Blackboard Testing Tips for Students

Use these tips to ensure an optimal test taking experience in Blackboard.

ⓘ Chromebooks are not a supported device for Blackboard. These devices do not have the capacity to run Java, thus they will give errors and not function properly.

Related articles:

- How to Submit an Assignment
- Troubleshooting Mediasite
- Collaborate Ultra for Students
- Collaborate Original for Students
- How to Install Respondus Lockdown Browser

Before the Test

- Install Mozilla Firefox or Google Chrome. The Computer Services Help Desk strongly recommends these browsers as opposed to Internet Explorer when working in Blackboard. If your instructor requires Respondus Lockdown Browser for a test, make sure you've got it installed and working before the day you intend to take the test.
- It's advisable that you also clear your cache before beginning the exam. Links on how to clear your cache are listed at the bottom of this page in the info box. Articles on how to clear the cache are available by searching Experts for your preferred browser.
- It's best if you can use a wired ethernet connetion. If you've got to use wireless, we advise against public networks that might not be readily available or completely stable.

Taking an Online Test

1. Close all programs (browsers, Word etc.).
2. Log into Blackboard and then log out using the Log Out icon, rather than just closing the browser. This is important prior to a test to ensure you do not have concurrent sessions open.
3. Launch Firefox or Chrome and log onto your Blackboard course site.
4. Access the test page.
5. Click the test you want to take. **Single click on the link only. Double clicking the link can open the link twice, which may cause the system to act like you have already taken the test.**
6. Read the instructions carefully.
7. Click the *Begin* button.
8. Select a correct answer (single click) or enter your answer for short answer and essay questions. You do NOT need to click "Save answer" for each question.
9. Use the scroll bars on the right side of the window to scroll, and click outside where the answer choices are prior to scrolling to the next question. Scrolling using the mouse wheel or the arrow keys may change your answer selections.
10. Use the navigation buttons within the test window to navigate between questions. Do not click the Black, Forward, or Refresh/Reload buttons in your browser toolbar.
11. Please verify that you have answered all questions prior to submitting your test.
12. Click the *Save and Submit* button at the bottom of the page when finished.

During the Test

- Do NOT try to navigate away from the test area of Blackboard or close the test window.
- Do NOT click any button on the Browser navigation menu (such as back, next, refresh etc.).
- Do NOT click the "Save answer" button for each question; you only need to click the "Save and Submit" button when you finish the test. Your responses will save automatically.
- Do NOT "double click" on anything in the exam.
- Click outside of the answer selection radio buttons before scrolling with the mouse wheel or arrow buttons. Otherwise, this will change the selected answer.
- It will take 5-30 seconds for the system to update the "Save answer" button into "Saved" after selecting an answer. Do NOT panic.

If Problems Occur

- When on a slow or unreliable internet connection or if there are too many open sessions, Blackboard will sometimes take a longer then usual time loading or submitting a test or quiz. This longer then normal submitting time might lead the users computer to bringing up a box stating, "This process took too long. Do you wish to cancel the submission? If not, press ok to save and submit again". There is nothing the Computer Services Help Desk can do to help and/or fix the problem. Only the instructor can reset a test or quiz.
- Don't touch your keyboard or click on anything, wait for a few minutes to see if the problem resolves by itself.

- If your test freezes, or you seem to no longer be able to advance or select answers, you will need to clear your cache and browsing history.
- Call the Computer Services Help Desk at 417-836-5891 and let us know the problem you encountered. Be prepared to let us know both the operating system (Windows or Mac OS) and the browser (Firefox, IE, Safari, Chrome) you were using at the time the problem occurred. The more information you can provide, the easier it will be for us to help troubleshoot the problem.
- Contact your instructor about the problem you encountered.
- Capture a screenshot (if possible) and send it to helpdesk@missouristate.edu. Make sure you include the course number and section number, name of the test, the platform you use (Mac or Windows), and the time you experienced the problem in the message.

Links to clear cache, Cookies, History, and Other Browser Data

Internet Explorer https://experts.missouristate.edu/x/B4Ec

Firefox https://experts.missouristate.edu/x/JYEc

Google Chrome https://experts.missouristate.edu/x/F4Ec

Safari https://experts.missouristate.edu/x/M4Ec