

Q: I was taking a test and lost my internet connection. I tried refreshing the screen but now I get a message saying that "*The assessment contains no questions; it cannot be taken.*" What can I do to get back into my test?

A: The message you saw happens when you lose your internet connection or your connection to Blackboard's assessment module while taking the exam. Simply refreshing the screen will not get you back into the test; in fact, you should NEVER use any of your browser buttons (forward arrow, back arrow, or refresh) while taking an assessment because if you do you will get booted out of the test.

If you lose your connection or get a timeout message you should log out of Blackboard entirely and close all windows. Then log back into Blackboard and click on the quiz link again. The quiz should start up again where you left off. If you get the same message again, then do the following:

In Internet Explorer:

1. Exit Blackboard and close all windows and programs running (including Internet Explorer).
2. Open up Internet Explorer again, click on Tools > Internet Options.
3. Under Temporary Internet Files click on the button for Delete Cookies and say "yes" at the prompt.
4. Under Temporary Internet Files also click on the button for Delete Files and tick the box to "delete all offline content", then say "yes" at the prompt.
5. Browse to the Blackboard login page (<http://troy.blackboard.com>) and log into Blackboard again.
6. Go to the assignments folder and click on the test link again for the quiz or test you were working on. You should be able to get back into the quiz now where you stopped.

In Firefox:

1. Exit Blackboard and close all windows and programs running (including Firefox).
2. Open up Firefox again, click on Tools > Options > Privacy.
3. Under Cookies, click "Show Cookies" and then push the button to "Remove All Cookies"
4. Under Private Data, click "Clear Now", then click "ok"
5. Browse to the Blackboard login page (<http://troy.blackboard.com>) and log into Blackboard again.
6. Go to the assignments folder and click on the test link again for the quiz or test you were working on. You should be able to get back into the quiz now where you stopped.

Note that the timer in Blackboard continues to run whether you are logged in or not, or whether you are actively working on an exam. The timer starts the minute you click on the test link and runs until you click submit, so exiting the test or Blackboard will not stop the timer. Therefore, if you have difficulty while taking an exam you must immediately try to get back into the test. Do not wait hours and then go back as you will go over time.

Q. I get a popup message at every single question asking me if I want the program to **access the clipboard. How can I get rid of that? It takes time away from my exam to answer it repeatedly.**

A. This isn't Blackboard's fault, but a security feature that Internet Explorer instituted. The default behavior is to prompt you every time your clipboard is accessed which causes the annoying popup message you see. You can permanently set access to allow Blackboard to function as it needs to without compromising your computer's security. Do the following steps to remove the prompt:

1. Go to Tools -> Internet Options.
2. Go to the Security tab.
3. First, set Blackboard up as a Trusted Site:
 - a. Select "Trusted sites" and click on the "sites" button.

- b. Click "add" and insert: <http://troy.blackboard.com> in the box. Make sure the "require server verification box is unchecked.
 - c. Click close to exit.
4. Select "Trusted Site" zone, then click on "Custom level" button.
5. Scroll down to "Scripting" section (at the bottom).
6. This step varies based on if you have Internet Explorer 7 (IE7) or Internet Explorer 6 (IE6):
 - a. IE7: Under "Allow Programmatic clipboard access" option, check or select (tick) Enable.
 - b. IE6: Under "Allow Paste Operations via script" option, check or select (tick) Enable.
7. This step varies depending on which version of Internet Explorer you have on your computer:
 - a. IE7 only: Click Ok twice to exit from Internet Options
 - b. IE6 only: Click Ok three times to exit from Internet Options

Important: Close all open instances of Internet Explorer to allow the new Security Settings to take effect, then reopen your browser and log back into Blackboard.

NOTE: If you use the latest version of Firefox, you may also get a security warning about allowing clipboard access during the test. If you do, click "allow access" and also check the box to "remember this decision"; the security prompt will not appear again.

Q. Help! My test appears to be stuck, I can't see my diagram, or I can't submit my answer without getting an error message that the page cannot be found.

A. You have several options:

1. First, try to scroll backward to the last question. Resubmit your answer to that one and then scroll forward again.
2. If the going backward to the last question doesn't work, follow the steps in the FAQ above.
3. If none of the above steps work, then contact your instructor immediately.

Q. I can't see the timer (or one-minute warning popup) on my tests. Where did it go?

A. The timer can disappear for a variety of reasons – popup blockers, security settings in your browser which keep scripts from operating properly, firewall settings, etc. First, you should always be running Blackboard with all popup blockers disabled, or at least have Blackboard set as a safe site. If you have that already done, then double-check to ensure that the status bar is turned on as that is required in order to see the test timer. The method varies depending on the browser you are using:

1. Firefox for Windows: Go to Tools > Options > Content > Enable JavaScript > Advanced > check *Allow scripts to change status bar text*.
2. Internet Explorer 7 for Windows:
 - a. First, make sure that Status Bar is checked under View in the browser's menu bar.
 - b. Then go to Tools > Internet Options > Security Tab > [Select Internet Zone] > Custom Level > check Enable for *Allow Status Bar Updates via Script* (under the scripting section).
 - c. Note that if Blackboard is listed as a Trusted Site, you should make the above changes there, rather than "Internet Zone" as zone settings are independent of each other.
3. Firefox for Macintosh: Go to Preferences > Content > Enable JavaScript > Advanced and check *Change status bar text*.
4. Safari for Macintosh: Select Safari Menu > Preferences > Security > select *Enable Java and Enable JavaScript*.

Regardless, in the end you are responsible for timing your tests yourself. When you begin a test, note the time on your watch or clock and keep track of time on your own, or use a kitchen timer. The timer in Blackboard is nice to see but it isn't essential – the old-fashioned way of timing yourself works just fine and gives you an extra measure of safety in case the timer disappears somehow.

Q. I wish I could see all questions at once. How can I get back to questions I've already answered quickly? How can I tell if I've answered all questions before I submit them?

Blackboard provides a little menu with hyperlinks to every single question along with a notation as to whether an answer is saved next to each question number. When you first get into the test, you will see an menu just below the instructions entitled "Question Completion Status". You will also see a little "down" arrow in front of that. Click on the down arrow. Hyperlinks will appear for every single question on your exam.

When you finish a question in the one-at-a-time format, your answer is automatically saved once you hit the "arrow" key at the bottom of the test screen. You can also manually save any answer by clicking on the "save" button. When an answer is "saved", you will see a little diskette sign next to the question number in the question completion status menu. This indicates that an answer has been saved. Do not submit your test until you have answered all questions! Once the test is submitted there is no way to get back into it.

The double-arrow keys at the bottom of the testing window will take you quickly to the start or end of the exam, or you can simply click on the hyperlinks mentioned above to get to a particular question quickly. *Be very careful of the right-hand double arrow key however – if you click that and then go forward you will submit your exam. Prompts always come up telling you whether you have unanswered questions and asking if you really wish to submit your exam, but be very careful at the end of any exam to ensure you don't submit your test prematurely.*

Q. I want to verify that Blackboard has saved my grade after I have completed a quiz or exam. How can I tell if it has?

A. After you have submitted your quiz or exam, you should immediately check your gradebook. If a grade appears there, all is well. If there is an exclamation point, it means that the assessment must be graded by hand. This can occur if you went over time or if some questions must be graded manually. If you went over time, there may be a penalty involved or you may have to retake the assessment. All assessments must be completed by the due date (that is why it is called a due date). If there is a lock symbol, but you completed the exam, contact your professor immediately. If there is a lock symbol but you were kicked out of the exam, follow the instructions at the beginning of this file. If there is no symbol or grade, it means that you did not complete the assessment or submit it properly.

It is entirely your responsibility to ensure that you have a grade for any assessment that you take. No score = no test recorded = no credit.