Quiz: Submitting Attempts Stuck "In Progress"

Problem

It's possible for a student's quiz attempt to become stuck "In Progress". This prevents the student from submitting their attempt, and prevents the instructor from seeing a grade for the student's attempt.

Cause

If an instructor configures a quiz to include a timer and/or close date and time, they can also change a setting called When time expires. This setting controls what the quiz activity does with open student attempts when the timer expires, or the quiz closes.

If the When time expires setting is set to "Attempts must be submitted before time expires, or they are not counted", then student quiz attempts can end up "stuck" in an In Progress state.

Solution

1. Open the quiz in your course
2. Click the Results tab
3. Next to the attempt stuck In Progress, click the Reopen button
4. In the confirmation prompt, click the Reopen button.
This immediately submits the student's existing attempt. Your page will refresh, and the student's attempt will be listed as "Finished" instead of "In Progress".

**Prevention**

Changing the **When time expires** setting to "Open attempts are submitted automatically" will prevent this issue in future quiz attempts. You may need to click "Show more" under the Timing heading in your quiz settings to view this option.

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