



# ONLINE TEST TAKING TIPS

There are a few tips and techniques that can assist you in ensuring a successful assessment submission process. As with any technology, problems can occur for a variety of reasons. Some of the most common issues are related to connection, end user navigation, and browser configuration.

Here are a few tips that can help ensure that assessments you take online are submitted successfully.

## BEFORE THE TEST

### TIME

- Schedule a time to take the test without interruption.
- Take the test within the allowed time block.
- Take note of the test's time limit.
- Once the test starts, the timer cannot be paused or stopped.

### CONNECTION

- Use a reliable and, if possible, fast Internet connection (DSL, cable, broadband).
- Use wireless network connections for tests with caution. If your wireless connection is interrupted, you may not be able to get back into the test to complete it.
- Wired connections are preferred since wireless connections can become interrupted by interference from other devices or due to the saturation of the wireless access point in a public area.

### WEB BROWSER

- Always use a supported browser like [Mozilla Firefox](#) or [Google Chrome](#).
- Resize your browser window before you start and keep it at that size for the entire exam.
- Turn off pop-up blockers in [Mozilla Firefox](#) or [Google Chrome](#).
- Only have one Blackboard [session](#) running at a time.
- Close all other web browser tabs.

### COMPUTER

- Quit all other applications (e.g., Word, iTunes, games, IM tools) unless otherwise directed by your instructor.
- If a laptop will be used for the online test, connect the power adapter.

### START TEST

- Click "Begin" to start the test. Wait for the page to load completely before starting.



## DURING A TEST

### BROWSER AND MOUSE

- Do not use the "Back" and "Forward" buttons in your web browser.
- Use only the navigation links and buttons displayed on the test page.
- Do not [refresh](#) the page nor use keyboard shortcuts (e.g., Alt-Tab-Command, Command-Tab, arrows).
- Do not use the scroll wheel on the mouse.
- Keep your browser window active. Clicking "Save Answer" is considered activity. Typing in a text box or selecting an answer is not considered activity.
- Do not double click during your assessment. Click once to launch the assessment, click once to navigate to the next question, click once to save the assessment, etc. If after waiting for a few seconds nothing happens you can try to click again on the button.

### SAVE AND SUBMIT TEST

- SAVE early, SAVE often.
- Be sure to save your answers every 5-10 minutes. As you progress through the assessment continue to save your test. This is extremely important for tests longer than 30 minutes.
- At the end of an exam, check your answers and click the "Save and Submit" button once. Only "Save and Submit" will send the completed exam to the instructor. Do not double click. Do not press the "Enter" key. Wait until you see a confirmation.
- If you do not see a submission confirmation message, go to the page where you started the test and click the test link again. Blackboard should display a message that the exam is completed. If not, contact your instructor immediately.

## ONLINE TEST ISSUES

### CONTACT INSTRUCTOR FIRST

- If you lose power, your browser quits, you lose Internet connectivity, or experience any other technical issue, contact your instructor immediately and explain in detail what happened. The instructor will decide how to handle your issues and contact CSUDH Blackboard Support if necessary.
- If you are locked out of an online test, please contact your instructor, or follow instructions given by your instructor.
- CSUDH IT Help Desk and Blackboard Support cannot unlock nor reset tests for students.