

Blackboard Help Topic

Copy and Paste into the Content Editor

Updated June 17, 2016

Some members of the USA community have had difficulty pasting into the new Blackboard classroom. “Right-clicking” the mouse and selecting paste no longer works. However, there are more ways to paste, and one of the pasting options noted below typically works. (Make sure you click into the text box before trying the below options!)

Summary:

- Use keyboard shortcuts (**CTRL+C** to copy, **CTRL+V** to paste) to quickly copy and paste text into the editor. (See Page 2.)
- The **Edit** menu at the top of Firefox and most other browsers can also be used to copy and paste into the Content Editor; Google Chrome has a button with three horizontal lines on it instead, which will contain Copy and Paste buttons. (Page 3.)
- If nothing happens when you click in the text box and try to paste (the cursor does not appear), try clicking the “Cancel” button and then Reply again. (Page 4.)
- In Firefox and the Blackboard Discussion Boards, you may not be able to copy-and-paste text from an earlier message directly into your reply; try copying-and-pasting into a word processor or text editor first, and then copy again from that software into your reply.

More detailed instructions are provided on the following pages.

Keyboard Shortcuts

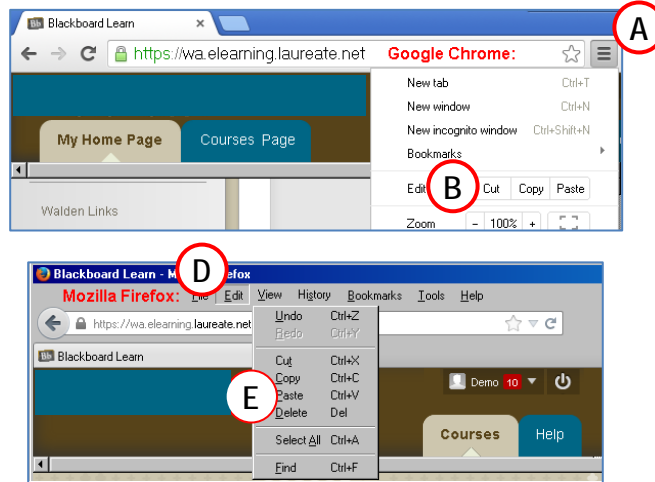


Overview:

Make sure you click inside the text box before using keyboard shortcuts.
Just tap the second key and release both keys - holding down the keys too long will repeat the shortcut!

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- **Paste** (adds a copy of content temporarily stored in the copy & paste memory "clipboard"): **CTRL+V**
 1. Click inside the Content Editor text box.
 2. Hold down the **CTRL** ("control") key.
 3. Tap the **V** key.
 4. Immediately release both keys.
 - **Copy** (will not remove source content): **CTRL+C**
 1. Highlight source text.
 2. Hold down the **CTRL** key.
 3. Tap the **C** key.
 4. Immediately release both keys.
 - **Cut** (similar to copy, but removes source content if it is editable): **CTRL+X**
 1. Highlight the source text.
 2. Hold down the **CTRL** key.
 3. Tap the **X** key.
 4. Immediately release both keys.
 - **Select All** (select all content in an area): **CTRL+A**
 1. Click anywhere in the content you wish to select.
 2. Hold down the **CTRL** key.
 3. Tap the **A** key.
 4. Immediately release both keys.
 - **Undo** (use immediately after performing one of the above keyboard shortcuts to undo the operation): **CTRL+Z**
 1. Hold down the **CTRL** key.
 2. Tap the **Z** key.
 3. Immediately release both keys.

Mouse Option Using the Web Browser Edit Menu



Overview:

Make sure you click inside the text box before using Browser Edit toolbar option.

- **Google Chrome:**

(A) Click the "Customize and Control Google Chrome" button near the upper-right corner of Chrome (three horizontal lines).



(B) Click the Cut, Copy, or Paste button in the "Edit" section..

- **Mozilla Firefox or Microsoft Internet Explorer:**

(C) If the Edit menu link does not appear, press the **ALT** key on your keyboard to make the menu appear.

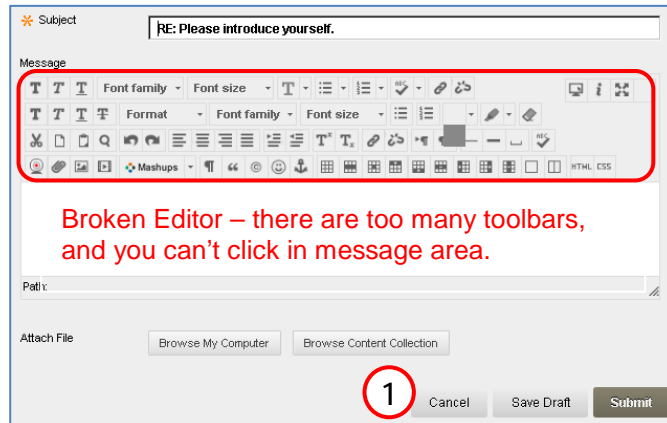
ALT+E

(D) Click Edit.

Alternatively to steps C and E, use the keyboard shortcut **ALT+E**

(E) Click the Cut, Copy, or Paste option in the Edit menu.

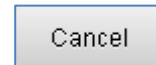
What to do if the Content Editor Does Not Work



Overview:

Illustration: An example of what the Content Editor might look like when it does not work, preventing you from typing or using keyboard shortcuts or other copy-and-paste options. In this example, there are four rows of toolbars visible, a strange grey square appears in the middle of the editor toolbar, and it is not possible to click in the main message box. Sometimes, instead, the main message box and editor buttons do not appear at all, leaving only the "Subject" box to type in, and some other strange symptoms have been reported. In any case, a "broken" Content Editor should be easy to fix, as described on this page.

1. Hit the Cancel button on the editor.



2. Click **Reply** or **Quote** again, a working Content Editor should load this time.



TIP: Remember that you can mouse-over a Discussion Board message to make the Reply or Quote buttons appear!

3. Repeat if necessary. A working Content Editor will normally appear on the second or third try.

If a working Content Editor does not appear on the second or third try, try clearing your browser's cache of temporary internet files (as described in the next section), then restart your computer and try again.

Note: In Firefox, you may not be able to copy-and-paste directly from an earlier message in the Discussion Board into your current reply, and the steps above will not help in this case. To work around this, try copying-and-pasting into other software, such as MS Word first, and then copy from that software into your reply.

Clear Browser Cache (Temporary Internet Files)

If you are using Firefox or Chrome and still having issues, clear the cookies and cache to improve performance.

Article #:

1. To clear cookies and cache in **Mozilla Firefox**:
 - a) Open Mozilla Firefox
 - b) Go to the **Firefox** menu at the upper, left and hover over **History** – If you have a history menu, go there
 - c) Select **Clear Recent History**
 - d) Select **Everything** from the dropdown menu
 - e) Under the **Details** down arrow, check the boxes next to **Cache** and **Cookies** (you can uncheck everything else)
 - f) Click **Clear Now**
 - g) Once that is done, close out of the browser completely – close any open Firefox windows and do not save your sessions
 - h) Now you can re-open Firefox and re-try.

2. To clear cookies and cache in Google Chrome:
 - a) Open Chrome
 - b) Click the button with **three horizontal lines** in it – located to the right of the address bar
 - c) Go to **Tools**
 - d) Select **Clear Browsing Data**
 - e) Select **Beginning of Time** from the dropdown menu and check **Cookies and Cache only**
 - f) Click **Clear Browsing Data**
 - g) Once that finishes, close out of Chrome completely – close any open windows and exit the program
 - h) Now you can re-open Chrome and re-try

FAQs, Tips, Reminders, Known Issues

Article #:

- **Q:** I'm using a Mac, and the Windows PC shortcuts described in this document don't work on a Mac! **A:** Instead of the CTRL key, use the Macintosh **Command** key (the Command key may be marked with a symbol shaped somewhat like a "four leaf clover").
- **Q:** Why can I no longer copy and paste using the right-mouse button menu, or using the buttons in the Content Editor? **A:** The Blackboard Discussion Board is harmless, but, as an extra security or privacy feature, some recent changes to the Firefox and Chrome browsers now block the Javascript copy-and-paste used by Blackboard's new Content Editor. Blackboard is looking for a solution for this, but the work-arounds described in this document should work until the solution is found.
- **Q:** In Firefox, I can't copy and paste from an earlier Discussion Board message into my reply! **A:** This is a recently-discovered bug involving Firefox and the Discussion Boards. You can copy-and-paste from the earlier message into other software, such as MS Word, and then copy-and-paste from MS Word into your reply.

Alternatively, use the "Quote" button on the earlier reply; this is similar to "Reply", but will include a copy of the message you are replying to. *Remember that you can move your mouse pointer over a message to make the Reply and Quote buttons appear!*
- **Q:** When I use CTRL+V to paste, I get several copies of the content! What went wrong? **A:** When you hold down a key (or certain combinations of keys) on your keyboard long enough, the system will begin repeating that character or command. In this case, if you hold down CTRL+V for too long, the system will begin pasting multiple copies of the content. One thing you can do to fix this is use CTRL+Z to undo some of the last paste commands – you can usually undo .
- **TIP:** There are many other keyboard shortcuts; some are used only by specific software. Many users find keyboard shortcuts to be faster and easier to use than menu-based options. Some other common keyboard shortcuts include:
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| CTRL+F – Find/Search | CTRL+B – Bold |
| ALT+F – Open the File Menu | CTRL+I – Italics |
| ALT+E – Open the Edit Menu | CTRL+U – Underline |
| ALT+Tab – Switch between open windows | CTRL+Y – Redo (after using Undo, CTRL+Z) |
| Shift+Arrows – Highlight content around cursor | CTRL+Shift+Arrows – Highlight by word (screenshots can be pasted into software) |
| Print Scrn – "screen shot" image of your screen | |