Testing Best Practices for Students in Blackboard Learn

Before Taking an On-line Test:

1. **Use only supported browser versions** when taking on-line tests.

2. Before starting an on-line test, **close all other software programs on your computer**, including the browser that you plan to use to take the test. Re-start your browser and log in first to Blackboard without logging into any other sites. This will help identify your test session in the system logs if you encounter technical issues.

3. **Disable all pop-up blockers**. The steps for this will vary among browsers. If you have questions, call the IT Helpdesk check your computer and browser settings for pop-up blockers.

4. **Whenever possible, use a hardwired connection** rather than your wireless connection to the Internet to take an online test. Make sure that when you connect your network cable to your computer you also disable the wireless receiver so that it does not override or interfere with the wired connection.

5. If your computer is connected to the Internet through an **ISP cable modem that is shared among a number of users** (such as at an apartment complex), you will likely experience problems with on-line tests. Questions may be slow to display and your connection may be lost briefly, which will cut off your test session. You should try to find a computer for your on-line tests that is on a more stable connection.

6. Make sure you **do <u>not</u> have more than one browser window opened to Blackboard**; this can cause problems submitting your exam.

7. Make sure your **computer is up-to-date on Windows patches and that it is virus and spyware free**. If you are not sure of the reliability of your PC or are having problems, use a campus lab computer.

8. **Clear the cache on your computer** before starting a test to mitigate potential problems. See below.

Clearing your Browser Cache

*Internet Explorer

1. Click the **Tools** menu.

2. Then select **Internet Options**.

3. On the **General** tab in the **Browsing History** area, click **Delete**.

4. Select all of the checkboxes.

5. Then click **Delete**.

6. Click the **Content** tab.

7. In the **Certificates** area, click **Clear SSL State**.

8. Then click **OK**.

*Mozilla Firefox

1. Click the **Tools** menu.

2. Select **Clear Recent History**.

   Note: On a MAC computer, the option will be **Clear Private Data**.

3. Then select all of the checkboxes in the **Details** area.

4. Then click **Clear Now**.

*Safari

1. Click the **Safari** menu.

2. Then select **Reset Safari**.

3. Select the **Empty Cache** checkbox.

4. Then click **Reset**.

*Google Chrome

1. Click the **wrench icon** on the browser toolbar.
2. Select **Tools.**
3. Select **Clear browsing data**.
4. In the dialog that appears, select the checkboxes for the types of information that you want to remove.
5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
6. Click **Clear browsing data**.

*These steps may vary depending of the version of the browser.