

Points to note for students regarding Blackboard assignment and test submissions

Last Modified on 08/04/2026 11:56 am HKT

Preparation

1. Read through the user guides:
 - Ultra Course View (Ultra)
 - **Blackboard Help Center: Assessments** (<https://help.anthology.com/blackboard/student/en/assessments.html>)
 - Integration between Blackboard and O365 (Insert Content > Cloud Storage > OneDrive) is NOT available. Please attach your file directly from your local device.
 - Original Course View (Original)
 - **Blackboard Help Center: Tests and Surveys** (<https://help.anthology.com/blackboard/student/en/original-course-view/tests-and-surveys.html>)
 - **Blackboard Help Center: Submit Assignments** (<https://help.anthology.com/blackboard/student/en/original-course-view/assignments/submit-assignments.html>)
2. Please **reserve ample time** for submitting assignment or test attempts to Blackboard.
3. It is advised to **update the browser and the operating system (OS) to the latest available versions** before accessing Blackboard (**Blackboard Help Center: Browser Support** (<https://help.anthology.com/blackboard/student/en/getting-started/supported-browsers.html>)).
4. Students should use a computer and the web version of Blackboard (<https://blackboard.cuhk.edu.hk>) (**instead of Blackboard App**) to complete Blackboard assignments or tests.
5. Students should ensure they have accessed to a **stable network** before submitting assignment or test attempts on Blackboard. If needed, students in Mainland China can register for **CUHK VPN Add-On Service** (<https://help.edtech.cuhk.edu.hk/docs/pilot-cuhk-vpn-add-on-service>).
6. **2FA (DUO Two Factor Authentication)** (<https://www.itsc.cuhk.edu.hk/all-it/information-security/two-factor-authentication-2fa/>) is required for accessing Blackboard. Avoid changing your phone right before the assessment. Ensure that you have successfully enrolled your account and registered your device in DUO. Additionally, please check and attempt to sign on to Blackboard before the assessment.
7. Students can practice submitting assessments in the **Blackboard Learn Exam Trial Course** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial>).
8. If you are required to use **Respondus Lockdown Browser (LDB)** (<https://help.edtech.cuhk.edu.hk/docs/using-respondus-lockdown-browser-and-a-webcam-for-online-exams-for-cuhk-students>), please **check and update LDB to the latest version** (<https://support.respondus.com/hc/en-us/articles/4409607243035-How-to-update-LockDown-Browser>) and perform **self-practice** (<https://help.edtech.cuhk.edu.hk/docs/blackboard-learn-exam-trial>) **after updating it**.
 - If you are unable to activate your camera or microphone, you may try temporarily turning off your anti-virus software (such as Kaspersky) and accessing the test again via LockDown Browser. More troubleshooting tips are available from **Respondus Support: Spinning Wheel During Webcam Check** (<https://support.respondus.com/hc/en-us/articles/4409595685019-Spinning-Wheel-During-Webcam-Check>).

During Assessments

1. **Avoid accessing the same assessment from multiple browser sessions at the same time**, as this may affect file uploads.
2. Students should **avoid refreshing the page / closing window / clicking the 'Go back' button in the browser** while taking Blackboard tests. (See **Tips for taking a test (Original)** (<https://help.anthology.com/blackboard/student/en/original-course-view/tests-and-surveys.html#tips-for-taking-a-test>), **Tips for taking a test (Ultra)** (<https://help.anthology.com/blackboard/student/en/assessments/prepare-for-an-assessment.html#id69844>)).

Questions: elarning@cuhk.edu.hk

Copyright © 2020 The Chinese University of Hong Kong. All rights reserved.

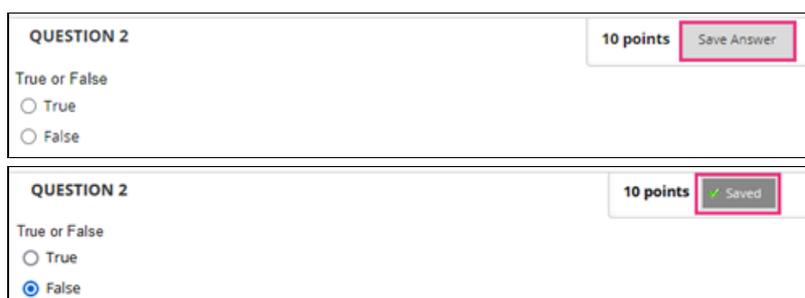
3. Please check regularly to see if the answers are automatically saved while taking the test on Blackboard.

o **Ultra:**

- Every time an answer has been auto saved, you will see a Last saved notification at the bottom of the assessment.
- **YouTube Video: Test Taking and Submission** (https://www.youtube.com/watch?v=Kkuldu3rrE0&list=PLontYaReEU1vndBOA5qA-u_Gwyh9xk8U3&index=24)
- **Blackboard Help Center: Submit an Assessment**
(<https://help.anthology.com/blackboard/student/en/assessments/submit-an-assessment.html>)

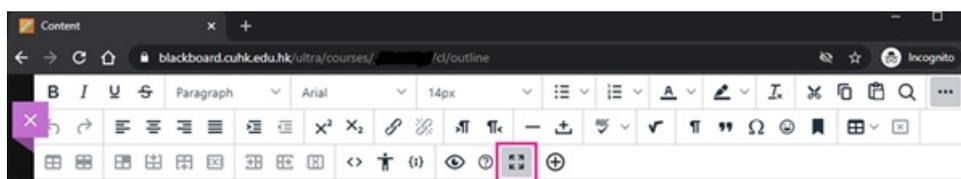
o **Original:**

4.



For question types using the editor (e.g., Essay): If the editor window is expanded, the “Save Answer/Saved” button will be hidden. Please click the button as below to escape the Fullscreen view and check if your answers are saved.

o **Original:**



5. To prevent session timeout, **avoid leaving Blackboard idle for a long period of time before submitting attempts.**

6. For long answers, if feasible, students could consider **saving their answers on their computers (as a backup) before uploading them to Blackboard.** This prevents the loss of answers due to session timeout or disconnection.

7. If students encounter any issues when submitting attempts on Blackboard, they should **report them to their instructors and/or TA immediately.**

After Submissions

1. Students should **make sure they have submitted their assignment or test attempts to Blackboard successfully.**

o **Assignment and Test (Ultra):** See **Blackboard Help Center: Submit an Assessment**

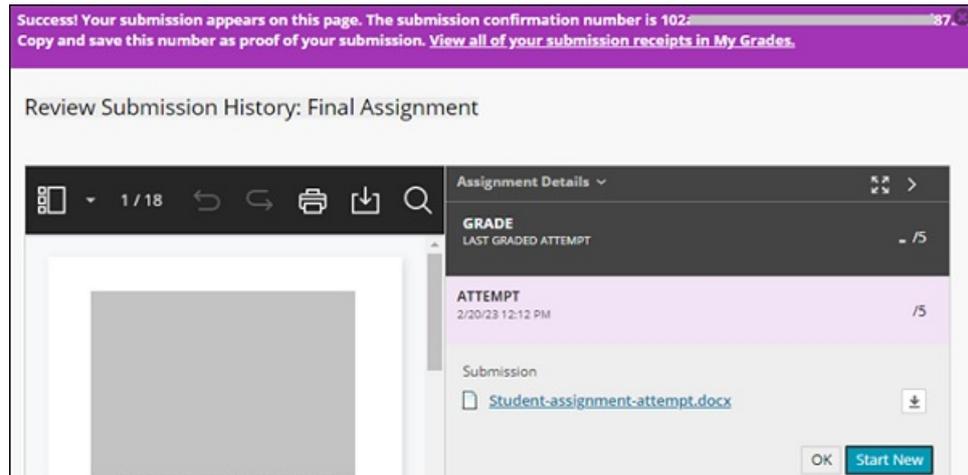
(<https://help.anthology.com/blackboard/student/en/assessments/submit-an-assessment.html>)

- Students will see and receive an email copy of the submission receipt after a successful submission. Please **check the details, including the "Submission size", in the email and the submission receipt.** Students should keep the email and the submission receipt as a record. In case you cannot receive the email, you should check if the submission is successful on Blackboard.
- Depending on the assessment settings and visibility, you could review your submissions by navigating to the respective assessment.

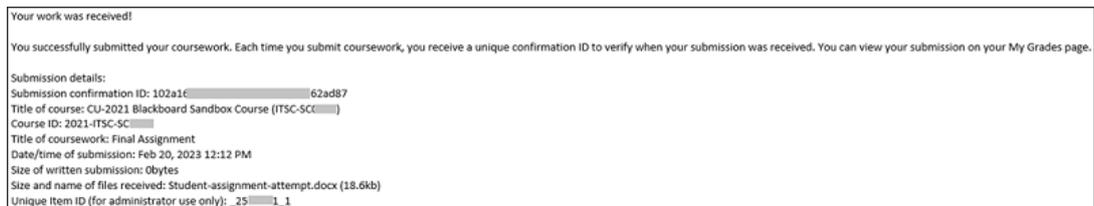
o **Assignment (Original): confirmation number and submission receipt**

- Students will see a success message with a **confirmation number** after a successful submission. Please consider taking a screenshot and/or copy the information for the record. You could also

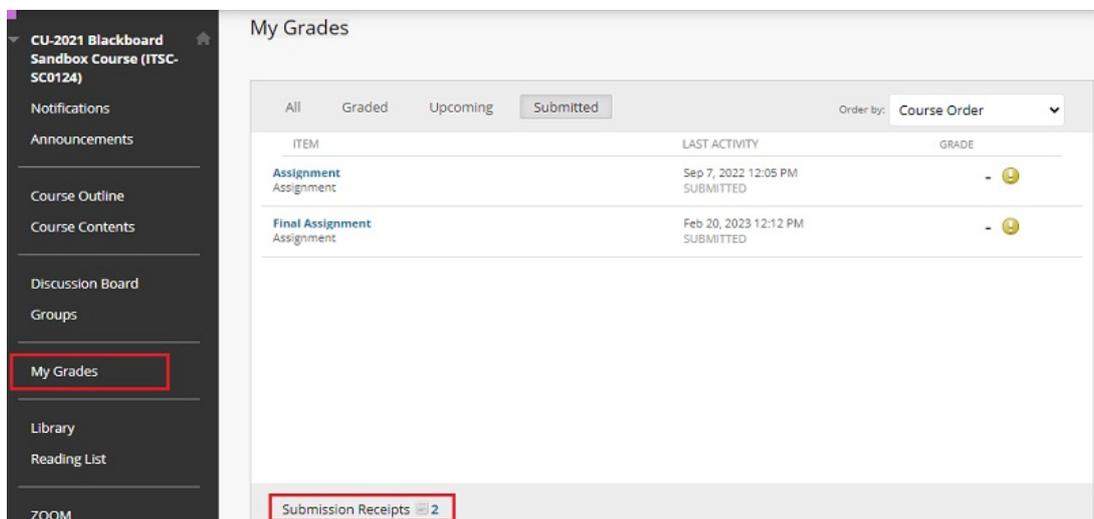
check the submitted file by clicking the file name under 'Submission', and/or click the 'arrow down' button to download the file.



- Students will also receive an email copy of the submission receipt after a successful submission. Please check the details, including the "Submission size", in the email and the submission receipt. Students should keep the email as a record. In case you cannot receive the email, you should check if the submission is successful on Blackboard.



- Students can check the submission receipt under 'My Grades' > 'Submitted' if it is set to be shown to students.



- Test (Original): "Test saved and submitted"
 - After submitting a test, please make sure you can see the success message: "Test saved and submitted".

Test saved and submitted.

Student: [REDACTED]

Test: Exam Trial (simple auto grading - timer - auto submit)

Course: CU-ITSC-EXAM-TRIAL (ITSC-EXAM-TRIAL)

Started: 11/22/23 12:24 PM

Submitted: 11/22/23 12:25 PM

Time Used: 1 minute out of 2 minutes

Click **OK** to review results.

Wednesday, November 22, 2023 12:25:30 PM HKT

Please contact us at ITSC Service Desk (<https://servicedesk.itsc.cuhk.edu.hk>) or elearning@cuhk.edu.hk () if you have questions.
