

## Bb Test Taking Tips

### *How to best avoid assessment locks.*

**If you experience Bb assessment lock outs when taking Bb exams, here are a few suggestions to help cut down on them. If the assessment does lock, you must contact your instructor to have it unlocked, if the assessment does not allow multiple attempts.**

- Do not wait until the last minute to take exams; if you experience technical problems they will take time to be resolved.
- Do a Browser Test before taking the assessment (Click on the Downloads & Help tab within Bb and click on the Test Browser button).
- Use a wired connection if possible.
- Firefox is the browser of choice when taking a Bb assessment.
- Single click instead of double click on the arrow for Next Question, Save and Submit.
- Do not resize the screen, click the REFRESH or BACK arrow on your browser screen while taking an assessment. Use the assessment features to move around in the assessment.
- Avoid hitting Return/Enter. This may cause an inability to advance
- If you are using AOL to access the Internet, once the connection is made, minimize the AOL window and use a different browser (Firefox is recommended).
- Only have one Blackboard session running at a time and, when taking a test, try closing out all other programs, browsers, activities, especially instant message applications like AIM, Yahoo! Messenger, as well as email notifications. This will help with slowness.
- Ideally, turn off popup blockers for tests, but if you choose to keep popups blocked, at least make Blackboard (<https://blackboard.vcu.edu>) an Allowed (or Trusted) Site.
- Keep your browser window active. Typing or clicking answers is not considered activity; clicking the Save button does keep the server active.
- Do not attempt to print an exam.
- Wait for questions to load – After you single-click to begin a test where all questions appear on one page, let all the questions load.
- If the exam is presented one question at a time, be sure to click save before going to the next question.
- Type answers to essay questions in word processor then copy and paste the answers into Blackboard (that is, into the text fields provided for each essay question). This way, you have a copy of your answers just in case you lose your Internet connection and need to re-take the exam.
- Once you have entered the exam do not leave until finished. Do not click outside of the exam area. For example, do not click on any Blackboard menus such as Assignments, Course Documents, Announcements, etc. Do not attempt to access other web pages or files during exam -- this may cause exam to fail.
- At the end of an exam, be sure to select Submit and not Save. Only Submit will send the completed exam to the instructor. Click Submit only ONCE. Do Not Double Click.
- When you receive your confirmation; it is always a good idea to print (or do a Print Screen) and save your results so that you have a record of your attempt.
- If you are locked out of a Bb Assessment, please contact your instructor, or follow instructions given by your instructor.

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***Need More Help?***

Call the Help Desk at (804) 828-2227, email [help@vcu.edu](mailto:help@vcu.edu), visit the website at [www.ts.vcu.edu/helpdesk](http://www.ts.vcu.edu/helpdesk) or visit the Blackboard FAQ at <http://faq.vcu.edu/ts/>