

# Blank Page when you Open a Test

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If you are experiencing issues with your exam after you have completed the Start-Up Sequence the following steps may help resolve the problem:

1. You need to make sure your internet connectivity is strong. Remove any additional devices from your Wi-Fi. If you have a poor Wi-Fi connection we recommend obtaining a FREE personal hotspot from the TC library.
2. Close out all other applications on your device, and you may want to reboot your computer afterwards.
3. If you still have an issue after your computer reboots, adjust your computer's firewall/anti-virus and try again.

If you are still experiencing issues reach out to Respondus for direct support and for institutional support reach out to your Instructor and Distance Education.

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