Blackboard Test Taking Tips

• Be sure the computer you’re going to use to take the test has a compatible and up to date browser installed. Check browser compatibility here: https://help.blackboard.com/Learn/Student/Getting_STARTED/Browser_Support/Browser_Checker
  o The recommended browser is Mozilla Firefox and Google Chrome is a good second choice.
  o Avoid Safari, Internet Explorer, and Edge at all costs.
  o Avoid using the Blackboard mobile app – a desktop or laptop is recommended.

• Start any and all Blackboard tests after starting a fresh log-in session and clear desktop.
  o Do this just before beginning your test.
  o To reduce the chances of getting dropped in mid-test, close all browser tabs and restart the browser.
  o Also close all other applications that you do not need during the test (e.g., Outlook).
  o You should be asked to log in again to access Blackboard.

• Be sure your Internet connection is stable.
  o A cable/wired ethernet connection is more stable than W-Fi, which could drop your connection and close your Blackboard test.
  o 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.

• If given the time, compose long answers or essays outside of Blackboard. Don’t lose your hard work!
  o Compose this type of answer in a text editor such as MSWord, and save it.
  o Then paste or upload it to your Blackboard test. The command to paste is CTRL+V.
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• **Maintain activity within the test to avoid getting timed out.**
  - Note that Blackboard does not recognize typing as “activity.”
  - It only recognizes clicking buttons or making a selection, such as saving, as “activity.”
  - If you are inactive for more than 15 minutes, Blackboard may time you out and automatically submit your exam before you are finished. Be sure to do some “activity” every 10 minutes.
  - Save answers as you go. While Blackboard often auto-saves answers, make sure EVERY answer is saved before moving on to the next question.

• **Be focused and careful in your navigation during the test.**
  - Do not double-click.
  - Do not use the mouse-scroll wheel.
  - Do not use the browser’s “back button.”
  - Do not press the “Tab” key on the keyboard to move between questions or buttons.
  - Be careful about re-sizing (maximizing or minimizing) your browser during the test so that you don’t inadvertently close or interrupt the test attempt.

• **If you experience trouble during an exam,**
  - First, contact your instructor immediately to let them know you are having trouble.
  - Document the problem by taking a screen shot or photograph of your screen.
  - Then, try one or more of the following: 1) quit/close the browser and reopen it, log in again to resume the exam. 2) if necessary, restart your computer.
  - If the technical issue cannot be resolved, email askit@albany.edu to report the issue for troubleshooting and to have a record of your attempt.
  - When you finish your exam, take a screen shot of the submission page so that you have confirmation that it was submitted.