

Instructions for Completing Tests in Blackboard [borrowed from my colleague, Dr. Jennifer Bowler, and updated by KLV]

Before the test

- Make sure you have a good Internet connection
- Log out and log back into Blackboard just before taking the test if you were already in Blackboard and have been in any other courses since it was opened.
- Close ALL applications except Blackboard. [KLV has not found this necessary on his computer]
- If you are going to use other web pages (such as those with the course lecture notes), open them in a NEW WINDOW prior to launching the test. Even better, open them with a DIFFERENT BROWSER – for example, if you are using Firefox to take the test, use Internet Explorer to open the other web page(s).

Launching the test

- Maximize the browser window before starting the test. - - Minimizing during the test can prevent submission of the test.
- Do NOT double click the link to the test. This will lock the test and say you have already completed it. If this occurs the instructor will need to reset your attempt.

During the test

- Do not resize (minimize) the browser window during the test.
- Never click the Back button on the browser. This will take you out of the test and prevent Blackboard from tracking your selected responses.
- Avoid using the scroll button on a mouse or keyboard.
- Click the "Submit" button. Do not press "Enter" on the keyboard in place of clicking "Submit".
- NEVER CLICK ON A HYPERLINK FROM WITHIN THE TEST – your instructor may include web addresses or email addresses as part of a question or instructions. BlackBoard automatically converts them into hyperlinks, and the professor cannot stop that, but they are an evil trap. If you click on one of them you will likely be dumped out of the test.
- If you are allowed to use the Internet to search for correct answers while taking the test, use a different browser to do such searching. For example, if you are using Firefox to take the test, use Internet Explorer to search the Internet.

If you get locked out of the test or receive an error message while taking it:

This may happen if you lose your internet connection or your connection to Blackboard's assessment module while taking the exam. Simply refreshing the screen will not get you back into the test; in fact, you should NEVER use any of your browser buttons (forward arrow, back arrow, or refresh) while taking an assessment because if you do so you will get kicked out of the test. It is OK to use those browser buttons in the other browser you have open to view other web pages during the test.

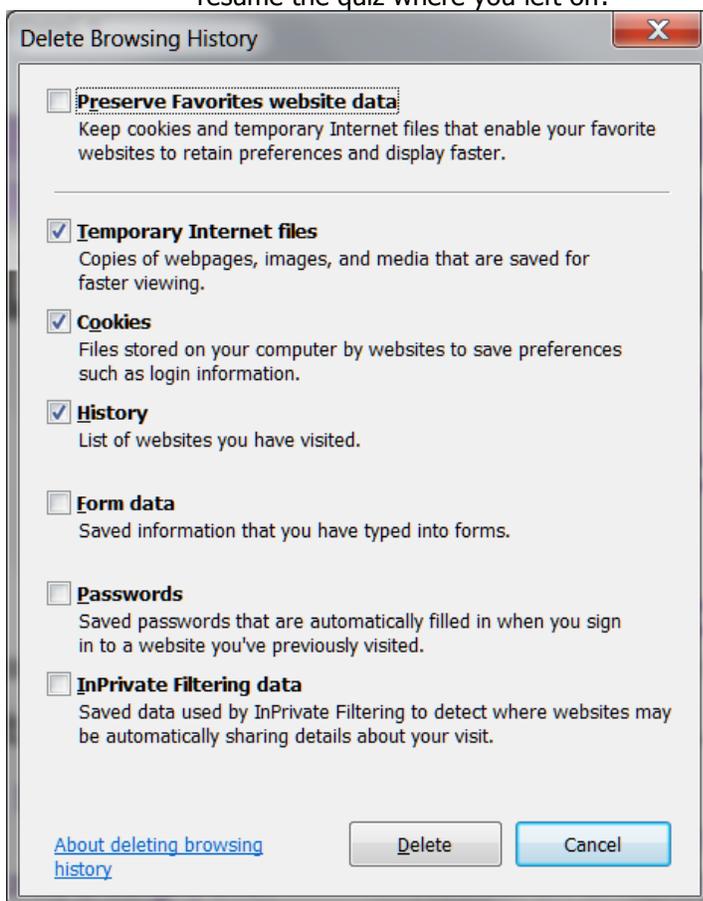
If you lose your connection or get a timeout message:

- **Log out of Blackboard entirely and close all windows.**

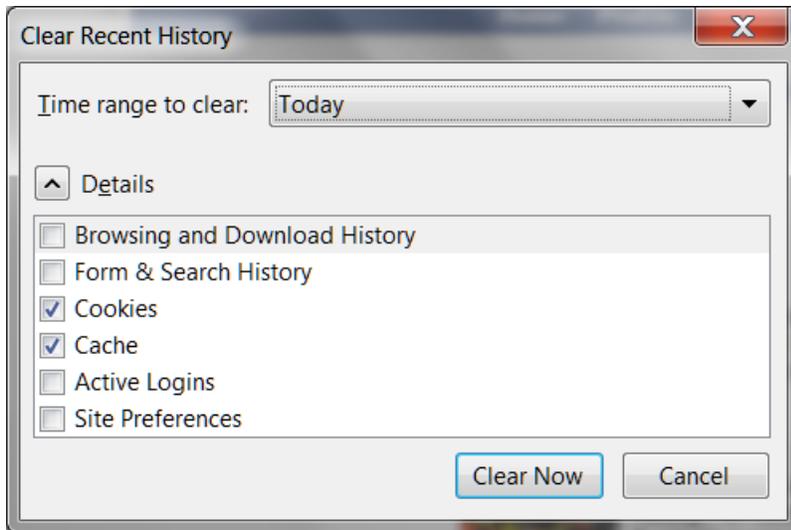
- Then log back into Blackboard and click on the quiz link again. The quiz should resume where you left off.

If you get the same message again, then do the following:

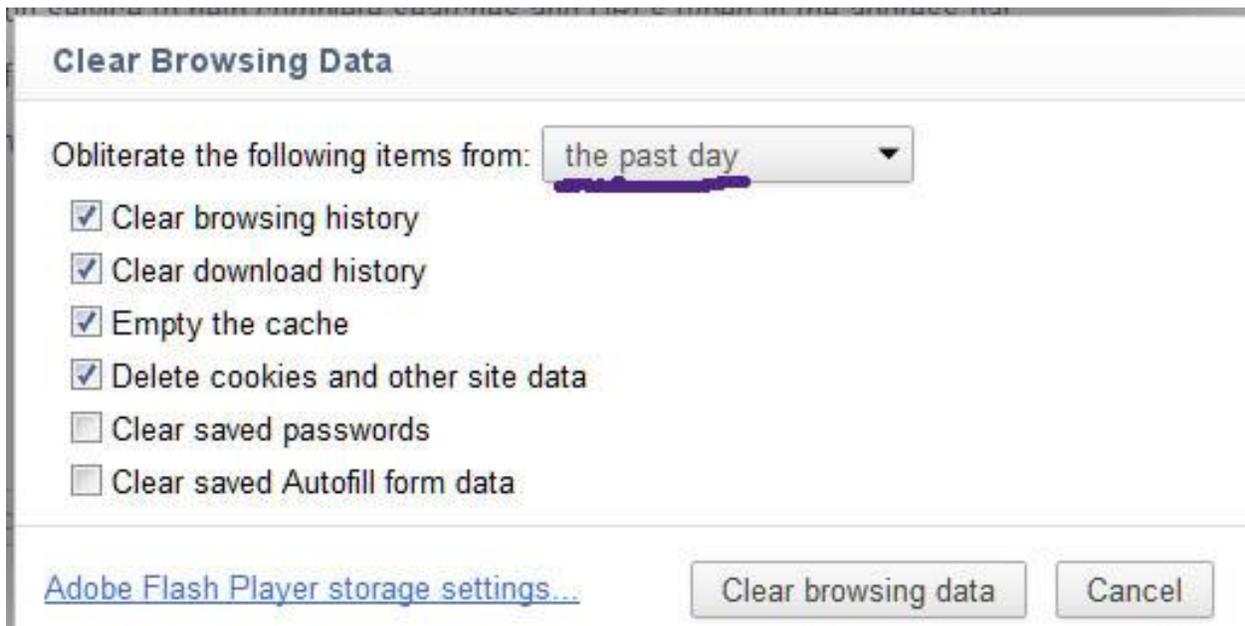
- Exit Blackboard and **close all windows and programs running (including your browser)**. (If you leave even one window open, you will likely remain locked out.)
- Delete your cookies (yes, this may affect your interaction with other web sites, sorry)
- If you are using **MS Internet Explorer 8**:
 - Open up Internet Explorer again, click on **Safety** and select **Delete Browsing History**
 - Check **Cookies** and click **Delete**.
 - Close Internet Explorer and then open it again.
 - Browse to the Blackboard login page and log into Blackboard again.
 - Go to the Assignments folder and click on the test link again. You may now be able to resume the quiz where you left off.



- Another route to this same window is Tools, Internet Options, Browsing History, Delete.
- If you are using **Firefox**
 - Click Tools, Clear Recent History
 - Set the parameters as shown below and then click **Clear Now**.



- If you are using **Google Chrome**:
 - Click the **Wrench** icon, Tools, **Clear Browsing Data**
 - Set the time frame to "the past day"
 - Check "Delete cookies and other site data."
 - Click "Clear Browsing Data."



If you have anything helpful to add to this document, please let me know. Thanks.

[KLW](#)