

TEST/QUIZ TAKING TIPS IN BLACKBOARD

Before Taking the Test - Prepare your computer

1. **Have multiple browsers available.** Firefox is recommended browser for taking tests in Blackboard. Please avoid using Internet Explorer if you can. It is recommended that you install multiple browsers on your computer. If something doesn't work in one browser, it will typically work in another.
2. **Try to avoid Wi-Fi.** If you can, use a wired Internet connection, as opposed to a wireless/Wi-Fi connection. Some wireless/Wi-Fi connections can be spotty at times and not as stable as wired connections.
3. **Disable pop-up blockers.** Pop-up blockers might block an exam from opening in Blackboard. Your instructor has the option of opening your exam within Blackboard or in a new window. If the exam is set to open in a new window, your browser might treat it as a pop-up.
4. **Time considerations.** Blackboard times out after 3 hours of inactivity. Your Internet Service Provider might time out sooner with no activity. Save your answers or the exam frequently. Saving resets the inactivity clock, but not the exam clock.

During the Exam/Test

1. **Close down** all other programs running on your computer. Do not take a test with several other applications running in the background, such as movies, music, e-mail, or anything that is not required to run for the test.
2. **Set aside time** in which you will be free from interruptions to take the test. Most tests can only be accessed once.
3. **Click only once** on the link for the exam - do not double click or click on test link multiple times.
4. **Read** the instructions for the test carefully.
5. **Each Blackboard test** may be set up differently by your instructors. The options for each test will be listed at the top in the Instructions area. It is very important that you read your instructor's directions carefully. Some tests may be taken more than once, while others can only be taken once. Your instructor will inform you if the test can be taken more than once. Some tests may require that they be completed in one sitting (force completion), while some tests may allow you to complete one section, and then return to finish additional sections.
6. **Some tests** may be timed. Your instructor will tell you if the test is timed and the time allotted.
7. **Some tests** are all-at-once assessments, allowing you access to the entire test and move freely item to item (permits backtracking). Some tests are one-at-a-time assessments, showing only one question at a time, or may not (it depends on the instructor's settings) return to a previous question.
8. **Once you begin** the test/quiz, do not click the Back, Forward or Refresh button on the browser itself. This can cause you to lose your Internet connection, as well as your test.
9. **Once you start** the test, do not resize the browser window. Both of those actions will cause Blackboard to reload the quiz, which could also lead to a "duplicate attempt" problem.
10. **Only Single Click** all the buttons in the test (Begin, Save, Next Question, Save All Answers (if available) and Save and Submit. It might take a few second for it to process so be patient! Clicking more than once can actually slow down the loading and cause test errors.
11. **Write essay answers** in a word processor. You are allowed to copy and paste from a word processing program, such as Word (PCs) or Pages (Macs), into Blackboard. By writing your essay answers in a word processor, you are essentially creating a backup of your answer. This comes in handy if any technical difficulties arise. You can also check your spelling and grammar in the word processor.

Submitting Your Test Answers

1. **Click the Save button** after each answer.
2. **Click the Submit button** one time when you are finished with the test. It may take several moments for your test to be submitted, so do not click Submit more than once.
3. **Once your test is submitted**, you will receive a confirmation that it was successfully submitted.
4. **Feel free to copy and paste** that information for documentation purposes. Note: If you click the Save button, your test will be saved but not submitted.
5. **Always use the Logout** button to conclude your sessions in Blackboard.
6. **If you experience issues** with the Test, contact your instructor immediately. For example, if you get locked out of a test during the allowed testing time, if you receive a message saying that you have already completed the test, or if you receive a message saying the test is still in progress.

7. **If your instructor resets** the exam for you to take again, Blackboard will clear all previous answers and you must start from the beginning of the test. Only your instructor can reset an exam.
8. **The Review Submission** history window will appear. Click this “OK” button to officially submit the document to the Grade Center. Please note: You have to click the “OK” button to confirm, or your document will not be uploaded.

Common errors/issues

Accidentally quitting the exam. If you lose power or close your browser--or something else causes you to stop taking the exam before you submit it--contact your instructor immediately to get instructions. Make sure to include details as to what caused the problem.