Delete or Ignore a Test Attempt

For various reasons, like if a student is locked out of a test due to a technical error, instructors may need to clear or ignore the student’s attempt and enable him or her to retake the test. To completely delete test results, the instructor would choose to Clear the attempt. To give the student another attempt, but keep the previous test results on record the instructor would choose to Ignore the attempt.

Delete an Attempt

_Caution! This action cannot be undone_ (You may want to _Ignore the Attempt_ instead)

1. Enter the course where the test was deployed.
2. Open Grade Center.
3. Click Full Grade Center.
4. Hover your mouse over the test attempt you wish to clear.
5. Click the action link to the right of the grade.
6. Click the attempt you’d like to clear.
7. In the attempt area, click the Test Information link to maximize the area.

![Test Information](image)

8. Click the Clear Attempt button.

![Clear Attempt Button](image)

9. Confirm that you wish to delete the attempt.

**Caution! This action cannot be undone** (You may want to **Ignore the Attempt** instead)

10. The student is now able to retake the test.
Ignoring an Attempt

1. Hover your mouse over the test attempt you wish to ignore.
2. Click the action link to the right of the grade.
3. Select View Grade Details from the dropdown menu.

![Image of grade details]

4. Click on the Ignore Attempt button to ignore a student’s attempt.

![Image of grade history]

The student will be able to resubmit the assignment or test. Unlike Clear Attempt, his/her previous attempt will be kept in case the instructor needs it in the future. After performing the ignore action, the button’s name will change to Do Not Ignore Attempt allowing you to undo the ignore action if necessary.

For additional support, visit [http://uhd.edu/bbhelpform](http://uhd.edu/bbhelpform)