

e3 Player



Web Accessibility Guide

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Web Accessible Help – From Within a Launched Course

e3 Player Web Accessible Help

Welcome to e3 Player Web Accessible Help. This help system is optimized for learners working with assistive technologies, including screen readers, keyboard navigation, and screen magnifiers.

- Use the navigation pane on the left side of the screen to select topics, browse the index, or search for specific keywords. For information on navigating the help system, see the Using Help topic, page 1.
- For information related to browser and screen reader configuration, see the Frequently Asked Questions help topic, page 2
- To get started with keyboard navigation, see the Keyboard Shortcuts help topic, page 3.

Using Help

Web Accessible help has two panes. The left pane is called the Navigation pane, and contains three tabs: the table of contents tab, the index tab, and the search tab. The right pane is called the Content pane, which displays the topics of the help system. Topics are selected and accessed through the table of contents, index, or search topics in the Navigation pane.

The help is navigable using keyboard shortcuts. Use the **TAB** key or the **SHIFT + TAB** key to navigate through the table of contents, index, search, and content.

Table of Contents Tab

The table of contents tab is opened by default tab each time you access help. Use the **TAB** and **SHIFT + TAB** keys to select topics in the table of contents. Once a topic receives keyboard focus, press the **ENTER** key to select it. The help topic page is then displayed in the content pane. To switch keyboard focus to the Content pane, press the **CTRL + TAB** keys.

Index Tab

You navigate the index by tabbing through the letters of the alphabet that are available in the index tab. To select a letter, press **ENTER**. Use the **TAB** and the **SHIFT + TAB** keys to search through the index list of the selected letter. Once the desired index list topic receives keyboard focus, press the **ENTER** key to select it. The topic page then displays in the Content pane. To switch keyboard focus to the Content pane, press the **CTRL + TAB** keys.

Search Tab

You navigate search by tabbing through the letters of the alphabet that are available in the search tab. To select a letter, press **ENTER**. Use the **TAB** and the **SHIFT + TAB** keys to navigate the search list of the selected letter. If there are multiple entries for a single search word, a numeric list of pages appears with the search entry. Once the desired search item receives focus, press the **ENTER** key to select it. The topic page then displays in the Content pane. . To switch keyboard focus to the Content pane, use the **CTRL + TAB** keys.

Topic Contents

To navigate to links within the help content, use the **TAB** and the **SHIFT + TAB** keys to navigate between links. The **Page Back** and **Page Forward** links appear at the bottom of every topic and function like a web browser's forward and back buttons. To switch keyboard focus to the navigation pane, use the **CTRL + TAB** keys.

Frequently Asked Questions

How should I configure my web browser?

Users cannot access the accessibility settings of the browser once they are in the courseware, for example large fonts, style sheets off, images off etc. This is because the courseware launches in a browser window with the menus turned off. Browser settings should be modified before you launch a course.

How should I configure my Windows display settings when using Jaws?

- From the control panel open the display settings. In the settings tab set the color palette to 65,536 or 256.
- In the **Appearance** tab set the scheme to windows standard.

How should I configure Jaws?

- For optimum use of Jaws, you should have the text link setting in the html options set to **read titles**. This is the first option in the text link settings dialog and is set to **read titles** by default.

Note: If this option is not set, you will miss some information on the objectives screen.

- If you are using Jaws version 4.51 use the keyboard shortcut keys for optimum use.
- SkillSoft recommends using Jaws 4.0 or 4.51 with Internet Explorer 5.5.

Are there any known issues using Jaws with SkillSoft e3 content?

- There are known tabbing issues between e3 frameset and content which only arise in certain circumstances.
- e3 content works perfectly with Jaws versions 3.7 and 4.0, but is less consistent with Jaws 4.5. This is a known limitation with Jaws 4.5.
- Sometimes the focus in Jaws version 4.5 and 4.51 goes to the bottom part of the interface. Using ALT+9 is a shortcut to focus on the correct part of the screen where the instructional content resides.
 - Routing the virtual cursor to the PC cursor twice in succession will refocus to the correct place. To route the cursor to the PC cursor, use Jaws key (numpad 0) + insert + delete. If that does not rectify the focus problem, toggling the virtual cursor on and off should fix it. To toggle the cursor on and off, use the Jaws key (numpad 0) + z

Other Issues

Accessibility settings are not held over different user sessions. The Player Modes options form appears each time you launch the player. Therefore, you must select either Graphic mode or Interactive Text mode each time you begin a new play session.

Navigating the e3 Player

Basic Keyboard Navigation

Elements of the player interface that you can select using keyboard focus are called **Navigable Items**. All Navigable Items have keyboard shortcuts associated with them. Use the **TAB** key or the **SHIFT + TAB** keys to move the keyboard focus from one navigable item to another. As you change the keyboard focus, visual feedback appears and the screen reader reads the text to identify the navigable item. Once a Navigable Item receives focus, press the **ENTER** key to select it.

e3 Player Navigation Topics

- For a list of all e3 Player keyboard shortcuts, go to page 3.
- For a description of the elements on the Course Map and keyboard navigation instructions, see page 5.
- For a description of Graphic and Interactive Text play modes, go to page 6.
- For a description of all topic navigation features and keyboard navigation instructions, go to page 7.
- For details on the different options buttons available in the e3 Player, go to page 6.
- For a description of the controls used to navigate through topic content, go to page 7.

Keyboard Shortcuts

Course map shortcuts

Use the course map shortcuts to navigate the course map using a keyboard

ALT+S	Start course
ALT+T	Take course test
ALT+G	Return to last accessed location
ALT+X	Exit course
ALT+H	Open Help

Content navigation bar shortcuts

Use the content navigation bar shortcuts to navigate the instructional content using a keyboard

ALT+B	Back
ALT+F	Forward
ALT+D	Done
ALT+J	Read task statement
ALT+S	Read task steps
ALT+I	Show hint
ALT+Y	Try again
ALT+W	Show me
ALT+K	Skip task
ALT+Z	Replay
ALT+Q	Enable/disable audio
ALT+U	Show/Hide keyboard information in content

Content window shortcuts

- Use the e3 content window shortcuts to navigate the e3 content window.

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ALT+S	Start topic
ALT+1, 2, 3	Launch learning points 1, 2, 3
ALT+V	Return to course map
ALT+O	Return to learning objective page
ALT+M	Open Ask My Mentor
ALT+R	Open Resources
ALT+T	View a transcript
ALT+H	Open Help
ALT+N	Next topic
ALT+P	Previous topic
ALT+X	Exit topic

Test shortcuts

Use the Test shortcuts to navigate a course or topic test.

ALT+D	Done
ALT+M	Mark question for review
ALT+B	Go back to previous question
ALT+F	Go forward to next question
ALT+S	Go to Status page
ALT+E	End test
ALT+R	Review Test
ALT+C	Close Status page (back to current question)
ALT+T	Start Test
ALT+I	Take Failed/Incomplete part

Using the Course Map

Related topics are organized into courses. When you first launch a course, you are brought to the course map. This map provides information about the course and an overview of its structure. The course map screen displays a variety of information related to the course.

Choose Version

The top of the course map screen presents you with the option to choose the play mode that best meets your specific needs. You can choose either Graphic mode or Interactive Text mode. You may also select the About Version link to access the help topic describing each the two options.

Course Summary Information

The top of the course map screen provides the course summary information. It lists the course's name, the percentage of the course that is complete, test score, objective, and approximate duration.

Course Options

Below the course summary information are the Start Course and Take Course Test buttons. Select one of the buttons or use keyboard shortcuts to select an option.

- To start a course, press **ALT+S**.
- To take a course test, press **ALT+T**.

Course Structure

The middle of the course map screen shows the course's structure, listing the instructional topics and information about each topic. The topic titles are active links that enable you to launch individual topics. To return to the location you last accessed in a topic, press **ALT+G**.

Note: It may take 1.5 to 2 times longer to complete a course in Interactive Text mode. The duration listed on the course map and on the topic objective screens may not be realistic time durations for blind users.

Exit Button

The **Exit** button appears on the bottom part of the course map screen.

Using the Keyboard to Navigate the Course Map

- Use the **TAB** and **SHIFT + TAB** keys to move the keyboard focus around the course map screen to familiarize yourself with the navigable elements.
- As each navigable item receives focus, the audio and visual feedback tells you what type of item it is. If the item is a course topic the feedback tells you what percentage of the item is completed and the test score of the item.
- To select a course topic, move the keyboard focus to the topic and press **ENTER** or start the course by pressing **ALT+S**.
- To select a test use the **TAB** and **SHIFT + TAB** keys to move the keyboard focus to the test and press **ENTER** or press **ALT+T**.

Player Modes

You have the option to choose the play mode that best meets your specific needs. On the course map you are given two options to choose from, Graphic mode and the Interactive Text mode. The instructional content in each version provides an equivalent level of interactivity and a comparable learning experience.

Graphic Mode

Graphic Mode utilizes all course graphics and audio. The e3 Player interface is keyboard accessible, but no other assistive technology options are available.

Interactive Text Mode

If you are visually impaired, play the content in Interactive Text mode. In this mode, instructional content is rendered in an all text format for optimal use with screen reader and other assistive technologies. The e3 Player interface is keyboard accessible in Interactive Text mode.

Navigating a Topic

The e3 content window is divided into three areas:

- **Options Bar.** This area contains links to facilities such as Ask My Mentor, Resources, Transcript, and Help.
- **Content Area.** Learning content and content navigation buttons are displayed in the content area.
- **The content navigation bar.** The content navigation bar allows you to navigate through the content of a topic.
- **Topic Navigation Bar.** The topic navigation bar allows you to move from one learning point to the next, from one topic to the next, to return to the course map, and to exit a topic.

The Options Bar

The Options Bar appears at the top of the e3 content window. Use the **TAB** key or the **SHIFT +TAB** keys to move the keyboard focus, and use the **ENTER** key to select an item. As you move the focus from button to button, your screen reader indicates which item is selected. The Options Bar has four elements:

- The title of the topic you are currently playing is displayed in the Options Bar. The title changes as you move from one topic to another.
- The **Ask My Mentor (ALT+M)** button allows you to access mentoring for the topic. The Ask My Mentor button is not available in Interactive Text mode.
- The **Transcript (ALT+T)** button launches a transcript of the learning content in a new window.
- The **Help (ALT+H)** button opens the e3 Player Help. Help topics are standard HTML pages presented in a separate browser window.

The Topic Navigation Bar

The Topic Navigation Bar is located at the bottom of the e3 Player interface. Use the **TAB** key or the **SHIFT +TAB** keys to move the keyboard focus, and use the **ENTER** key to select an item. As you move the focus from each item, your screen reader indicates which item is selected. There are five elements in the Topic Navigation Bar:

- **Objective link.** This link returns you to the start of the current topic. This page displays the learning objective and the learning points within the topic.
- **Learning point navigation bar.** The learning point navigation bar displays each learning point numerically. Selecting a number will bring you to the start of that learning point.
- **Course map.** To return to the course map at any stage, click the **Course Map** button. The course map shows the topic's place in the course hierarchy. You can also launch related topics from this page.

Note: When you select Course Map, your position within the current topic is automatically saved.

- **Previous and Next topic buttons.** When you open a topic as part of a course, you can move from one topic to another using the **Previous Topic** and **Next Topic** buttons. If no other topics are available, the buttons are not available.
- **Exit.** Select this button to exit the Player.

Course Content Navigation

Objectives Page

At the beginning of each topic is an objective page, which states the topic's objective and lists its learning points. To return to the page at any time, press **ALT+O**.

When you first begin a topic (**ALT+S**), its content area displays the topic learning objective, a list of learning points in the topic, a Start Topic button, the topic type (for example, a lesson), and its approximate duration.

Presentation Version

The basic unit of courseware is known as a topic. A topic is divided into one or more different sections known as learning points. If you are in Interactive Text mode and are using Jaws, you can specify which version you are using – 3.7 or 4.02 and higher – at the beginning of each learning point.

Note: SkillSoft recommends using Jaws 4.0 or 4.51 with Internet Explorer 5.5.

Accessing Instructional Content

- To start the topic, press **ALT+S**
- To move forward through the topic content, press **ALT+F**
- To move back through a topic, press **ALT+B**

e3 Instructional Content

Instructional Content

When you start a topic, instructional content is displayed in the content area. The Forward (**ALT+F**) and Back (**ALT+B**) buttons are located on the bottom of the content screen. Additional content navigation buttons may appear depending on the content type.

The topic screen has four sections. The top section contains the Options Bar, with links to Help topics, Ask My Mentor, and Transcript features.

The middle section of the screen displays the learning content. The appearance and accessibility of the content depends on the play mode that you select. There are two play modes to choose from:

- **Interactive Text Mode.** The content is rendered in a text-only format that is optimized for use with screen reader software. The content area has three frames. The learning point text is contained in the learning point text frame. The Forward, Back, and other navigation buttons comprise the Content Navigation Bar and are contained in the Topic navigation frame. The learning point text frame contains all the information that you need to complete the topic. To move the focus to the text frame, press (**ALT+9**). Whenever you go forward (**ALT+F**) or go back (**ALT+B**), the focus automatically goes to the learning point text frame.
- **Graphic Mode.** The content area consists of the graphic content and the Forward, Back, and other navigation buttons that comprise the Content Navigation Bar. To go forward use (**ALT+F**) or go to back use (**ALT+B**).

The bottom section of the screen contains the Content Navigation Bar. These navigation controls include the **Objective** link (which returns you to the objective page), links to other learning points in the current topic, and links to other topics. It also contains a **Course Map** button, which returns you to the course map, and an **Exit** button.

Interactive Content

You may encounter a number of different forms of interactive content in a topic. Interactive content requires that you to take some action in order to complete an action. These actions can include selecting hyperlinks, answering questions, or selecting buttons to advance the instructional content.

Interactive Content in Graphic Mode

Many pages in Graphic Mode have interactive elements on them that you need to select in order to advance the instructional content on that page. These elements include bulleted lists, image maps with text pop-ups, simulated dialogs between characters, roll over text and graphics, or questions associated with a case study. The content typically indicates what type of interactivity is included with a particular page.

Press the **"i"** key to move the keyboard focus into the content area. Use the **TAB** key to navigate to the different interactive elements available in the content. The visual and audio feedback indicates what you need to do in order to advance the instructional content. To select the interactive element and advance the content press the **ENTER** key.

Interactive Content in Interactive Text Mode

All interactive elements provide audio and visual feedback to assist you in accomplishing the required tasks.

Types of Interactive Content

- **Demonstrations.** These are movies that include text and questions. You can move through demonstrations either by using the **Forward** button in the navigation bar, using **ALT+F**, or by clicking hot spots in the demonstration's content area.
- **Questions.** User-selection and user-input questions appear at intervals throughout the topic, together with the controls to allow you to answer them. These exploratory questions require you either to select an answer from a number of options or to enter the text yourself. Once you have completed a question, you are given feedback on your response.
- **Simulations.** Simulations require you to perform tasks in a simulated environment. When you complete a task, the system judges whether you did so correctly and lets you proceed to the next task. If you perform the task incorrectly, you can repeat it or move on to the next part of the simulation.

Navigating Questions

Several pages in a course require you to answer questions. These questions may appear as part of the instructional content or as a test question in proficiency mode. Questions come in several forms, but they all use similar keyboard shortcuts. When you advance to a page with a multiple choice style question, the audio and visual feedback indicates the type of question that is displayed.

Graphic mode

Press the **"i"** key to move the keyboard focus into the question. Your next step depends on the question type:

- For questions with one or more correct answers, tab to the option you think is correct and press **Enter**. To change your selection press **Enter** a second time.
- For questions that require you to arrange the options in order or match them with correct targets, tab to an option and press the letter or number (on the number pad) that identifies the correct target. Repeat this step for each of the options. This feature is only available in new content.
- For questions that require you to select buttons or functions on a simulated application interface, tab to the option you think is correct and press **Enter**

Interactive Text mode

To answer a question, first read it and then tab to the first radio button, checkbox, or editable field. Press **Enter** to activate the Jaws Forms mode. Once in Forms mode, you can

- move between and automatically select radio buttons using the Up and Down arrows.
- move down through check boxes using the Tab button and up using **SHIFT+TAB**.
- select or de-select an option by pressing the spacebar. In an editable field you type your answer.

When you are happy with your selection, tab to the **Done** button and press **Enter**. This deactivates Jaws Forms mode and displays the correct answer.

The Content Navigation Bar

When you first begin a topic, the content area displays the learning objective and learning points of the topic and a **Start Topic** button (**ALT+S**). When you start a topic, its content area displays the instructional content and the content navigation bar. Use **ALT+F** to move forward through content, and use **ALT+B** to move back through the content. The other available content navigation buttons are dependent on the content type and Player mode.

Graphic Mode

- **Audio Content.** When a topic contains audio content, audio is automatically enabled. To disable audio, select the **Enable/disable audio** icon (**ALT+Q**). When audio is disabled, a text version of the content displays. To replay audio content, select the **Replay** (**ALT+Z**) button.
- **Keyboard Alternatives.** When a topic contains keyboard shortcuts as part of the instructional content, the **Show/hide keyboard Alternatives** icon appears in the content navigation bar. By default, this option is disabled. To enable this option, select the **Show/hide keyboard Alternatives** checkbox. Once enabled, keyboard shortcut information is displayed in the content area as appropriate.

Navigating Simulations

Simulations require you to perform tasks in a simulated environment. While you can navigate through these topics and access all the information, you cannot perform the simulated task using a screen reader.

Each simulation has a task statement, lists the steps required to complete the task, has instructions on how to complete the task, and has the option to skip the task. Extra buttons appear between the **Forward** and **Back** buttons during simulations. These include the

- **Task** button or **ALT+J** on the keyboard, which allows you to review the task statement
- **Steps** button or **ALT+S** on the keyboard, which allows you to review a complete list of the steps in the simulation
- **Done** button or **ALT+D** on the keyboard, which triggers the system to judge your performance when you have finished a task
- **Show Me** button or **ALT+W** on the keyboard, which launches an animated sequence that performs all the steps in the simulation and displays accompanying text.

Viewing a Transcript

To view a transcript of the topic, click the **Transcript** button in the options bar at the top right of the e3 content window. The transcript will launch in a separate window. If the **Transcript** button is grayed out, you cannot access a transcript for that learning content.

Note: The keyboard shortcut to view a transcript is **ALT+T**. Most transcript pages have a Close Window text link. If there is no link, use **ALT+F4**.

Printing a transcript

To print the transcript, select **Print** at the top of the transcript window.

Taking Tests

Taking Tests

When you launch a test in a course, you are assessed in Proficiency Mode. Proficiency Mode tests allow you to assess your competence before or after you take a course or topic. Answers are marked correct, incorrect, or partially correct, and you can check your score at any time against a specified mastery level.

During a test session, you can review all your answers but you cannot change any answers. However, once you have ended the test, you may return to the questions that you answered incorrectly and retake them. By comparing your score against the required mastery level, you can easily assess your competence in any course or topic.

Your test score is saved and you can return at any time to retake the test.

Navigating Tests

You can access a course test by selecting the Take Course Test button. You can access topic tests by selecting the Take Topic Test icon on the Course Map screen.

When you launch a test, you are assessed in Proficiency Mode. Proficiency Mode tests allow you to assess your competence before or after you take a course or topic. Answers you give will be marked correct, incorrect, or partially correct, and you can check your score at any time against a specified mastery level.

Question Types

There are several different question types that you may encounter when taking a test. Click a link below for a description of each type and a description of case studies and the Exhibit button.

True/false questions

These questions present a statement. You must decide whether it is true or false. To answer a question of this type:

1. Select either **True** or **False** and click the **Done** button to confirm your answer. If you change your mind about your answer at any point before you confirm it, select the other option.
2. After you have confirmed your answer, feedback will display. Click the **Next** button to take the following question in the test.

Yes/no questions

These questions present a question to which you must answer either yes or no. To answer a question of this type:

1. Select either **Yes** or **No** and click **Done** to confirm your answer. If you change your mind about your answer at any point before you confirm it, select the other option.
2. After you have confirmed your answer, feedback will display. Click **Next** to proceed.

Single-answer multiple-choice questions

Here you must select one answer from a list of two or more options. To answer a question of this type:

1. Select the appropriate option and click **Done** to confirm your answer. If you change your mind about your answer at any point before you confirm it, select another option.
2. After you have confirmed your answer, feedback will display. Click **Next** to proceed.

Multiple-answer multiple-choice questions

These questions present you with a list of possible answers, of which at least two are correct. To answer a question of this type:

1. Use the checkboxes to select more than one of the available options.
2. When you are satisfied with your selections, click **Done** to confirm your answer.
3. After the feedback displays, click **Next** to proceed.

Multiple-choice fill-the-blank questions

These questions present you with an incomplete statement and ask you to choose one option from a list to complete the statement. To answer a question of this type:

1. Select an option, by clicking it, to fill the blank. As soon as you select an option, it will be inserted into the blank. This allows you to read the full sentence with your chosen option in the blank. At this point, you can still change your mind and select a different option to fill the blank. When you are satisfied with your choice, click **Done**.
2. After the feedback displays, click **Next** to proceed.

Double-toggle fill-the-blank questions

A double-toggle fill-the-blank question asks you to complete one or two statements in which a distinction is being made. Two blanks are embedded in the statement or statements, and you must decide which option should fill which blank. To answer a question of this type:

1. Choose which option you want to fill the first blank by clicking the radio button next to it. The other option will automatically appear in the second blank.
2. Click **Done** to confirm your answer. If you change your mind before you confirm your answer, select the other option.
3. After you have confirmed your answer, feedback will display. Click **Next** to proceed.

Case studies

A case study is a collection of detailed information that is used to test you with multiple questions. Case studies always consist of a group of questions that are related through the information provided in the case study.

The case study is accessible by clicking the **Case Study** button that is displayed with each question in a case study. It is recommended that you read the case study before you begin its first question.

Note: All question types are supported and may appear in case studies.

The Exhibit button

Additional information to a question is displayed in an Exhibit window. This information can be a table or a graphical representation. The Exhibit window is accessible by clicking the **Exhibit** button. You will need to view the exhibit in order to answer the question.

Viewing the Status Page

The status page indicates the progress that you have made in a course or topic test and is accessed by selecting the **Status** button on the main test page or on any of the test question pages.

Note: Once you have completed a test, you can access your progress by selecting the **Review Previous Test** button.

- The left-hand column gives information about the progress that you have attained in the test, including the number of questions that you have answered, the number answered correctly, and so on.
- The lower column lists all the questions in the test. Questions that you have answered are marked as correct, partially correct, or incorrect. Questions that you have answered or that have been marked for review have links. Clicking a link for answered question displays that question and your answer, but you cannot change your answers during a test session.. After you have ended the test, however, you can choose to retake any of the questions that you answered incorrectly. You can return to questions marked for review and answer them at any time prior to the end of the test.

Note: At the end of a test, any questions that you do not answer are marked as incorrect in the Proficiency and Study modes.

- An explanation of the icons used to indicate when your answers are correct, partially correct, incorrect, or for review appears in the right-hand column.

Select **Close Status** to return to the main test page, or to the question that you are currently answering. If the content has a course map, the **Course Map** link is displayed, allowing you to return to the map.

Note: If you have not answered any questions in the course or topic test, a relevant message is displayed on the status page. Once you have started a test, progress will be returned for that test when you exit.

Exiting a Test

When you have answered the last question in a test and clicked the **Done** button to receive feedback, clicking the **Next Question** icon causes a message to display, indicating that the test will now end. You are then returned to the main test page where you can see your test progress.

If you want to exit a test before the end, click the **End Test** button. Progress for any questions that you have attempted will be returned to your learning management system. Any questions that you have not completed will be recorded as incorrect.