

Avoiding Technical Issues While Taking an Online Exam

I. BEFORE THE ONLINE EXAM

1. **Close down** all other programs that you are running on your computer.
2. Make sure you are using one of the following:
 - **Mozilla FireFox 3** (the most compatible browser with Blackboard)
<http://www.mozilla.com/en-US/firefox/personal.html>
 - Internet Explorer 6 or higher
3. Make sure Pop-Up Blockers are **turned off**.
4. Use a **familiar computer**
5. Make sure your Java is up to date. Go to <http://java.sun.com/javase/downloads/index.jsp> and download the most recent version.
6. **Reboot your computer** before taking an exam. This will stop any background processes that the computer may be performing extraneously.
7. Prevent your internet from ending your online session, keep a second browser open, and from time to time make changes to it while you are taking your test.
 - You may minimize and maximize this browser, but **do not** minimize or maximize the browser window that you are taking your test in.
 - Make sure this second browser window is opened before you begin your exam.
 - Do not open a second browser after you have started taking your test.
8. Before beginning an exam, **log out** of Blackboard and then back into it.
 - Then click on the test to begin taking it.
 - Logging out will reset your Blackboard time and will help ensure that you will have the maximum time allotted to take your exam.
9. **Do not take the test while on a wireless connection** if possible.
 - Make sure you have good signal strength before you begin taking your exam.
10. If your computer has a firewall installed, **disable it before** taking the exam.
11. **Turn off** any web accelerators (such as the Google Web Accelerator or the Proxyconn Accelerator), Instant Messenger programs, and email notifications.

II. DURING THE EXAM

1. Do not click **outside of the test area** on the student menu.
 - o Doing so could cause you to lose your exam, **especially** if you accidentally click on other areas inside of Blackboard on the student menu
2. If your mouse has a scroll bar, using it could change the answer on question.
3. After selecting an answer, always click on a blank area before scrolling down on a test.
4. **Do not refresh** or **close** the Internet browser during the exam.
5. **Do not resize** the screen because doing so may cause the browser to refresh.
6. **Always** make sure your internet connection is established **before clicking to submit** an exam or exam question.
 - o To do this keep another browser available and make sure it can move from one internet page to another before clicking the submit button on your test.
7. **Do not open** new web browsers while taking an exam or put a new URL address in the address bar of the Internet Browser while you are taking a test.
8. **Do not attempt to print** your assessment.
9. **Never press** the **enter key** while taking an exam.
 - o This will help prevent you from accidentally submit the exam to be graded.
10. If you receive an **error message** while taking a test, write it down word-for-word.
11. **Do not stop** your quiz while taking it.
12. **Do not double-click** on any links or buttons while taking an exam.
13. **Do not click** the Back or Forward button on your browser or on your mouse while taking the exam.