

INTERNET EXPLORER 10 AND WTCLASS (BLACKBOARD)

Recommended Configuration

I. WINDOWS 8 COMPUTERS RUNNING IE 10

Do not use Internet Explorer 10 in Metro Mode (Tile Mode) on a Windows 8 computer. Metro Mode is not compatible with WTClass (Blackboard). Please switch to Desktop Mode. To switch from Metro Mode to Desktop mode:

1. Use the Windows Key – If your device has a keyboard with a Windows key, pressing the logo key toggles between Metro and Desktop Mode.



2. Use the Desktop Tile – Use the desktop tile to switch to your desktop environment.



3. Use the Start button from the Charms Menu – Move your mouse to the right side of the screen until the Charms menu appears. Click on the Start button (window with four panels) to switch to the Desktop Mode.



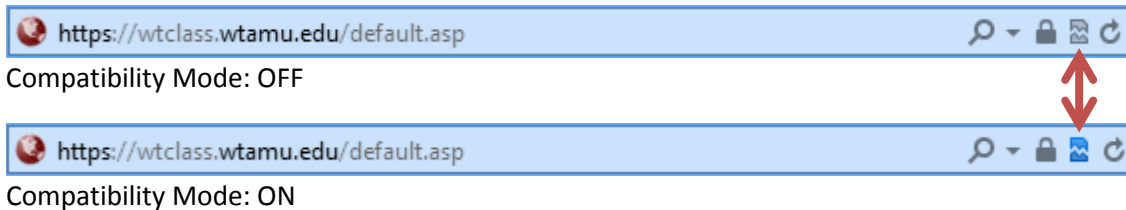
II. COMPATIBILITY VIEW

For Blackboard, Compatibility View must be OFF. This is opposite from WTClass. It is recommended that you use a different browser for Blackboard to prevent the need to switch in and out of Compatibility View.

To turn OFF Compatibility Mode:

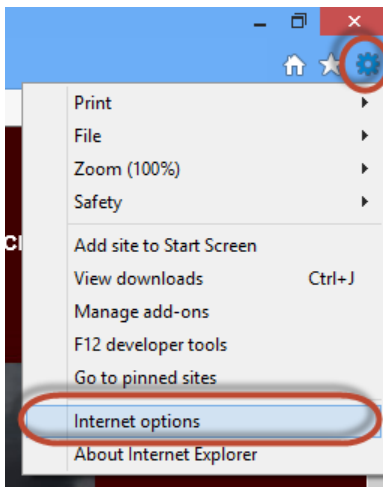
Step 1: Open Internet Explorer in Desktop View (Not Tiled/Metro Mode).

Step 2: On the Address bar look for the “torn page” icon. Click this icon to switch between Compatibility Mode being off or on.

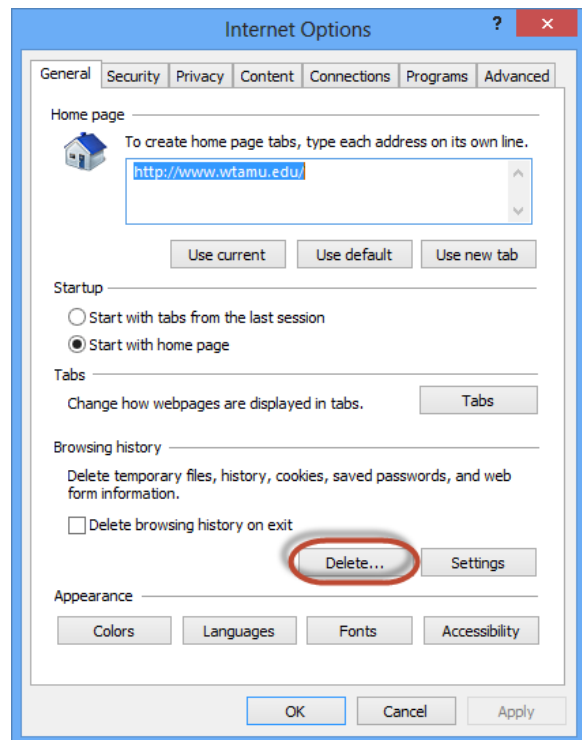


III. CLEAR THE CACHE

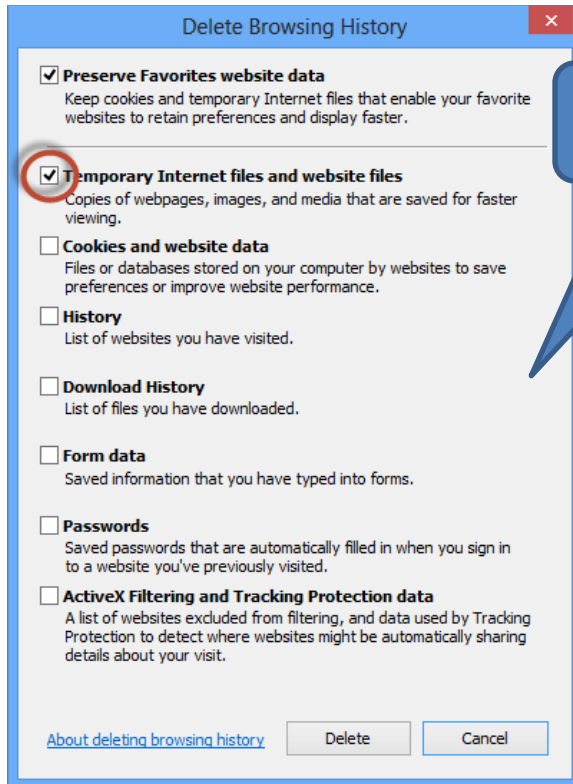
Step 1: Open Internet Explorer, click on the **Tools** menu and select **Internet Options**.



Step 2: On the General tab, under “Browsing History” click the **Delete** button.



Step 3: Select the checkbox for the **Temporary Internet files and website files**.



Uncheck the options you do not want changed.

- If clearing the cache doesn't fix the problem, you may want to try clearing the browser cookies.
- Warning! While deleting the browser cookies may fix the problem, it also removes your saved settings for sites you have previously visited.
- Clearing cookies will end your session in WTclass and will require you to log back into WTclass.

Step 4: Click the Delete button.

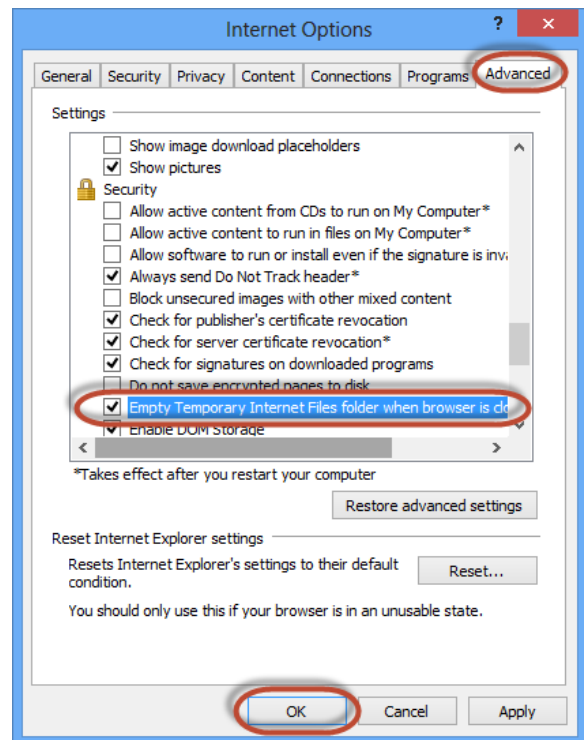
Step 5: After the files have been deleted, click the 'OK' button on the General tab to exit Internet Options.

NOTE: For best results, close all instances of Internet Explorer after clearing cache or cookies and then reopen Internet Explorer.

You can also set the browser to automatically clear the cache each time you close the browser window.

To set the browser to clear the cache each time you close the browser:

1. Return to **Internet Options** (explained above).
2. Click the **Advanced** tab and under **Security** check the checkbox next to **Empty Temporary Internet Files folder when browser is closed**.
3. Click **OK** to save Changes



IV. VIEWING ALL CONTENT

When clicking a link to an exterior website, a security warning will appear. Selecting **Show all content** will allow the webpage content to appear. This may also occur when attempting to view a video in WTClass.

