View and Clear Attempt
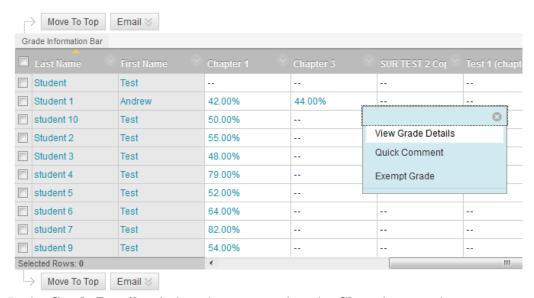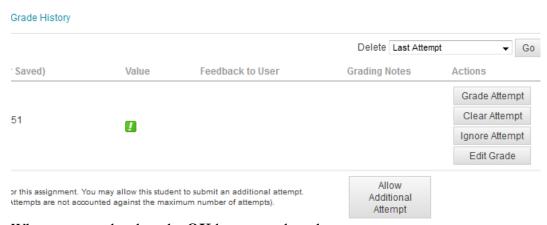
From within the module's Control Panel:

1. Select the Grade Centre link.
2. Find the column for the quiz/test in the Grade Centre and match it to the row with the student who encountered problems.
3. Roll-over the Grade Centre cell where the column and row meet and select the down-arrow contextual menu that appears.
4. From the drop-down menu, select **View Grade Details**.

5. In the **Grade Details** window that opens select the **Clear Attempt** button.
6. You can clear specific attempts, allowing a student to retake a test or redo an assignment. For example, if a student encountered technical problems and only partially completed a test, clear the grade to allow a retake. If you clear a grade that has a previous attempt, the previous attempt becomes the current grade. The **Ignore Attempt** function allows you to not include the attempt's score in a student's grade calculations. The submission will not count against the maximum number of attempts.

7. When prompted, select the **OK** button to clear the attempt.