Tips for Taking a Test

There are a few tips that can help you that Tests you take online are submitted successfully. Some of the most common issues with Tests are related to *wireless connections, dialup connections, end user navigation, and browser configuration issues.*

Before Starting the Test

- **Run a Browser Check.** Make sure that your computer is configured for Blackboard by running a [browser check](#).
  - **Always use a compatible browser** (Mozilla Firefox is the recommended browser for taking Tests in Blackboard), **Turn off pop-up blockers**, Clear your browser cache before starting the Test, Start with a new browser session.
- **Check your Internet connection**. You need to make sure that you have a strong internet connection.
  - A **wired connection** is usually **more reliable** than a **wireless connection**. **Wired connections** are preferred since wireless connections can become interrupted by interference from other devices or due to the saturation of the wireless access point in a public area. If your wireless connection is interrupted, you may not be able to get back into the Test to complete it.
- **Plan to take your Test** as soon as you can. If your instructor schedules three days for your Test, try to take the Test early on the first day. That way, if you have an issue, you will have enough time to contact your instructor.
- **Be prepared**. Have any materials that you need at hand. Read all of the instructions. If you have any trouble taking your Test or understanding Test questions, contact your instructor immediately.
- **Read the instructions** for the Test carefully. 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.
  - If **force completion** is enabled, you must complete the test or survey the first time you open it. You can't exit and continue the test or survey later. The Save option is available for you to save your answers, but you can't exit and re-enter.
  - If **backtracking** is prohibited, you can't go back to questions you have already answered. An error appears when you attempt to use the Back option within the test or survey
- **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 that Test.

Proctored Tests

- Always use the Chrome web browser when taking a Proctorio-enabled exam.

- Make sure you have the Proctorio Chrome extension installed.
- Make sure your computer has a working webcam & microphone.
- Find a quiet, comfortable location to take your exam.
- Take the Proctorio practice quiz. If your instructor has provided you with a Proctorio practice quiz to prepare for actual exams.

During the Test

- **Do not refresh the page, close the window, or click the browser's back button while taking a Test**. If you experience problems during a Test, contact your instructor immediately explain in detail what happened.
- **Do not use the "Back" and "Forward" buttons in your web browser when you are taking the Test**. Use only the navigation links and buttons displayed on the Test page.
- **Do not double-click the Start button on a Test while waiting for it to load**. This can cause multiple instances of the Test to open, leading to some confusion.
- **Avoid the scroll wheel on the mouse**.
- **Keep your browser window active**. Clicking 'Save Answer' is considered activity. Typing in a text box or selecting an answer is not considered activity.
- **Be sure to save your answers often**. As you progress through the Test continue to save your answers.
- **If you do not see a submission confirmation message**, go to the page where you started the Test and click the Test link again. Blackboard Learn should display a message that the exam is completed. If not, contact your Instructor.

Note: The University Technical Support Services cannot unlock or make Tests available for students. If you experience problems during a Test, contact your instructor immediately. The Instructor will decide how to handle your issues.

Include enough information on your email to the instructor: *Capture a screenshot (if possible) and send it to your instructor immediately. Make sure you include the Course Number, Section Number, Name of the Test, the platform you use (Mac or Windows), and the time you experienced the problem in your email.*