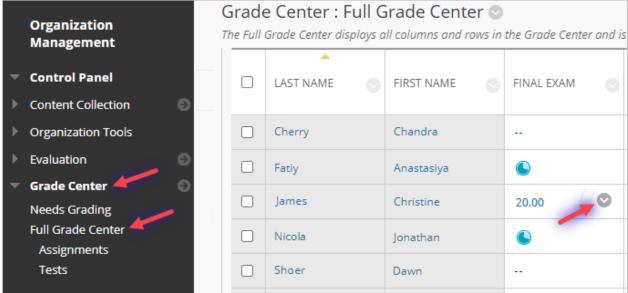# Check Exam Logs on Blackboard

Get the following information from the student:
- What time was the test taken;
- What was the last question the student answered and saved;
- Description of the problem.

1. Go to the **Full Grade Center** area in the course.
2. Hover over the exam grade/in-progress icon in question and click on the drop-down arrow next to the grade/in-progress icon.

3. Click on the attempt you would like to review.

Note: Usually, the attempt will be in the *In Progress* state, but we've seen cases where the *In Progress* icon is not there.

4. Click on **Test Information** section heading to expand test information details.

5. Click the **Access Log** button. Do not clear the test attempt on this screen!

Note: *Started and Submitted dates in the Test Information may display as the same time and date. This is a known issue with Blackboard.*

6. The access log will show the last question the student was able to answer (as stated in the requested information from the student to investigate this matter)

7. Exit out of the Access Log and scroll down to the test question details on the student's attempt to confirm the last question the student answered and saved. The rest of the questions should say **Selected Answer [None Given]**.
8. Click **Exit** button at the bottom of the screen to close the test record.

Once you have confirmed that the student actually had a technical issue, use the **Ignore Attempt** feature to allow the student to retake the exam. **Ignore Attempt** is recommended so that the full history of the grade, including initial student responses, is retained, but the student is able to retake the test.

1. Return to the **Full Grade Center** area.
2. In the cell representing the test attempt, click on the gray drop-down arrow to open the drop-down Options menu.

3. From the Options menu, click **View Grade Details**.

4. On the Grade Details screen, click the **Ignore Attempt** button.

Note: Please contact your campus Blackboard team if you want to confirm a Blackboard issue during the reported time.