

Helpdesk Knowledge Base Article Topic ID 5301-1386

TEST CLOCK/TIMER BOX COVERS THE SAVE AND SUBMIT BUTTONS IN INTERNET EXPLORER 8 (IE 8)

The problem:

Users in Internet Explorer 8 are unable to save or submit their test due to the timer box covering the entire right hand side of the page so students are unable to access the save button. This happens because Internet Explorer 8 is not certified for our version of Blackboard. As a work around, Blackboard recommends running IE 8 in compatibility mode.

Please note:

- If you were taking a chapter quiz, contact your mentor to clear your attempt
- If you were taking a final exam, contact the Office of Test Administration at testing@tesc.edu to have your final exam reset
- Then complete the following instructions

Here's how to set the compatibility setting in IE 8:

1. Open IE 8
2. Login to <http://myEdison.tesc.edu>
3. On the IE 8 toolbar, select Tools, then Compatibility View Setting (Figure 1)
4. Click add to add tesc.edu to Websites you've added to Compatibility View (Figure 2)
5. Click close
6. Close all IE 8 windows and restart IE 8
7. Log in to <http://myEdison.tesc.edu>
8. Click the Compatibility Button on the IE 8 toolbar (Figure 3)
9. Continue and start your test

Figures 1, 2 & 3 are on the next pages.

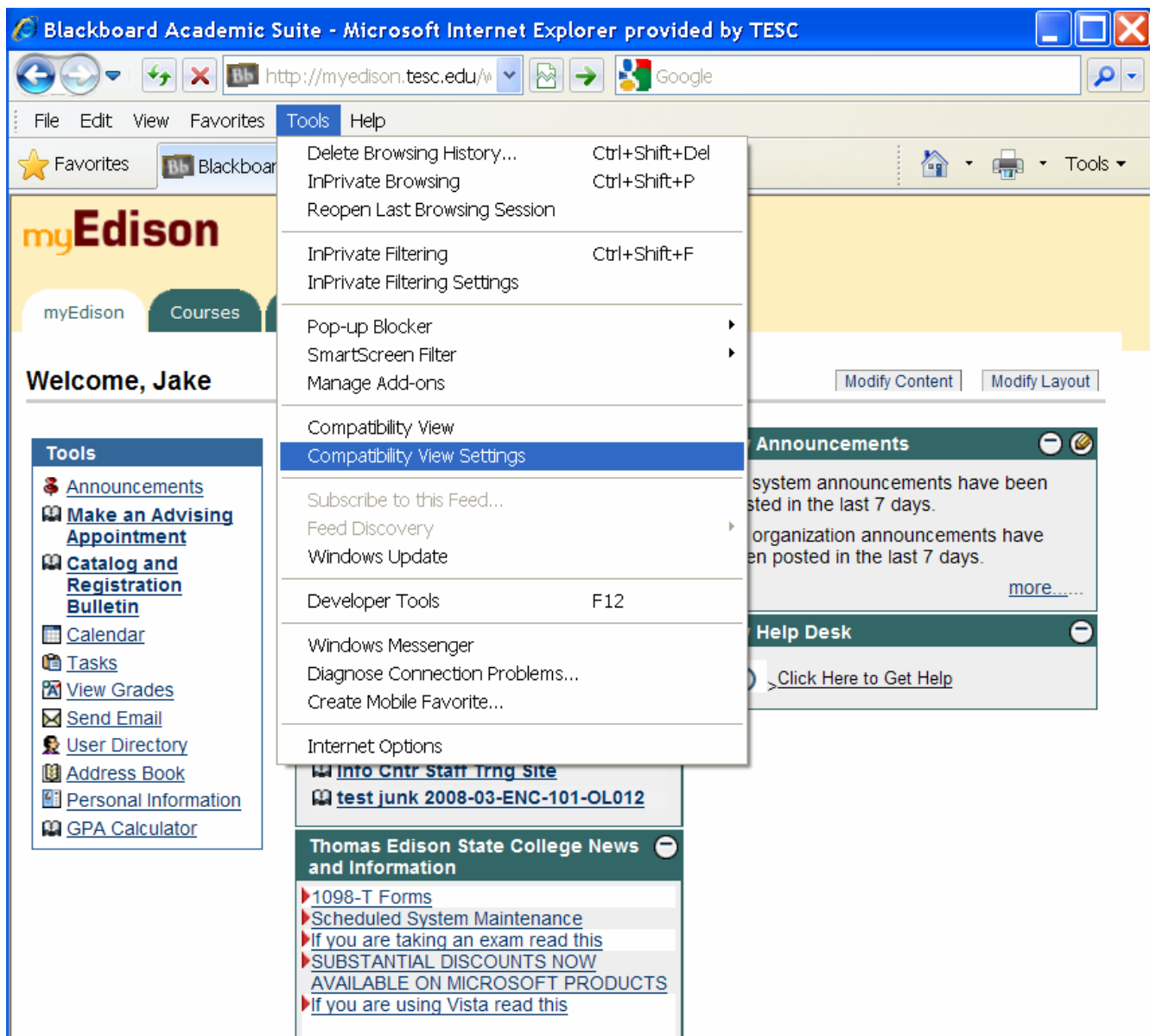


Figure 1

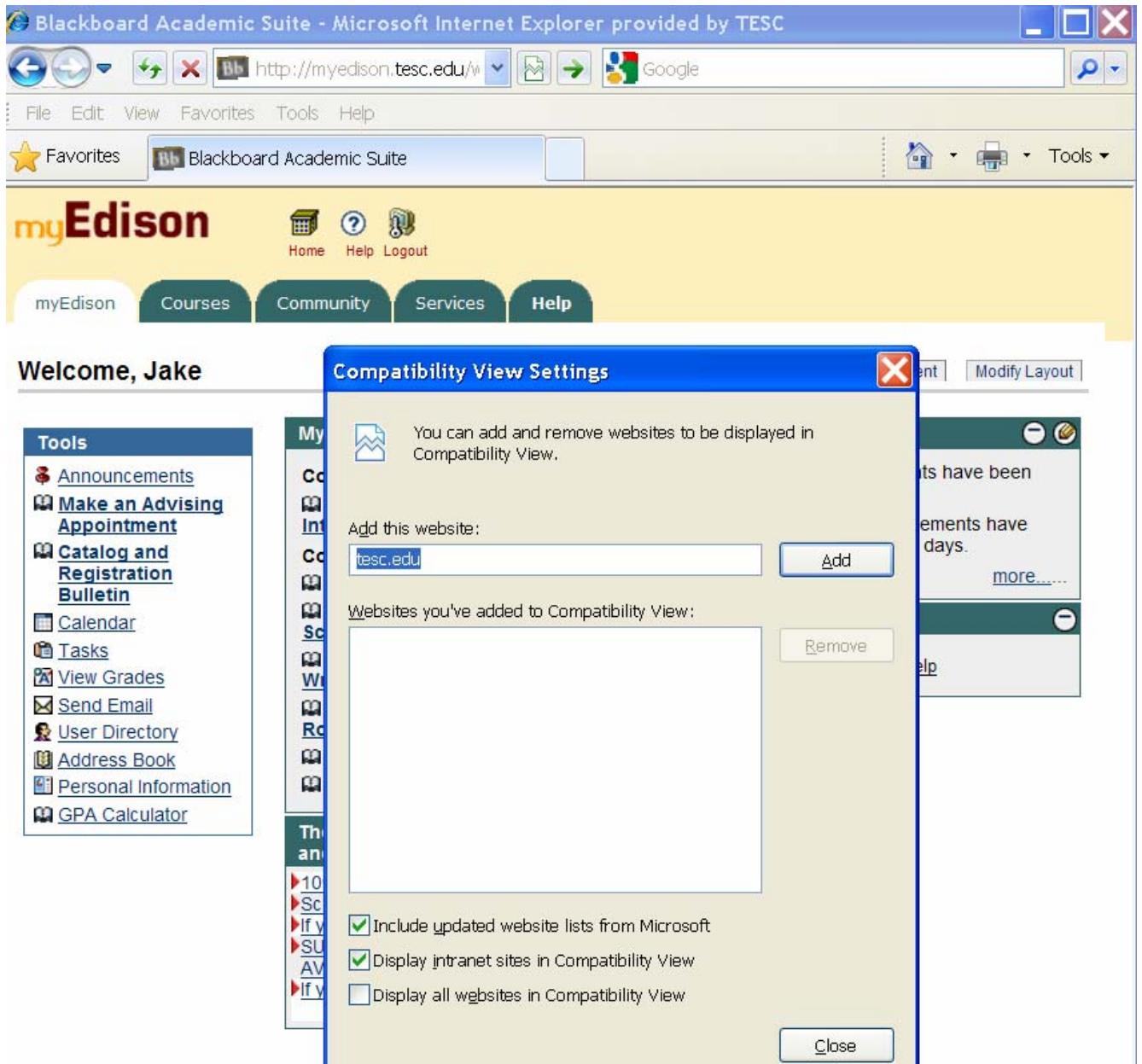


Figure 2

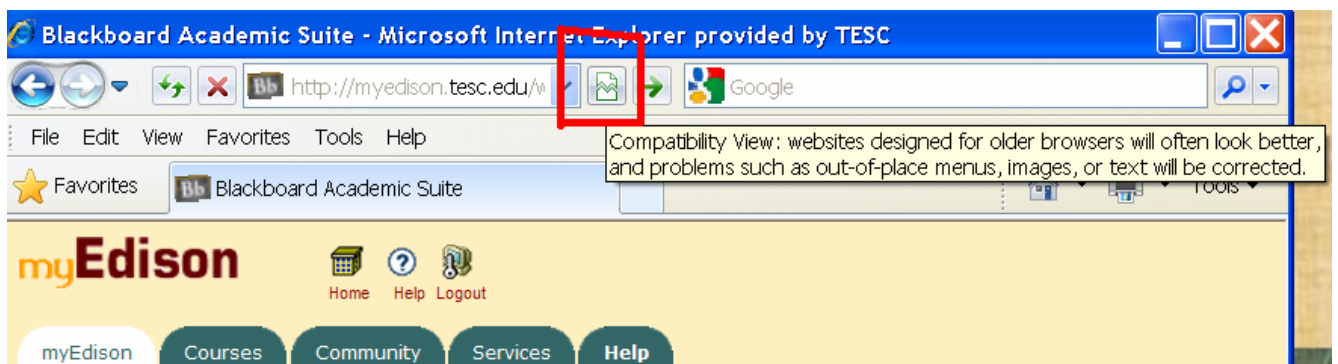


Figure 3