

## Blackboard Test Taking Tips for Students

The following tips will help you prepare yourself and your computer for taking a test in Blackboard. While this information is not guaranteed to prevent all technical problems, you can minimize your chance of experiencing a problem by applying the tips below.

### Before You Begin

- Take your test in a quiet area that is free from distractions.
- Do not attempt to take the test on a mobile device or tablet.
- Make sure Java is [updated](#) and [enabled](#) on your computer.
- Set aside enough time to complete the test. **Do not wait until the last minute.** Plan enough time to contact your instructor if special circumstances arise.
- [Clear your browser's cache.](#)
- Use a computer plugged in directly to your Internet router. Do not use a wireless or satellite connection if possible.
- Close all windows and applications on your computer. Open only one web browser window to use for Blackboard. The latest versions of Firefox and Chrome are recommended.
- Log out of the student portal and then back in to retrieve a new session. Then access Blackboard. This will decrease the possibility of time-outs.
- Read the test instructions carefully.

### During the Test

- Do not double-click any of the buttons in the test. Blackboard uses single-clicks only. Double-clicking will not make the server process your request faster - it could cause you to get kicked out.
- Read the Test Instructions section at the top of the test. This area tells you the time limit (if any), how many attempts you are allowed, and if you are able to backtrack (for one-at-a-time question presentation).
- If your test is presented one question at a time, do NOT click the "back" button on your browser to go to a previous question. If backtracking is allowed, the test will provide a button to go to previous question.
- Use the scroll wheel on your mouse as little as possible. If you scroll the wheel right after clicking an answer choice, you may inadvertently change your answer on a question. Click the answer choice and then click some blank space on the page to make sure your answer choice was marked correctly.

- Do not rush through the test and click several buttons at once. Always wait for your browser's status bar to say "done" whenever you click a button to move to another question or save your answers.
- If you lose your internet connection during the test, do not close your browser window. Try to re-establish your internet connection and complete the test. Depending on the test settings, the timer may continue. Contact your instructor immediately if you cannot get back into your test.
- Do not switch between multiple windows or tabs, or open other programs. If your instructor allows you to use your notes, print them out before taking the test. Having multiple browser tabs open has been known to cause time-outs or interferes with the test timer.
- If all the questions are presented at once, save your answers every 15 minutes.
- If you reach the end of the time limit and a window opens that says, "You have reached the end of the time limit. Click OK to continue," click the Cancel button instead of OK. The OK button assumes you are finished with the test and will be submitted.

**Note:** If you get locked out of your test or have missed the test deadline, **contact your instructor**. It is the instructor's decision whether or not to let you attempt the test again. Student Support cannot reset a test for you.