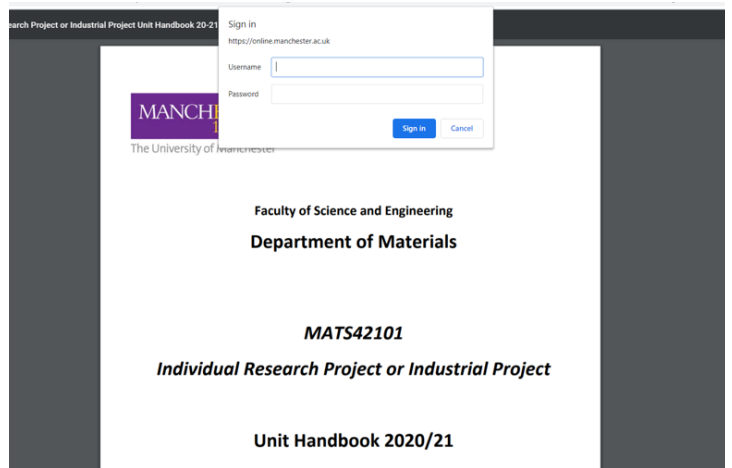


## Exams as PDFs

It is anticipated that many staff will upload their exams to Blackboard as PDF files.

We are aware of an issue with Chrome and Blackboard that users need to be conscious of. **This issue only affects certain PDF files.**

When students using Chrome (version 55 and above) try to open a pdf file in Blackboard that is more than 1 page long on Blackboard a pop-up window appears asking the students to login. Regardless of what is input this pop-up will not disappear.



Part of the Exam recommendations is to create a Practice Exam for students, part of this should be to identify any issues that students may have in opening any Exam related PDF files.

There are several work arounds and solutions to this.

### Student Facing Solutions

1. Students can use an alternative Browser (anything but chrome) and access the file.
2. Students can right click the file link and use the Save As function to download a local copy of the file.
3. Students can follow this video and configure their version of chrome

[https://youtu.be/WzAv9mB-- U](https://youtu.be/WzAv9mB--U)

### Staff Facing Solution

The reason why this issue happens is that when the PDF has been initially created it has been enabled for "Fast Web View", this restructures the PDF document for a page-at-a-time download from the Blackboard servers.

To disable this setting please open the document in PDF Viewer Edit > Preferences > Documents and uncheck the Save As optimizes for Fast Web View.

Save a copy of this PDF and upload the new file to Blackboard. The change in PDF settings will render the PDF in full and allow the user to view the complete PDF.