# Checking and Fixing Course Permissions

Occasionally, students will report that they are unable to access multiple content items (e.g., files, HTML pages, etc.) in a Blackboard course. When this happens, one of the most likely culprits is the permission settings for the course contents.

## Checking the Permission Settings

1. Once you have entered the course, locate the Course Management menu and click on the Files link.
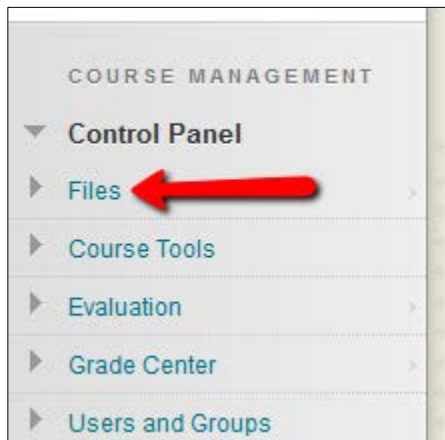
2. Under the Files heading on the menu, click on the link for the course.
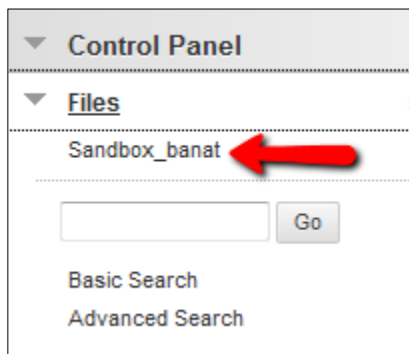
3. Mouse over and click on the Options icon located to the right of the Files area name at the top of the screen.

4. From the resulting drop-down menu, click on the Permissions link.
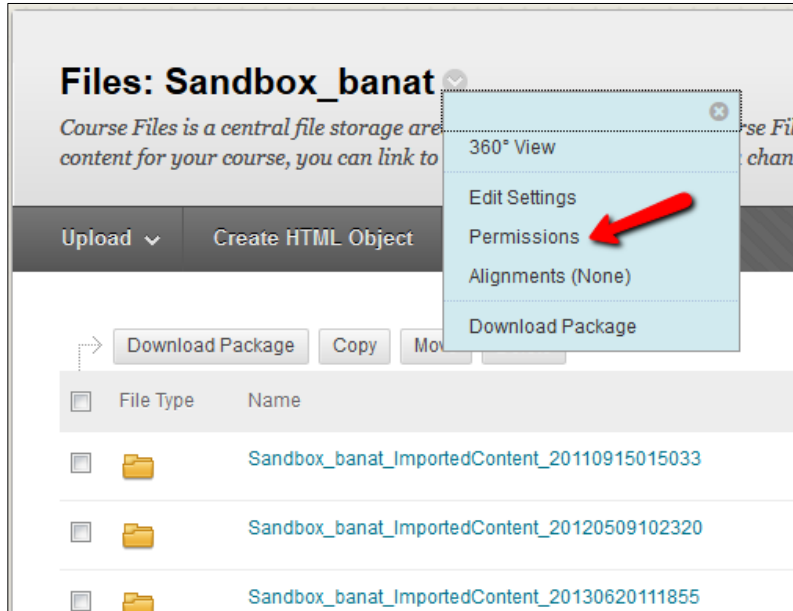
5. What you WANT to see is an item listed that permits either All Course Users and/or Student users to have at least Read access to the course files. These are highlighted in the screen capture below. If neither of these items are listed, that is the cause of the problem that students have reported.
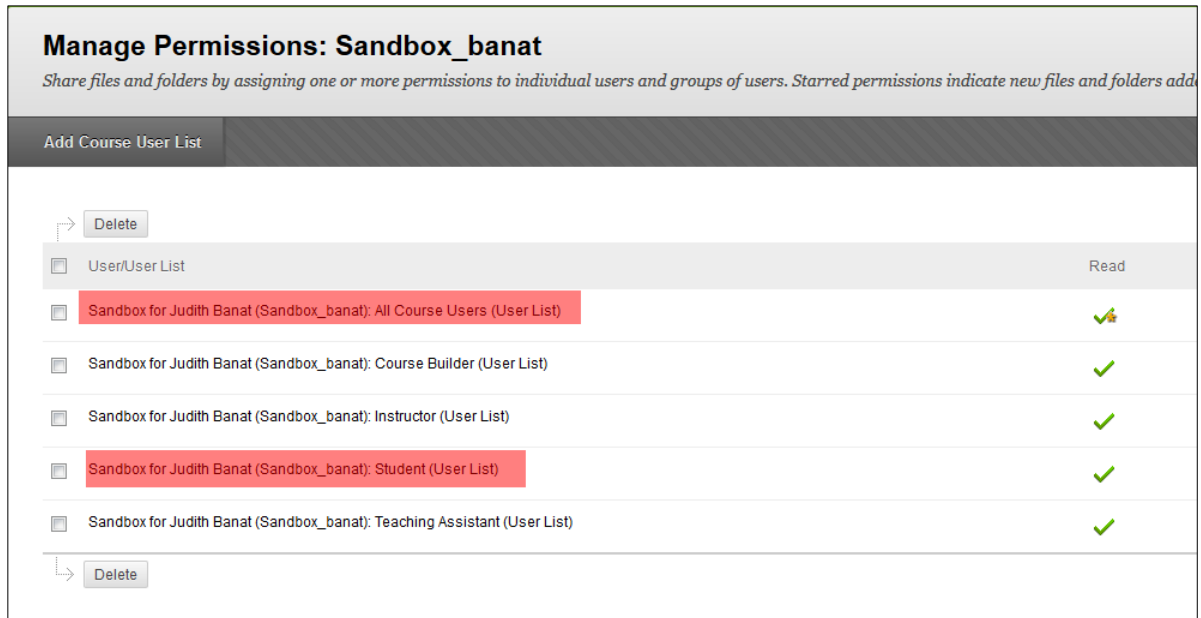
Adding a Course User List

1. On the Manage Permissions screen, click the Add Course User List button.
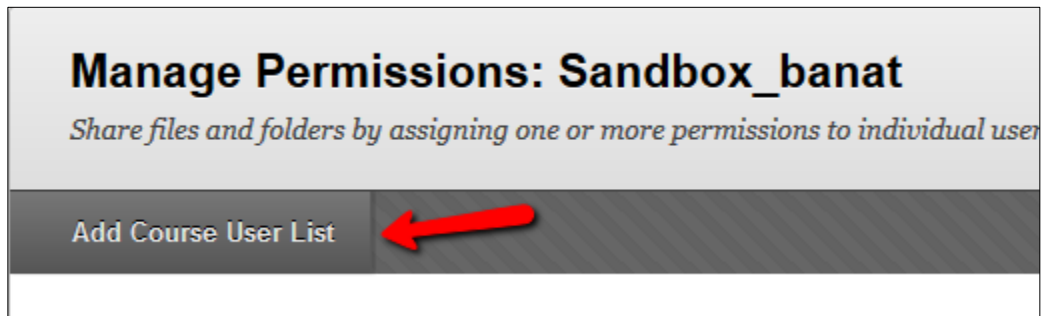
2. Check the box next to the role(s) to whom you wish to grant content access. Then check the level(s) of permission that these users should have (most instructors leave this set at Read). Finally, click the Submit button.

Contact one or more students and have them try to access the contact again OR use your zzaccount (if you have requested one) to log in as a student and check to see whether the changes have resolved the problem.