Tips for Taking Tests and Quizzes in Blackboard

Begin: Midterm

1. Instructions
   - Timed Test
   - Timer Setting
   - Force Completion

Click Begin to start: Midterm. Click Cancel to go. You will be previewing this assessment and your

Understand how your test is set up.

Your instructor can set up your test in a variety of ways. Make sure that you know:

• When and for how long is the test available to you?
• Is the test timed? How long do you have to take the test?
• Do you have to take the test in one sitting or can you save and come back later?
• Is the test open or closed book?

Ask your instructor if you are not sure.

Make sure that you have a strong Internet connection.

Interruptions in your connection can cause you to be locked out of your Blackboard tests. Whenever possible, connect via a wired connection instead of wireless:

• Connect your Ethernet cord directly from your modem to your computer, especially for long tests.
• If you have a weak connection at home, try connecting from Connelly library or your local library.

Close all of your unneeded applications and windows.

They can put unnecessary strain on your computer and can possibly slow down or even freeze your test.

Log out and then log back into the Portal/Blackboard before beginning your test.

This will help make sure that your access does not timeout while you are taking your test.

Contact the Helpdesk.

If you are unsure about how to complete these steps before an important test, contact the Helpdesk!

215.951.1788
helpdesk@lasalle.edu

It’s best to plan ahead. Contact the Helpdesk 24-48 hours before your test begins.
What If Something Goes Wrong During a Test or Quiz in Blackboard?

It is up to your instructor to determine how your test is set up and whether you will be allowed to retake all or portions of a test if any technical issues occur. The following tips will help you communicate what happened.

**Take screenshots of errors or issues that occur while taking a test.**

This will provide proof for your instructor and can help them to research the cause.

- **On a Windows PC:** Look for the Print Screen (or PrtScn) button on your keyboard. This will copy an image of your screen that you can paste in a Word or PowerPoint document.

- **On a Mac:** Press the Command, Shift, and 3 keys on your keyboard at the same time. The screenshot will be saved as a PNG file on your desktop.

You should also note when the issue occurred, what question you were on, and what you were doing at the time.

**Try to get back into the test.**

Some tests and quizzes are set up so that you can re-enter and continue your saved progress.

**Contact both your instructor and the Helpdesk as soon as possible.**

Your instructor is the only one that can allow you to retake or resume a test once you have been locked out. Provide screenshots and any relevant details that will allow him or her to verify the error.

The Helpdesk cannot reset your test, but they can help troubleshoot any problems so that this doesn’t happen in the future:

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