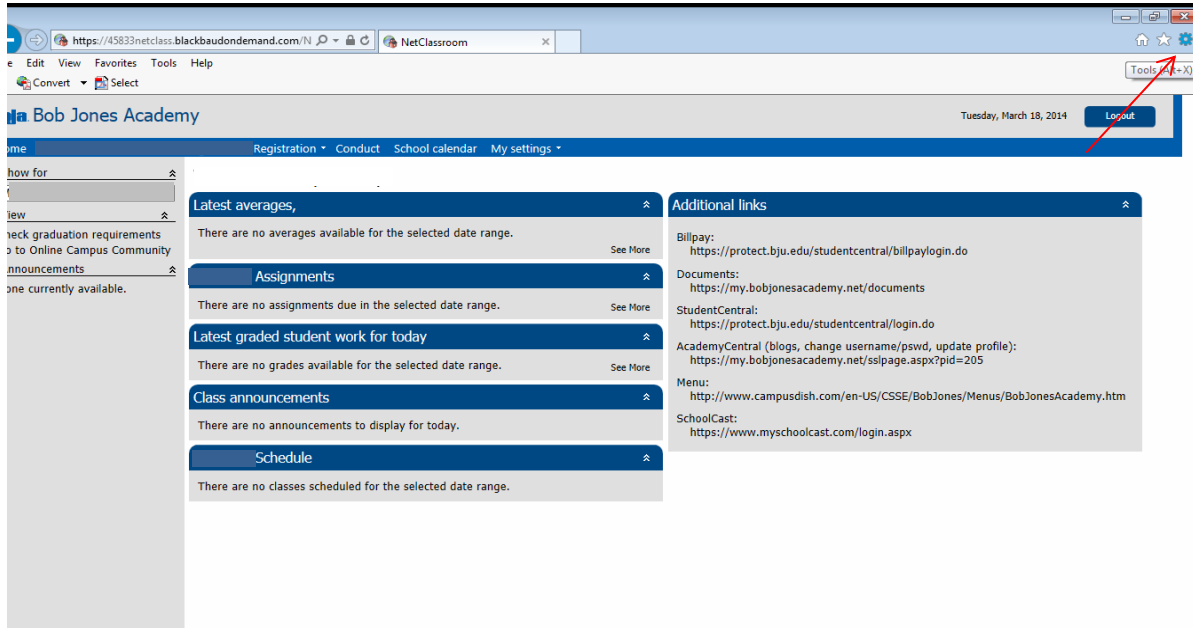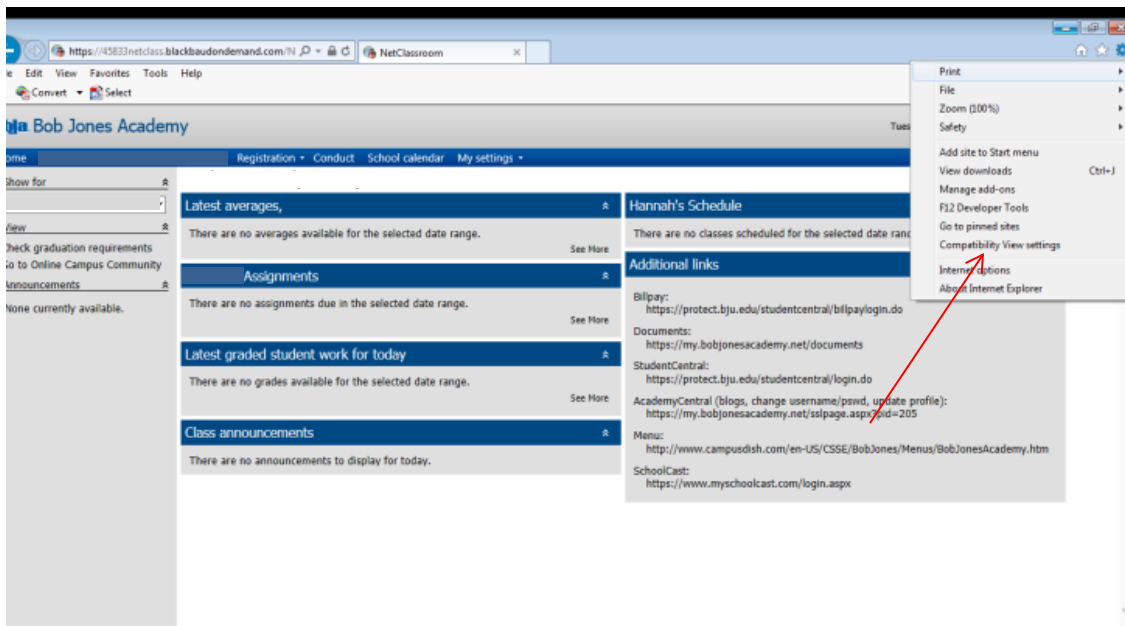# NetClassroom Troubleshooting
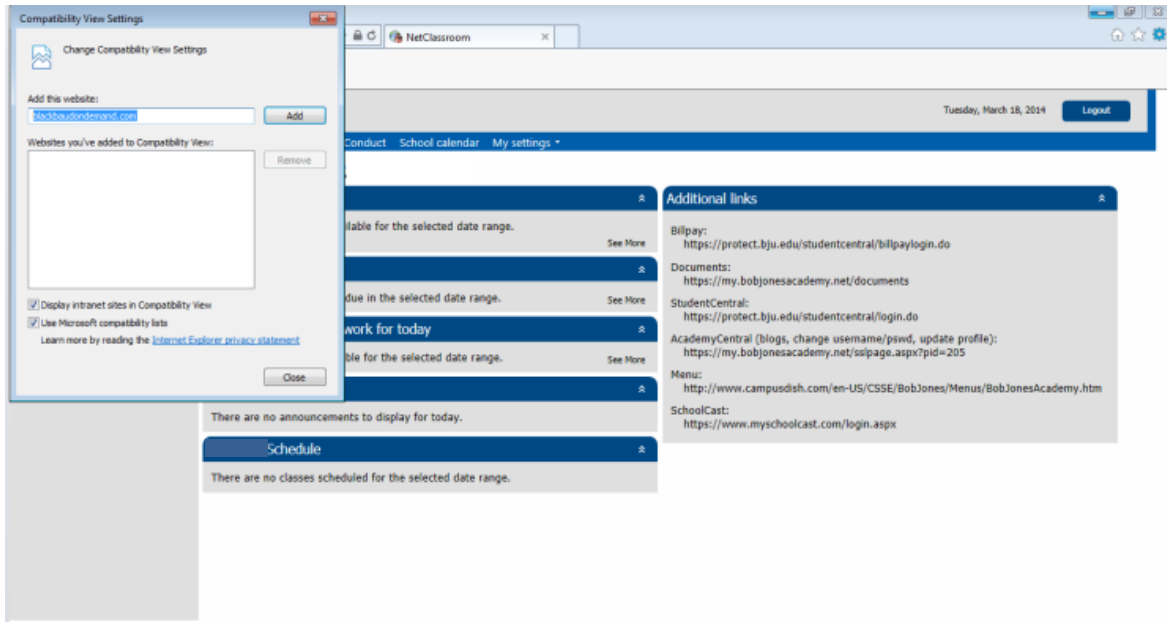
1. With NetClassroom open, click on the "gear" icon in the top right corner of Internet Explorer.

2. Select "Compatibility View Settings."

3. In the dialog box that appears, blackbaudondemand.com should appear under "Add website." Click on "Add," then "Close."

4. The program will automatically log you off. Just log on again, and the loading symbol should disappear.

If you would like to download Chrome to use instead of Internet Explorer, click here for an easy download.