Once a student accesses an online test, an instructor is able to view the results of that student’s attempt and (optionally) clear out the attempt. If an error occurs during the test taking process which prevents them from submitting a test, they may (depending on the exam options) become “locked out” and be unable to return to the exam. If the attempt is cleared, all earlier responses are removed, but the student will then be able to access and re-take the test again. **NOTE:** Once an attempt is cleared, it cannot be recovered.

### Clearing Individual Attempts

1. Under the Control Panel menu, expand the **Evaluation** section and click **Grade Center**.

   ![Control Panel](image)

   1. Under the Control Panel menu, expand the Evaluation section and click Grade Center.

2. Once the Grade Center screen appears, locate the row and grade column for the individual student whose attempt is to be viewed or clear. An “in-progress” icon (a paper and pencil) may appear in that student’s cell if s/he has been locked out of an attempt. **NOTE:** Seeing an “In Progress” indicator in the Grade Center could mean that a particular student is still successfully completing the exam. Only after a student requests to have an attempt cleared and it is determined that the circumstances behind exam difficulties are reasonable, should the attempt actually be cleared.

3. Click the **Action Link** (double-arrows) for the cell containing the Attempt in Progress icon. From the drop-down menu that appears, click **View Grade Details**.

   ![Action Link](image)
4. On the Grade Details screen, click the Clear Attempt button next to the specific attempt to be cleared. Other actions that can be selected include:

**Open Attempt:** View (and optionally clear) the student’s exam responses.

**Edit Grade:** Override an existing grade, add feedback (comments) or grading (internal) notes.

<table>
<thead>
<tr>
<th>Attempts</th>
<th>Date Last Submitted or Edited</th>
<th>Value</th>
<th>Feedback to User</th>
<th>Grading Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 9, 2009 7:23:21 AM</td>
<td>Apr 9, 2009 7:23:21 AM</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(In progress)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. When the confirmation message appears, click OK.

6. Select OK to close the Grade Details screen and return to the Grade Center.

**Clearing Attempts for All Students**

This option will clear attempts for all students in the class. As an example it might be used to allow the entire class to retake an exam. **All cleared attempts are unrecoverable.**

1. Under the Control Panel, expand the Evaluation section and click Grade Center.

2. Once the Grade Center loads, locate the column that contains the attempts to be cleared.

3. Click the Action Link next to the Column Name.

4. From the menu which appears, select Clear Attempts for All Users.

5. From the second menu, select the appropriate attempt type: (Last, First, Lowest, Highest, Between Dates, etc.) and click Submit.

6. Click OK to exit.