

25. I am taking a quiz/assessment and my answers are not being saved in the Question Status area - there is an explanation mark ! displayed instead of a checkmark. I have clicked the Save Answer button.

1. If you have answered any questions that were not saved, write the answers on a piece of paper or take a screen shot of the answers.
2. Close the quiz/assessment window by clicking on the x (**Close** button).
3. Log out of Blackboard Vista.
4. Close the browser.
5. Open the browser.
6. Clean your cache - cookies, temporary internet files and history.
7. Log back into Blackboard Vista.
8. Click the course link.
9. Access the **Assessment** tool.
10. Click the link for the quiz/assessment.
11. Click **Continue Assessment**.
12. For a question that an answer has not been saved, select an answer and click **Save Answer**.

If you need additional help, please contact the WNMU Help Desk at helpdesk@wnmu.edu or 575.574.4357.