

# Taking Online Tests

## Read these instructions before taking tests on Blackboard

### Before the Test

- It is **not recommended** to take online test/quizzes using the Blackboard Mobile Learn App.
- Avoid using wireless connections for taking online tests/quizzes.
- If using a laptop with a wireless connection, make sure and have the power adapter plugged into a power source.
- Do not open more than one browser when taking a test.
- Many issues arise when taking online assessments due to faulty browsers. It is a good idea to download a "clean" browser before taking online tests. Firefox works well and is supported by Blackboard <http://www.mozilla.org/en-US/>.
- **Clear Your Browser's Cache**  
All those files stored in your cache take up space, so before a test, you may want to clear out the files stored in your cache to free up some space on your computer. This is called clearing the cache. Instructions for how to clear your browser's cache: <http://www.wikihow.com/Clear-Your-Browser%27s-Cache>
- Please **do not** enter a test site before you are ready, as many online tests are set to only allow you to access the test once. You will not be able to exit an exam and re-enter it again later.

### During the Test

- Find a time to take the test in which you will be free of interruptions. If your computer and telephone share the same telephone line, unplug your telephone while taking the quiz.
- If at home when taking a test, make sure that no one else using the wireless connection is watching a movie or downloading a large amount of data.
- Make sure that you note if the test has a time limit. The time will show on the status bar at the top of the test.
- Avoid "double clicking" on the answers or the Submit button.
- Once you have opened the exam, avoid clicking on any of the main menu buttons in this course or on any of the navigation buttons on your web browser. Doing so may bump you out of the exam, in which case your answers will be lost, and you will not be allowed to re-enter the exam.
- If your instructor has set your test to show the 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 test 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.
- Before submitting your test you may want to right-click and print so that you have a copy of your exam.
- Your exam answers are not saved until you click on the 'Submit' button at the end of the exam. Please do not forget to hit '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. Depending on the type of exam, your instructor may either reset your test so that you may re-take it, or give you an alternative exam to be taken in a proctored setting.
- If you have technical problems with your exam, please contact Technology Innovations for Learning and Teaching at 278-7373 between the hours of 8:00 am and 5:00 pm or by email at [tiltsupport@csufresno.edu](mailto:tiltsupport@csufresno.edu).