TIPS FOR TAKING A TEST
WHAT TO DO BEFORE YOU START THE TEST

- Make sure you have a stable internet connection. A wired connection is usually more reliable than a wireless connection. **Also, please note that Chrome is the recommended browser to use.**
- **Clear your browser cache and temporary internet files**. Clear Cache Page.
- **Reboot your computer.**
- Start your test as soon as you can. If your instructor makes a test available for three days, plan to take the test early on the first day. If you have an issue, you will have time to contact technical support and your instructor.
- Read the test description, all of the instructions, and have your materials ready before beginning the test. Note if there is a time limit on the test.
- Do not refresh the page, close the window, or use the browser's back button while taking a test (only use the test navigation buttons in Blackboard.)

WHAT TO DO WHILE TAKING THE TEST

- Navigate to where the test is located and click on the test name.
- Read the instructions. Press Begin to start the test. If prompted for a password make sure you use the correct upper- and lower-case letters click Submit to begin the test.
- If the test is timed, your time remaining will appear at the top of your screen. Your time does not stop if you close the test.
- Each question will display how many points it is worth.
- Commonly used questions in Blackboard are: short answer, fill in the blank, multiple choice, and matching.
- As you take the test, the questions you answer are automatically saved. The question completion status section displays a saved icon for each question you have answered
- When you're finished with the test select Save and Submit.
- After submitting you will see a screen confirming your test has been submitted. Press OK at the bottom of the screen. Most tests will not display the results until the after the due date.
- **If you have an error or issue saving a question, Blackboard gives an error or the timer stops working; log out of Blackboard close your browser, log back into Blackboard return to the course and the test. Blackboard will have saved as much work as was done before the issue occurred. You will not be able to continue if the allotted time has expired.**

WHAT TO DO IF YOU HAVE A PROBLEM WHILE TAKING THE TEST

- Please contact your instructor immediately. Describe the problem briefly and take a screenshot of the screen.
- Please call GVSU's general Helpdesk number: (616) 331-2101, or toll free (855) 435-7488. Inform them what device you are using (Mac, Windows, mobile device), what web browser you are using, and the exact wording of any error message. You may be asked to send the screenshot to the Help Desk.