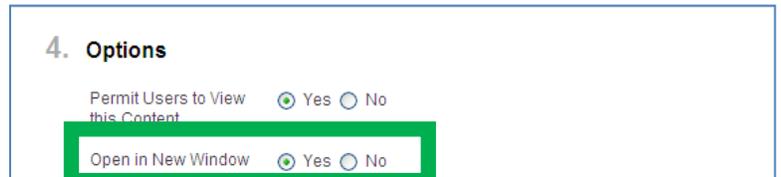
Editing a Web Link to Open in New Window

1. Roll your mouse over the web link and click the gray context arrow that appears.

   Select **EDIT** from the context menu.

2. On the **EDIT WEB LINK** page, scroll down to **OPTIONS**. Next to the option **OPEN IN NEW WINDOW,** select **YES.**
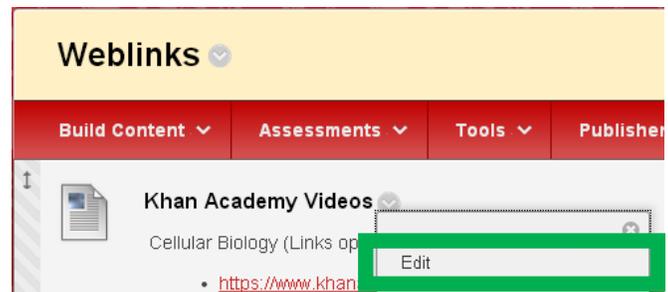
3. Click **SUBMIT** when done.

Editing a Link Added to a Blackboard Item's Text-Editor

Editing a link that was added through the text-editor of an Item is most effective when using a *Google Chrome web browser*. These instructions assume that you have **EDIT MODE** turned on in the course.
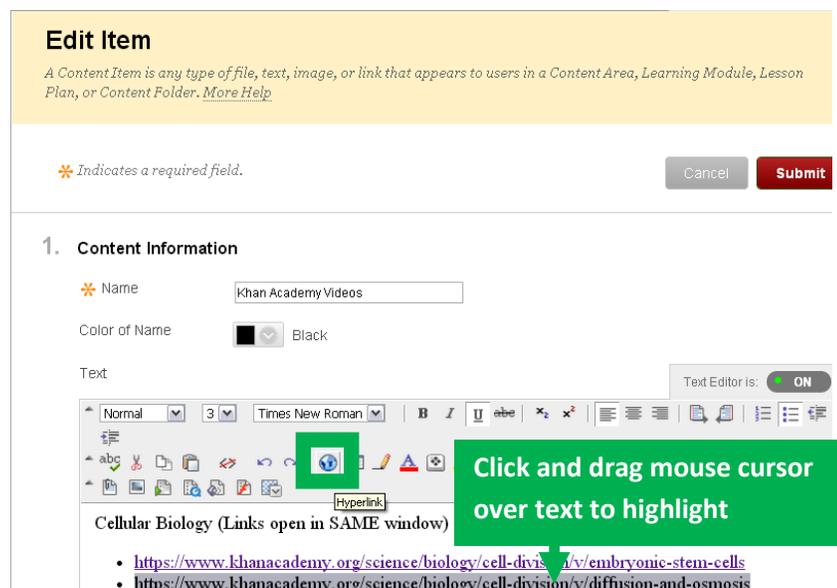
1. Roll your mouse over the Blackboard Item and click the round gray context arrow that appears.

2. Select **EDIT** from the context menu.

3. You will be taken to the **EDIT ITEM** page. In **CONTENT INFORMATION** text box, **HIGHLIGHT THE LINK WITH YOUR MOUSE.**

   Then, click the **HYPERLINK TOOL** in the text-editor's list of tools.

4. In the **INSERT LINK** box that appears, check the **OPEN LINK IN NEW WINDOW** checkbox. Then, click **SUBMIT** to close this box.

5. On the **EDIT ITEM** page, click the **SUBMIT** button to save your changes.

6. Test the link as it appears on the page. It should now open in a new window.