

# Taking Online Tests

## Read these instructions before taking tests on Blackboard

### Before Taking a Test

Please only start a test when you are ready to take it, as many online assessments are configured to allow you to access the exams once. You may not be able to exit an exam and re-enter it at a later date. Read and complete the entire checklist:

### Browsers, Java and Internet Connections

- It is important to use a browser that is certified to work with Blackboard Learn 9.1 **SP6**. Click here to view the latest information: <http://kb.blackboard.com/pages/viewpage.action?pageId=72810639>.
- Avoid wireless connections if possible. If wireless is your only choice, ensure that you have a strong signal.
- Make sure that only **one** browser window is open when taking a test. This could conflict with your Blackboard login session. Close other background applications such as instant messaging and media players.
- Blackboard Learn requires the latest version of Sun Java. This can be downloaded from: <http://java.sun.com/javase/downloads/index.jsp>.

### Clear Your Browser's Cache

- Clear out the files stored in your cache to free up some space on your computer and remove stored cookies that could interfere with Blackboard sessions.

#### Internet Explorer

1. Click *Tools* and select *Internet Options*.
2. Click the *General* tab.
3. In the *Temporary Internet Files* section, click the *Delete Files* button and click Ok.
5. Exit and re-launch the browser.

#### Firefox

1. Click *Tools* and select *Options*.
2. Click the *Privacy* icon.
3. Click *Clear* across from the *Cache* option and click Ok.
5. Exit and re-launch the browser.

#### Google Chrome

1. Click the wrench icon on the right side of the browser toolbar.
2. Select *Tools / Clear Browsing Data*.
3. In the dialog that appears, select the types of information that you want to remove.
4. Use the menu at the top to select the data that you want to delete. Select *Beginning of Time* to delete everything.
5. Click *Clear Browsing Data*.

- Click here to view video [Taking a Test Online](#) to get familiar with taking tests online.

## During the Test

- Find a time to take the test when you will be free from interruption. If your computer and telephone share the same line, unplug your telephone while taking the test.
- While taking a test at home, make sure that no one else is downloading large amounts of data from the Internet.
- Check the time limit of the test. The time will display on the status bar at the bottom of your window. You will want to make sure that the Status Bar is selected.
  - In Internet Explorer, click on View > Status Bar.
  - In Firefox, go to Tools > Options > Content > Enable JavaScript > Advanced > Change Status Bar Text.
  - Keep track of when you started the exam. The time on your computer or on the Blackboard server may not be the same.
- Once you have opened the exam, avoid clicking on any of the main menu buttons in the course or the navigation buttons in your web browser. Do not refresh your browser while taking an exam. Doing so may bump you out of the exam, in which case your answers may be lost.
- Avoid “double clicking” on the *Save* or the *Submit* button.
- Only save after answering a question but do not save too often, as it could overload the system.
- Do not use the mouse-scroll wheel as this may change your answers on a multiple choice question.
- Do not close the window of the exam for any reason. Some web browsers may “time you out” of the exam if you take too long (this could be 30 minutes).
- If your instructor has configured your test to display questions one at a time, make sure that you have selected the best answer before moving on to the next question. Your instructor may have prohibited backtracking on the exam and you will not be able to get back to a previous question.
- There is also a possibility of the test “freezing” if you try to go back to a previous question. Be patient if you don’t get an immediate response to a “click”. Apparent “freezing” may be background processing that needs to complete before responding. Do not refresh your browser.
- Allow the save process to complete before clicking *Save* and *Submit*. Click on *Save* and *Submit* once you have completed all questions.
- If for any reason you get closed out of the exam while taking it, please contact your instructor immediately via email. In your message, detail exactly what happened and the settings you applied to your computer and browser before taking the test.

To report technical problems, please contact the NECC IT Services at 978-556-3111 or by email

[helpdesk@necc.mass.edu](mailto:helpdesk@necc.mass.edu) along with the information below. Info needed:

- Your student ID
- CRN of the course you are working in.
- Specific information regarding the problem (path to file or quiz and a copy of the error message).
- Time and date of problem.
- Your computer’s OS and browser type/ version. (such as Windows 7 Home, Firefox 6.02)
- Your Internet provider and type of connection.
- Has your instructor been notified?