TIPS FOR TAKING TESTS ON BLACKBOARD

Blackboard exams will be a different experience from in-person, in-class exams. Your performance on Blackboard can be every bit as good as on in-person exams! The tips below will help ensure that the different format and potential technical problems do not get in the way of your success!

1 Read the exam instructions VERY carefully!

Every Blackboard exam will be a bit different. For example, some instructors give students all the questions at once, like a regular on-paper exam, while others give the questions one at a time and do not allow students to go back and change answers. So be very careful to read the instructions before beginning the exam and starting the clock!

2 Make sure your computer is ready for you to take the exam:

- Is your web browser up to date and compatible with Blackboard? Not sure? Click here to check! We recommend Firefox or Chrome!
- Try not to take any exams through the mobile app - a desktop or laptop is suggested.

Firefox chrome

Safari Internet Explorer Microsoft Edge

3 Do the following JUST before starting your exam:

- Close all browser tabs and restart your web browser.
- Close all other programs/applications that you do not need for your test (for example, Outlook).
- If you have cleared everything, you should be asked to log back into Blackboard when you return.

4 Try to make sure your internet connection is as stable as possible:

- A cable/wired ethernet connection is more stable than Wi-Fi, which could drop your connection and close your Blackboard test.
- If taking the test on a shared Wi-Fi network (at home, for example), request that other users not use the Wi-Fi during your test if at all possible.

5 Consider writing long responses outside of Blackboard:

- If there is sufficient time (see the next tip for what we mean!), compose long answers or essays outside of Blackboard. Don't lose your hard work!
- Compose this type of answer in something like MS Word, then copy and paste or upload it to Blackboard. (Use Ctrl-V or Command-V to paste)

6 Avoid getting "timed out" of your exams:

- Blackboard watches for "activity" in exams.
- It only recognizes clicking buttons or making selections, such as saving, as "activity."
- If you are inactive for longer than 15 minutes, Blackboard may time you out and automatically submit your test. Do some "activity" every 10 minutes.
- Save answers as you go. Blackboard auto-saves, but it is a good idea to save anyway.

7 Be careful with your clicks!

- Do not double-click.
- Do not use the mouse-scroll wheel.
- Do not use the "back" button.
- Do not use the "tab" key to go between questions or buttons.
- Be careful about resizing your browser window - you may accidentally close it!
- When you finish, take a screenshot of the submission page and save it as a record.

8 If you experience issues during the exam:

- Immediately contact your instructor to let them know you are having trouble.
- Document the issue by taking a screenshot or photo of your screen, then try one or more of the following:
  - Close the browser, reopen it, and log in again to resume.
  - Restart your computer
- If nothing fixes the issue, email ITS at askit@albany.edu to at least log the issue for follow up.

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