

## The following are recommendations each student should follow when taking exams on Blackboard:

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- 1) **DO NOT ACCESS BLACKBOARD OR YOUR EXAM FROM ANY LINKS IN CUNYFIRST or YOUR EMAIL.** When you have an exam to take on Blackboard, please log in to Blackboard using the specific process shown in the guide below:

[How to Log in to Blackboard](#)

Access your course from your My Courses list, and then enter the exam from **DIRECTLY WITHIN THE COURSE.**

- 2) **Please use the Mozilla Firefox web browser to take any exams or submit any assignments on Blackboard.** Web browsers like Safari, Internet Explorer, and Microsoft Edge are known to cause errors, especially Safari.
- 3) **Please install the Google Chrome browser as a backup web browser.** If you experience an issue while taking an exam using Firefox, then please switch to Chrome to continue the exam to help eliminate the issue.
- 4) **Make sure you have a strong connection to the internet from the laptop or desktop you are using to take the exam.** A hard wire connection is preferable over Wifi.
- 5) **Make sure to click "Save Answer" as you go along to ensure that your answers are recorded without issue.** If the issue occurs where an error message states: "Cannot Save answer / Contact System Administrator", or "Save Answer (Failed) please refresh your web browser and continue the exam. If the issue continues, please switch your web browser to the Google Chrome browser (or Firefox, if you were initially using Chrome) and re-enter the exam.
- 6) **Do not scroll down to the next question with your mouse wheel while taking the exam, as this may accidentally change your answer from the previous question.** Instead, please use the

scroll bar on the right side of the exam page by clicking with your mouse to scroll up and down through the exam. Review your answers before submitting your exam.

**7) If you refresh the exam web page, and you repeatedly are logged out of Blackboard and / or brought back to your Blackboard Home Page, please close the web browser you are using, and try logging into the exam again.** If the issue does continue, please switch from the Firefox web browser to the Google Chrome web browser and continue taking your exam.

**8) If you do experience any issues, take screenshots of the issue immediately with the computer, or even by your phone, that shows as much detail as possible (time, date, web browser, course name, and exam name) to show to your instructor.** Please contact your instructor with those as soon as possible.