Technical Tips for Students Taking Online Exams

- **Avoid wireless** internet. Wireless can be intermittent or sporadic.
- When answering an essay question, **click the Save button** every 10 to 15 minutes to keep the connection to Blackboard active.
- **Do not click** any buttons on your browser, especially **the Back button**.
- Refresh, minimizing or maximizing can affect resolution-specific questions like math equations.
- **Do not double-click** on Save or Submit buttons.
- **Do not use the mouse scroll-wheel**. This may inadvertently change your choices in multiple choice questions. At the end of an exam, be sure to select Save and Submit or Submit.
- Know what to do if something goes wrong during the test. If you can still access the test, **try a different browser**. Document any problems you have or any error messages you receive by taking a screenshot or a cell phone photo of your screen.
- **Contact Blackboard Courses Support** at courses@gmu.edu or (703) 993-8870 if there are technical issues accessing or during the online exam. Please note that Courses Support cannot reset a test for a student; resetting an online test must be done by instructor.
- **Immediately email your instructor** with a brief explanation of the problem you are experiencing so they have a record of when the problem occurred. Include screenshots, if possible.
- If a student gets locked out of the test or has missed the test deadline, it is the instructor's decision whether to let student attempt the test again. The Support Center or Blackboard Support cannot reset a test for student.

Please click here for additional tips for students taking a test online.

Video tutorial: Test Overview in the Original Course View