Top Hat Test FAQs for Students

General Recommendations:

1) You **MUST** be enrolled in your professor's Top Hat course before the test is started.
2) Ensure your devices are set up to **NOT** go to **SLEEP** during the test.
3) **TURN OFF** wifi on all other devices except the one you are using for your test.
4) If you are using Firefox on your computer, make sure "Hide History" is **NOT** on.
5) If you do not remember your username and password for Top Hat then we strongly recommend bringing this to class or resetting it at home in advance of the test.

Q: What do I need to take a Top Hat test?

A: To access your Top Hat test, you will need a phone or a computer with Internet access. Be sure to come with a fully charged device to the class and bring along your charger.

Q: While accessing my Top Hat test from my phone, I was directed out of the app to my phone browser. Is that normal?

A: Yes, this is expected. If you are using your phone in class, you will be writing your test on your mobile browser and not in the Top Hat app. The browser will prompt you to sign into your Top Hat account which is why we recommend that you come to class knowing your login and password.

Q: Where do I find the test join code?

A: You will have access to the code as soon as your professor makes it available to you in class at the time of the test, but no earlier or in advance of the test.

Q: I have been locked out of my test. What do I do?

A: If you depart your full screen view for the test, Top Hat will automatically lock you out of the test. To get access back to your test, please speak to your professor - it is at their discretion if they would like to reinstate access. To avoid getting locked out, please do not depart from the full screen test view for the duration of the test.

Q: My professor unlocked me but I still don't have access to the test. What might be happening?

A: If you are not automatically not given access to your test after being unlocked by your professor, we recommend refreshing your page. Your previously "submitted" answers will be saved.

Q: How do I submit my test?

A: To answer individual questions, you will have to click "Submit" for each question. The final step to submitting your test is to click "Hand In" top right of the page, at which point you may depart the full screen view.

Always contact Top Hat Support with your Questions!

support@tophat.com or 1-888-663-5491