

Best Practices for Online Testing in Canvas

For Students

Before Taking an Online Test:

1. Before starting an on-line test, **close all other software programs on your computer**, including the browser that you plan to use to take the test. Re-start your browser and log in first to Canvas without logging into any other Clemson sites. This will help identify your test session in the system logs if you encounter technical issues.
2. **Use only supported browser versions** when taking online tests. See the list of [Canvas LMS supported Internet browsers](#).
3. **Disable all pop-up blockers**. The steps for this will vary among browsers. If you have questions, ask the Support Center to look at your computer and browsers.
4. **Use a hardwired connection** rather than your wireless connection to the internet to take an online test. Make sure that when you connect your network cable to your computer you also disable the wireless receiver so that it does not override or interfere with the wired connection.
5. If your computer is connected to the Internet through an **internet service provider that is shared among a number of users** (such as at an apartment complex), you will likely experience problems with on-line tests. Questions may be slow to display and your connection may be lost briefly, which will cut off your test session. You should try to find a computer for your on-line tests that is on a more stable connection.
6. Make sure you **do not have more than one browser window opened to Canvas**; this can cause problems submitting your exam.
7. Make sure your **computer is up-to-date on Windows patches or Mac updates and that it is virus and spyware free**. If you are not sure of the reliability of your PC or are having problems, use a campus lab computer.
8. **It is recommended that you clear the cache on your computer** before starting a test to mitigate potential problems. The instructions found on this website will show you how to clear your cache in the most common internet browsers: <http://www.refreshyourcache.com/en/home/>

While You are Taking an Online Test:

1. **Make sure you are aware of your time while taking an on-line test**. If your instructor sets a time limit in Canvas, when you click open a test the clock will start and will not stop regardless of whether you save it and reopen later.
2. **Instructors may set a limit as to when an on-line test is available**, often referred to as the “test window”. The link to open or re-open your test is only visible during this window. Start early enough during the test window so that you can complete the test before the window expires.
3. **If you are disconnected from your test session** for any reason, you should close your browser, re-start the browser, and go back to the test in Canvas. If your instructor permits, you will be returned to the test question you were just viewing. If your instructor selects only one attempt for the exam, you cannot re-enter a test. In such a case you must contact your instructor first regarding this.