**Step 1:** Log into Compass 2g with your Username and Password. URL: [https://compass2g.illinois.edu/](https://compass2g.illinois.edu/)

Once on the Compass 2g portal page, you should see the Browser Test information on the left-hand side. Click on "Test your Browser".

Similar to the configuration test run for Collaborate, this test will diagnose whether or not your machine has all the components required to properly support Compass 2g. The Browser Test will run a detailed diagnostics on the following items and recommend any actions needed.

- **Your Computer** This information may help you describe your computer and web browsing software to someone else

- **Required Components** If any of these components are missing, you may not be able to log in, or use some of the advanced features of Blackboard

- **Optional Components** These items are not required to use the basic features of Blackboard, but may be needed to display certain content types (particularly audio and video files)

- **Pop-ups** Some web pages in Blackboard use JavaScript Pop-up message boxes and alerts to communicate information to you. *Pop-up blocking software installed in your web browser (e.g. in the Yahoo and Google Toolbars) can prevent you from seeing these - unless it is configured to allow Pop-up from Blackboard.*

• **Common Third Party File Types** Many course documents in Blackboard are in Adobe PDF or Microsoft Office format which require third party programs to be installed on your computer before you can open them. Some combinations of Windows/Office service packs and browser security settings have been known to cause access problems.