

# Tips and Tricks for Successfully Taking Online Blackboard Quizzes

## Be sure your computer is ready

- Do the browser check to get information regarding supported browsers. ([Click here to test your browser.](#))
  - For Blackboard you need these things enabled:
    - Java / JavaScript enabled ([how to enable Java](#))
    - Cookies enabled ([how to enable cookies](#))
  - Supported Browsers
    - [Browser Compatibility](#)
- Turn off the browser pop-up blockers ([video tutorial for Turning off pop-up blockers in Firefox 2.0 and 3.0](#))
- Turn off all other running programs on the computer, such as instant messaging, email notification and other programs that might distract you
- Use a wired connection to the internet if it's possible because it's more reliable than a wireless connection
- Disable the Visual Text Box Editor: to do this, in your Blackboard course go to Course Tools -> Personal Information -> Set Visual Box Editor Options -> choose Unavailable and click "Submit" ([video tutorial](#))
- \*\*Note: Some browsers may have problems displaying the quiz that contains more than one essay question on one page.

## FAQ's

**Question:** "I'm trying to submit my quiz, but I don't see the submit button. I don't know if it's being covered by the elapsed time box or what."

**Answer:** Avoid using IE 8 as your browser. For info details:

[http://www.csuci.edu/ats/irs/tutorials/student-support/blackboard\\_quizError/quiz\\_error.htm](http://www.csuci.edu/ats/irs/tutorials/student-support/blackboard_quizError/quiz_error.htm)

**Question:** "I took the quiz and when I hit the 'submit' button a page came up that said, 'Connection interrupted.'"

**Answer:** Internet connection issues might include the following:

- ISP (Internet Service Provider) time-out restrictions: Most of the ISP would time the connection out after a certain amount of inactivity because working online quizzes, such as check the correct answers can't generate traffic back to internet connection for "activity."

Contact your ISP for more info. A workaround is to open a second window and click it every few minutes to keep your server from timing out.

- Modem connection interrupted by call-waiting. Find out how to disable call-waiting.