

Test Tips: Optimizing Test Taking in Blackboard

Before taking the test:

- Close all other programs running on the computer. Having multiple programs open may cause problems that result in loss of test data.
- **Use a Blackboard compatible browser.** Click [HERE](#) for the latest information on Blackboard browser compatibility. (As of Fall 2011, Blackboard recommends Mozilla Firefox 3.6 for compatibility, but check the link above for the latest information.)
- Do not click on the link to take the test until ready. If you have been logged in to Blackboard and/or Ozone for awhile, log out, then log back in when you are ready to take an online test.
- Do not resize or refresh the screen after loading the test; make sure it is the size you want before going into the test. Most browsers refresh the page when you resize the screen, meaning your browser will try to reload the test which may prohibit you from taking the test.
- Internet Connections: Dial-up, satellite, and wireless Internet connections (such as public and home networks, cellular air cards, WiFi, etc.), and/or mobile devices (iPhone, iPod Touch, iPad, Blackberry, Android, etc.) are **NOT** recommended for accessing and taking tests in Blackboard. A wired connection is the most reliable.
- Know when your test will be available, and do not wait until the last minute to take the test! If something goes wrong there won't be enough time to resolve the issue.

NOTE!!!

It is the **student's responsibility** to have access to a computer with a reliable Internet connection and a computer that is compliant with recommended browsers and settings in order to effectively utilize Blackboard. Blackboard Support does not provide technical support for making sure a student's computer settings are compliant with the recommended configuration. If a student's computer does not work properly, it is the student's responsibility to either acquire **-or-** locate a computer to use that meets the recommended configuration settings.

During the test:

- When entering the test, click the link only once. Sometimes it takes awhile to load the test. If you click twice, you will get a message saying you already took the test and may be prohibited from completing it.
- Do not use your browser's back and forward buttons while taking a test. Instead, use the Blackboard arrow keys to navigate.
- Do not click on the Submit button until you are either done or have run out of time.
- **Click Submit only once;** it may take a few moments to receive confirmation of successful submission.
- Note that fill-in-the-blank questions are case sensitive. Your instructor will review these types of questions and manually award points accordingly.
- If you are working at home on a dial-up connection, make sure your ISP time-out settings are set to the maximum allowed time.
- If you encounter issues during your test, contact your instructor first. The Owens Help Desk staff is not authorized to clear or change test attempts.