



# Top Hat Test Troubleshooting Tips & Tricks

## General Recommendations:

- All students **MUST** be enrolled in your Top Hat course before the test. You can confirm this in the [student manager](#) in your course.
- Students writing the test on their phones will be prompted to log in to their Top Hat account on the mobile browser. As a result, students should come to class with their Top Hat **username & password**.
- If students are using Top Hat in Firefox on their computer, make sure “Hide History” is **NOT** turned on.

## Q: What if my students' phones or computers die during the test?

A: It is important to set expectations that students need to have fully charged phones/computers during the test. It is also encouraged that the students bring their chargers/portable batteries to class on the test day. However, if a student's phone dies, any questions they have already “submitted” will be saved so no progress will be lost.

## Q: What if the internet connection is interrupted during the test?

A: The auto-retry feature in Top Hat will keep attempting to submit students' answers online until they are ultimately submitted. Additionally, Top Hat loads the entire test for the students when they first access the test, instead of loading one question at a time. As a result, intermittent losses in signal/wifi will not stop the students from reading the questions or submitting their responses.

## Q: What should features/media should I include in my test?

A: Professors should NOT embed youtube videos, or add discussions, response timer, hints & explanations & audio for their tests as these features are currently not available. Students will NOT be able to access the test if these features are included in the test.

## Q: One of my students cannot see the test. What might be happening?

A: It is important that all of your students enrol in your Top Hat course **before** the test is started. If the professor starts a Top Hat test and a student enrolls in the class after the test has commenced, they will be not be able to access it. Your options are to end the test and restart it, though this will end the test for all the other students currently working on it as well (questions they have submitted will be saved), or to assign the questions separately to this student (see the next question). **We strongly recommend doing a trial test with a couple of questions so everyone is enrolled in the course before the first test.**

## Q: What are my backups for Top Hat tests?

A: We recommend [exporting](#) questions from your tests in a standalone folder in Top Hat. This is NOT supported for multi-version questions. You can always “Assign” this folder to the [whole class](#) or assign it to [specific students](#). You may also bring in few physical copies of the test to class.

**Always contact Top Hat Support with your Questions!**

**[support@tophat.com](mailto:support@tophat.com) or 1-888-663-5491 (calling is recommended for urgent questions!)**



## Top Hat Test FAQs for Professors

*\*\* Top Hat Test needs to be turned on by a Top Hat Representative for EVERY course you want to use it for before you or the students access it. The feature is not available automatically \*\**

### **Q: Is clicking “Start Test” enough to activate the test for my students?**

A: The second step in activating your test is to click “Present code”. This is the code students will need to access the questions. You can project this code on the projector in class or verbally share it with students. Without this code, students cannot start the test.

### **Q: Does Top Hat stop my students from accessing external websites or programs when I run my test?**

A: Top Hat does not block students from being able to access websites or programs outside of the platform. It uses “Lock Out” mechanism to “lock” students out of continuing their test if they are found to be moving away from the test attempting to access external websites/resources instead. You may unlock a student at any time from the proctor report.

### **Q: When or how are students locked out during tests?**

A: Top Hat looks to see if a student has left the test page for more than a preset time, combined across all “departures” from the test. We also track how many times a student departs from the test. You may alter these settings to your preference.

### **Q: What is Top Hat's default for when students will be locked out?**

A: With Top Hat's default settings, students will be locked out of Top Hat if they leave the test page for more than 5 seconds. It will also lock them out if they leave the test page more than 3 times even if total departure was for less than 5 seconds.

### **Q: How do I unlock a student?**

A: A locked student is someone whose status is marked as “locked” in the proctor report. To unlock them, simply click on their **first name or last name** in the proctor report. You can now click on “Unlock” top right of this new window to give them access to the test.

### **Q: Can the proctor report be accessed while I am running my test?**

A: Yes, professors CAN and ARE recommended to access their proctor report while the test is assigned to the students. Clicking on “Proctor Report” will open a new tab for you.

### **Q: How do I set up my Top Hat test for students with disabilities/special needs?**

A: Please contact your Top Hat representative to learn more about how you can use Top Hat Test with students with special needs.

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