

Troubleshooting Test Problems

Blackboard Learn



Online
Learning

Difficulties Accessing Test, Selecting Answers, or Submitting the Test

If a test is not responsive to your actions, or you are kicked out of a test session unexpectedly, review the following conditions and contact your instructor:

- Make sure you are using a Windows or Mac computer with supported web browser to take the test. If you are using SmarterProctoring, make sure that you are using the [latest updated version of Google Chrome](#) and that the SmarterProctoring Chrome extension is installed.
- [Disable unneeded third-party browser add-ons or extensions](#)
- Close any extra programs that might be running in the background of your [Windows](#) or [Mac](#) computer. Updates, antivirus scans, and streaming media may slow down your computer's responsiveness during test-taking.
- Make sure your connection to the Internet is strong and stable. We do not recommend using mobile devices, phones, or wireless (Wi-Fi) or satellite Internet to take tests! These technologies often cause technical problems due to weaker signal strength or dropped connectivity. To avoid problems when taking tests, we recommend using an Ethernet cable to connect a laptop or desktop PC to the Internet.

"Access Denied" Error Appears When Taking Test or Submitting Test

This error is known to occur when a student has double-clicked or clicked multiple buttons in succession anywhere within the test while the browser is processing the first click. This error can be prevented: use only single left button mouse clicks to navigate, save, and submit answers. Please be patient after clicking on a button for a response. Do not repeatedly click buttons! If you experience this error, try returning to the exam by clicking your browser's back button or try to access the test again to initiate a new attempt. If you cannot resume or begin a new attempt, please contact your instructor immediately!

The Gradebook Doesn't Confirm that My Test was Submitted

If you submitted your test, but your course's Gradebook area lists the test as not having been completed or still in progress, there may have been a problem with the submission process. Contact your instructor immediately! Only your instructor can clear your failed test attempt so that you can try again. After the test attempt has been cleared, be sure to [clear your browser's cache](#) before trying to take the test again.