Personal IT Products

Per policy, Bon Secours will do what is possible to assist students in performing assigned tasks if they are using their own personal computing products. However, it must be noted that non-Bon Secours equipment may not be supported should difficulties arise. Examples of these personal computing devices include, but are not limited to: Desktop and Laptop PC’s, Desktop and Laptop Apple devices, printers, routers, modems, home networks and other peripheral devices. The Bon Secours Memorial College of Nursing has contracted with Blackboard Student Support to provide a certain level of support when these instances arise but the level of support is limited.

The use of Bon Secours supplied hardware and software is fully supported.

Blackboard Student Support Link

Contact Blackboard Student Support at 1-888-280-2345 or go to http://bbcrm.edusupportcenter.com/ics/support/default.asp?deptID=8604

1. Browsers and Blackboard

Blackboard supports all the browsers identified in Section 1d. However, the recommended browser is Mozilla Firefox Version 4.0 and higher.

a) During the course of working with Blackboard, it may become necessary to clear your browser’s cookies and cache.

i. **What are cookies?** Cookies are simply bits of software placed on your computer when you browse websites. Not all websites have these, but many do, especially the large well-known websites. Websites use cookies so they can track what you are viewing, and although they won't necessarily know you by name (let’s hope it never gets to that point), the website will recognize your computer when you come back to visit again.

Cookies have some beneficial things. For example, when you log on to certain sites, did you ever notice that when you return again you do not have to sign on the next time? That’s because it stored your password and id on your machine in a cookie. The same holds true when you purchase goods online, you can return later and your goods are still in your shopping cart (in a cookie!). Cookies are also very beneficial to websites trying to market to
you. (Some consider this bad for the consumer as many do not want websites tracking what you like to view online!). For example, if you go to one of the major search engines, like yahoo.com, google.com, search.aol.com, etc. and search for "web cookies", the next time you come back to the website to search again, you may see a large picture or cookie advertisement at the top of your screen. This is NOT what everyone sees, only you! They know you like this a lot because you searched for it last time you were there, so they now show you advertisements because it may be something targeted towards your buying habits.

ii. **What is Cache?** Cache files help your browser go faster since it caches the files to be used. These are also left behind on your pc and includes everything, including pictures, sound files, video files, and text that you have browsed. If you share your pc in any way, you probably want to keep these cleaned when you get done browsing.

b) For detailed instructions on how to clear cookies and cache for multiple browsers, please use the following link: [http://www.wikihow.com/Clear-Your-Browser's-Cache](http://www.wikihow.com/Clear-Your-Browser's-Cache)

c) For a video that explains how to clear cache and cookies from Internet Explorer, go to this link: [http://www.youtube.com/watch?v=LKu6jFTWEMs](http://www.youtube.com/watch?v=LKu6jFTWEMs)

d) For a video that explains how to clear cache and cookies from Mozilla Firefox, go to this link: [http://www.youtube.com/watch?v=RqTEhcsjeXA](http://www.youtube.com/watch?v=RqTEhcsjeXA)

e) For a video that explains how to clear cache and cookies from Google Chrome, go to this link: [http://www.youtube.com/watch?v=pO5D6ct69yq](http://www.youtube.com/watch?v=pO5D6ct69yq)

f) For a video that explains how to clear cache and cookies from Apple Safari, go to this link: [http://www.youtube.com/watch?v=wlKW44231F0](http://www.youtube.com/watch?v=wlKW44231F0)