Blackboard Test Tips for Students

Browser and Internet connection information

BEFORE you begin your exam, check these items!

- **Clear your browser's cache.**
  - Visit https://www.depts.ttu.edu/operations/KMS/Help_Documents/ClearingCache.pdf for more information.
- **Browser Versions:**
  - Google Chrome is recommended when taking exams in Blackboard.
  - Others that are acceptable are Firefox and Safari.
  - Internet Explorer and Microsoft Edge are **NOT** recommended.
- **Internet Connections**:
  - **Wireless** or **Dial-up** connections are NOT recommended.
  - We recommend using a hard-wired connection when possible to take exams in Blackboard.
  - High-speed access is **strongly** recommended!

Starting the Exam:

- **DO NOT** click on the test/or quiz **until you are ready to begin the test.**
- **DO NOT double-click** the link to the test or the "Begin" button. You may get a "The assessment has already been taken" and you may not be able to proceed with the test.
- **Close ALL other applications** (Facebook, Twitter, instant messaging, email, etc.)
  - Avoid opening other windows once you have started the test.
  - If the instructor allows the use of additional windows or websites, **open them prior to beginning the exam.**
- Turn off all **pop-up blockers.**
- **Maximize** your browser window – if you resize the window or launch a second browser window after starting the test you may be locked out of the test.

While taking the test:

- **Wait for the entire test to load** before you answer or save the first question.
  - Scroll down to the bottom of the test to make sure all questions appear (unless questions are presented one at a time).
- **DO NOT** click the browser's **Back, Forward, or Cancel** button, **close** the browser window, or **try to go to another area of the course.**
  - If the instructor set the test for "single attempt" or "force completion" you may be locked out and unable to open the test again.
- If you get 'locked out' of the test, contact the instructor **immediately** and ask them to **ignore** your attempt. If the test attempt is ignored you will have to begin the test from the beginning.

- **Stay active in the test window** – Blackboard tests are set to "time out" after a certain period of inactivity. Click **Save** periodically to avoid this problem.
- **Saving** and **Submitting** are 2 different things. If you click Save All Answers, but never click Save and Submit, the test has **NOT** been submitted to the instructor for grading.
- **DO NOT** click **Submit** more than once.
- If you lose your Internet connection during a test, do not close your browser window.
    - Try to re-establish the Internet connection first, then complete the test and try to submit it.
    - If possible, screenshot the submission confirmation page that appears as verification. Then contact your instructor.
- If you see "This test must be completed now" it **cannot** be resumed later.
- If Save buttons are available, click Save periodically in case problems occur during the test.

Timed Tests:
- Check to see how much time is available before you start.
- A timer appears at the top of the screen immediately after you click OK to begin the test.