



## Tips for Students Taking Tests and Quizzes within Blackboard

### For your information:

Firefox (latest version) is still the browser of choice for Blackboard, whether PC or Mac. Google Chrome is also working well. (GENERAL BROWSER INFO: If you are not viewing a document properly, or images do not display, switch browsers to see if that makes a difference.) *Run a System Compatibility check to determine if you have the latest java version and recommended browser on your local computer. The link for the system compatibility check is on the Blackboard login page.* **\*\*Taking an exam in Blackboard on a phone or mobile device is NOT advised!\*\***



We strongly suggest that you have reliable internet connectivity, preferably a wired connection versus a wireless connection (**your mobile device is in the wireless connection category**).

**NOTE:** If your instructor requires LockDown Browser for your quizzes, please see the Blackboard Blog for frequent-asked-questions about LDB:

<http://blog.ecu.edu/sites/blackboard/blog/2013/09/18/lockdown-browser-frequently-asked-questions/>

**PC users:** for general computer housekeeping, download the latest version of Java:

<http://www.java.com>

Clear java cache: [http://www.java.com/en/download/help/plugin\\_cache.xml](http://www.java.com/en/download/help/plugin_cache.xml)

**For Windows systems and MAC systems with additional security software,** we suggest relaxing any security settings to “medium,” add <https://blackboard.ecu.edu/> as a “trusted site” in any security software.

**For general maintenance,** clear your browser’s cache. Follow the instructions for your browser(s):

<http://www.wikihow.com/Clear-Your-Browser%27s-Cache>

**If your instructor ever adds video or audio clips to test questions (or a content area),** you will want to make sure that *QuickTime player* (for Windows or Mac) is installed and updated:

<http://www.apple.com/quicktime/download/>

**When starting to take a test or quiz in Blackboard,** DO NOT double-click the “Begin” button.

Blackboard will see this second click as a second attempt at taking the test or quiz and will not allow

you into the test or quiz. ALWAYS single-click buttons in Blackboard. DO NOT press Enter when you are saving or submitting; *use your mouse to click Save or Submit.*

**More Tips & Hints for Students | When taking a test or quiz, please be mindful of the following:**

- DO NOT double click in the test environment.
- DO NOT click the "BACK" button in the browser during a test.
- DO NOT open a new browser window or browser tab or click on an already opened window or tab during the test or quiz. Avoid multitasking; you might accidentally close the window that contains the Bb test.
- If you've let your course page sit idle without much activity, it doesn't hurt to log out of Blackboard and log back in before you take your test.
- Make sure you are using a reliable internet connection. If using a wireless network connection, students should check connectivity strength, 4-5 bars in Windows or 3-4 arcs in MAC. If connectivity strength is low or there is difficulty navigating through web pages on a standard browser, students should seek a wired network connection prior to taking a test.
- If you consistently get bumped out of quizzes in Blackboard on your home computer and none of the above tips help, it is advisable to take your test on another computer or in an ECU computer lab if you are on campus.

By following the tips above, you have a better chance of *not* experiencing a lockout and/or losing your work.

**Note:** If you get bumped out of taking the test or quiz and your instructor has set the test or quiz to be a "force completion" exam, then you won't be able to get back into that test or quiz to finish.

*If you experience a lockout, please 1) contact your instructor; 2) submit a Blackboard [Help Ticket](#) explaining what happened and that you were unable to submit the test or quiz correctly (include the Course ID). If the instructor agrees to clear your attempt, he or she will need to reset your test or quiz so you can make another attempt.*

If you have been timed out and lose your work, you will see a little paper and pencil icon in your Blackboard grade center, meaning your attempt was stalled or locked out. If you see a grade for your quiz, your quiz submitted correctly.