COMMON PASSWORD/ACCESS CODE QUESTIONS

When do I use the Exam Password button?

The exam password button will insert the password for your exam. It will be a password field with no other open fields around it.
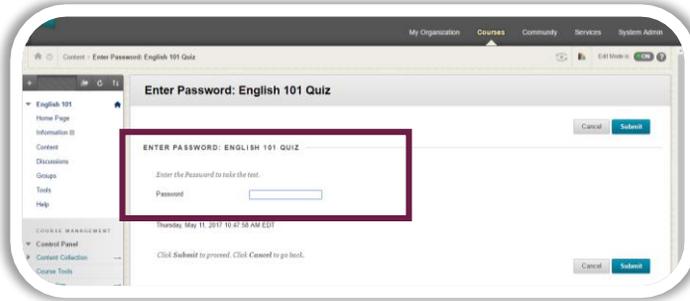
Ensure you have logged into your exam site (Blackboard, Canvas, test.com, etc.) using your regular credentials. Then, navigate to your exam where you will see the password field as above. Click the "Insert Exam Password" or "Insert Access Code" button to auto-fill that field.

What's my password? I am being prompted for a password and I don't know it.

If it is your exam site (Blackboard, Canvas, test.com, etc.) log-in you do not know, you will need to contact your institution. If you have navigated to your test and it is the password field there (example pictured above), don't worry! We take care of that part for you. Simply click the password or access code button at the top of the page and we will insert it for you. The button should look like one of the below.
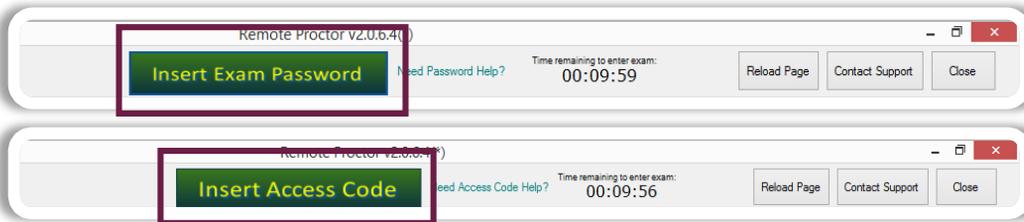
I am getting an error that the Exam Password is incorrect.

First, ensure you are at the exam password and not the password for your exam site (Blackboard, Canvas, test.com, etc.). For your exam site, you should be using your traditional log-in. If you are at the exam page getting an Exam Password error, follow these simple steps.

I see a password field, but no password button. What do I do?

Your exam has most likely opened in a new window. You can either return to the original window and hit the "Insert Exam Password" or "Insert Access Code" button or you can click anywhere on the Title Bar of the new window to insert the password/code.

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