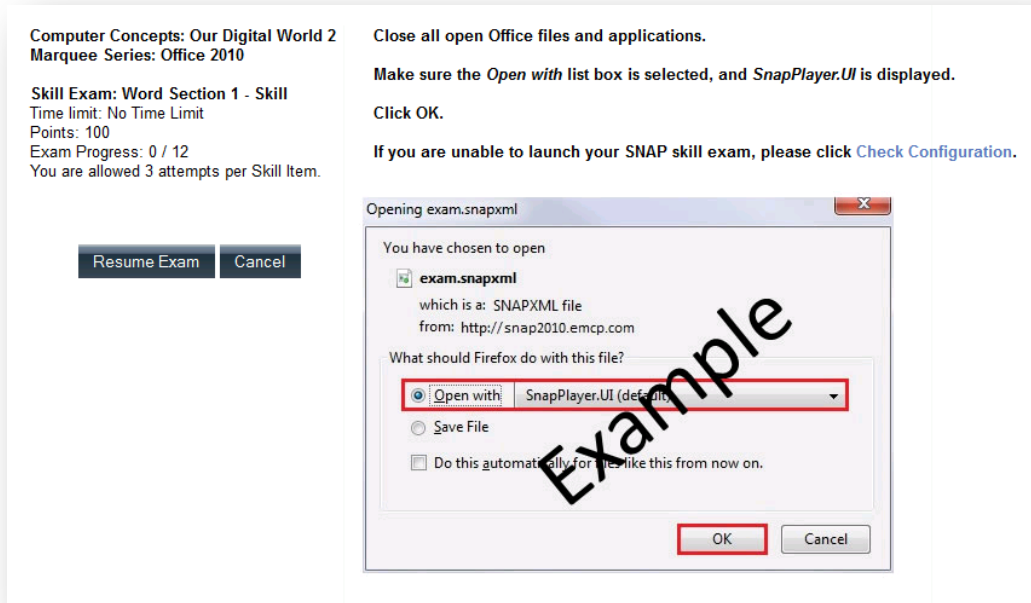
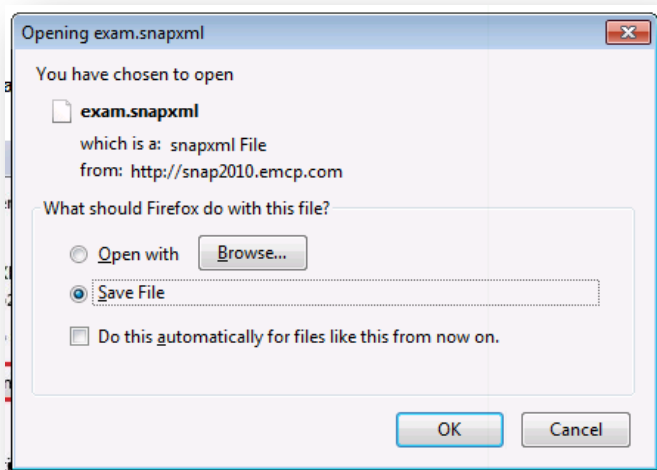


If your quizzes or skill exams are not opening, you may need to help your computer locate the SnapPlayer.UI file. Try opening a Skill Exam. If you see this pop up box, follow the steps in this document.

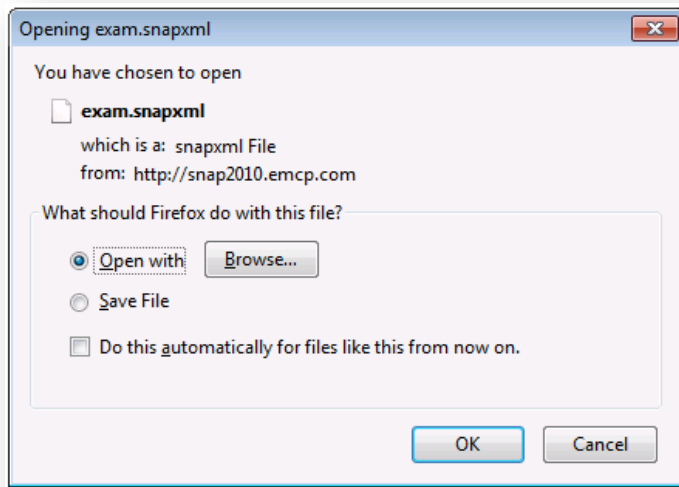


Please note that if you are at home and have not done so already, you may need to download and set up the SnapPlayer.UI file before proceeding. Try clicking Check Configuration, if you think this describes your situation.

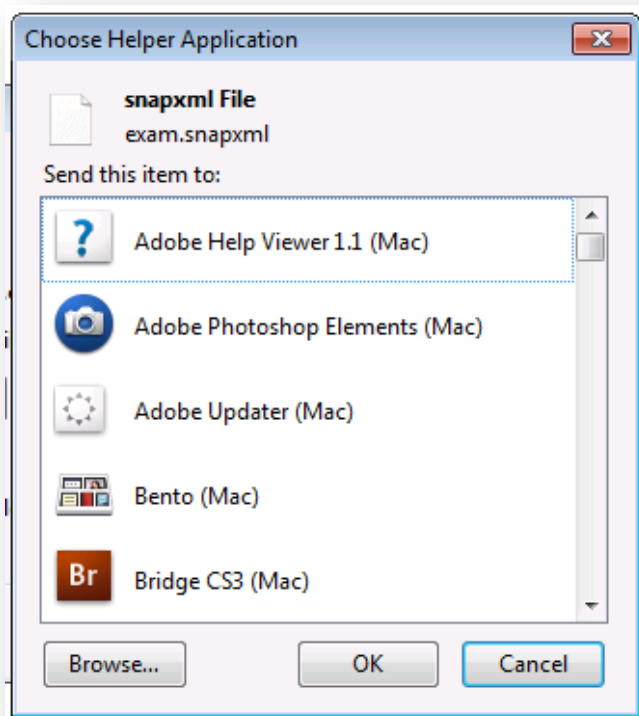
Click Resume Exam, and the next pop up box appears.



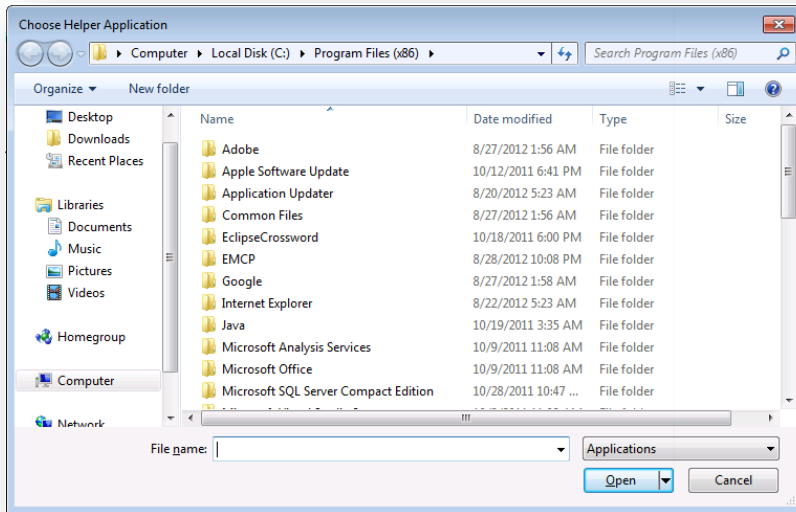
If Save File is selected (see above), click the Open with button (see below).



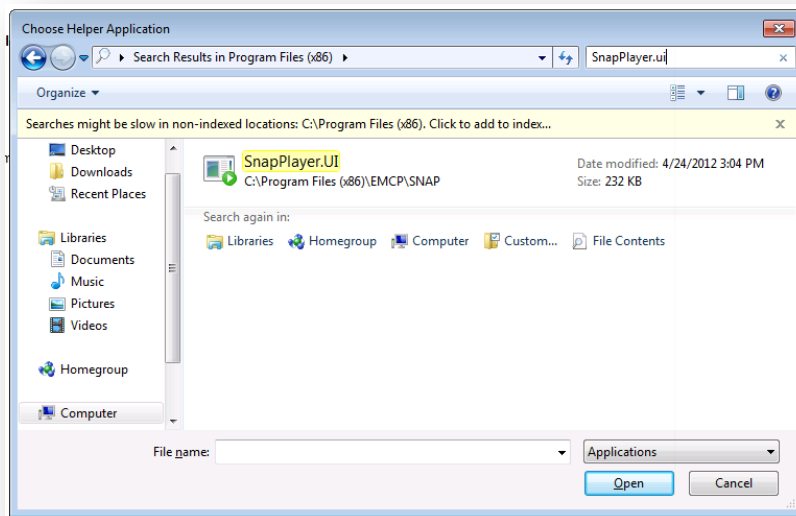
Click Browse to get the next pop up box.



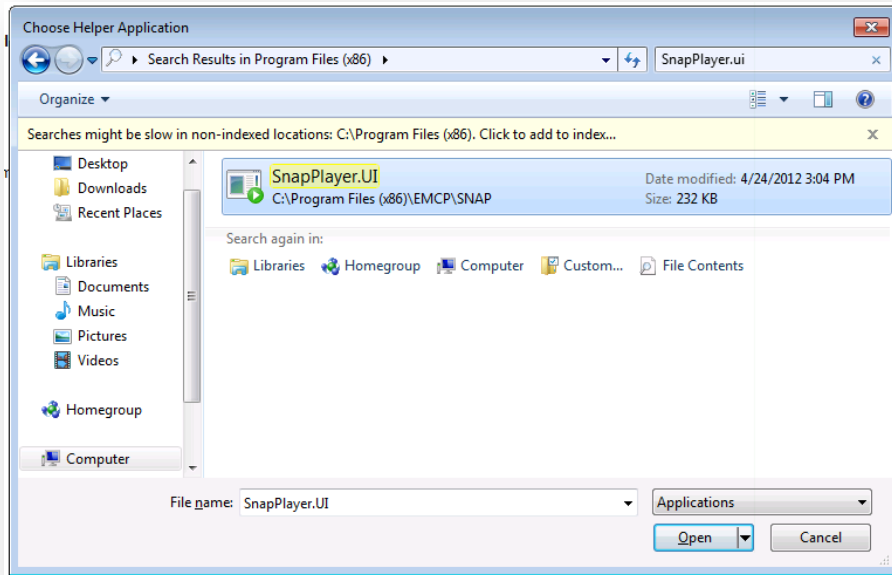
Click Browse again to get the next pop up box.



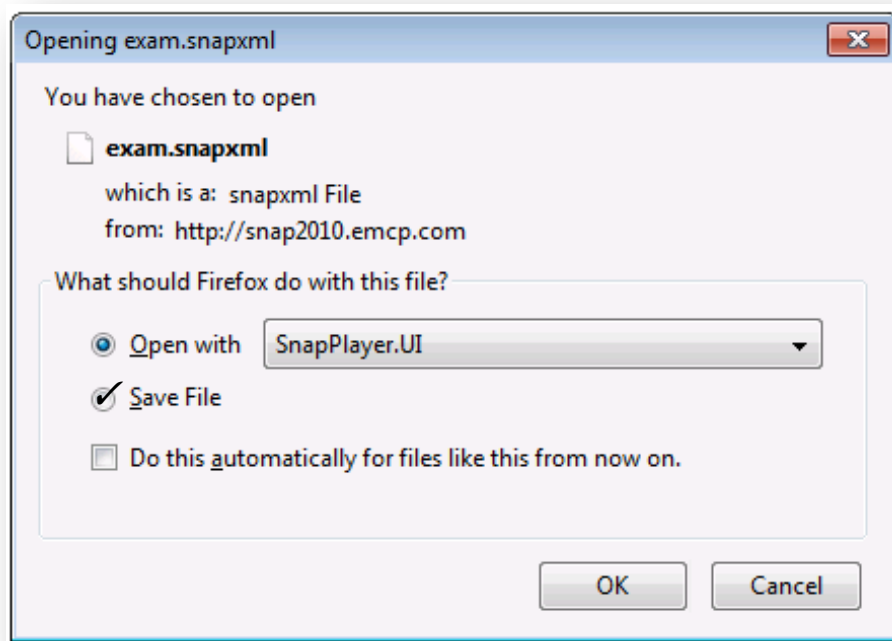
In the box on the top right type SnapPlayer.ui.



Once your computer finds SnapPlayer.UI, click it, then click Open (see below).



When the pop up below appears again with SnapPlayer.UI on the drop down menu, select *Do this automatically for files like this from now on*, and then click OK.



Now you should be able to open your quizzes and skill exams. If not, try contacting technical support for SNAP. You will find contact information for them on the Home Page for our class in Blackboard.