# Crocodocs Inline Grading Tool FAQ

Known Issue

When grading an assignment submitted through Blackboard, you may see the student's document preview within the inline grading tool. Please review these frequently asked questions about this feature.

My student's submitted document doesn't preview on the page. Why?

- Only .DOC, .DOCX, .PPT, .PPTX, .XLS, .XLSX, or .PDF files can be previewed within the inline grading tool. If the student submitted a file other than those supported by the preview tool, you must download the file to view within a program on your computer.

- Excel files that contain charts and tables on separate sheets sometimes do not render previews in the inline grading tool. This is a known software defect that Blackboard plans to address in a future update. You may download the file to view it within the Excel software program.

When viewing an assignment, I see a "please wait" or "converting" message. Why?

- The student's document is being processed by Crocodoc, a third-party tool that is integrated with the inline grading tool, to generate the preview. Most files will display within 5 to 10 seconds. However, larger documents or presentations containing multimedia will take longer to process.

topic14-human-evolution.pptx
This file is being converted. The estimated wait time is 90 seconds.

Download

- If you see a "converting" message, please wait for the preview content to load or click the browser's refresh button to reload the page.
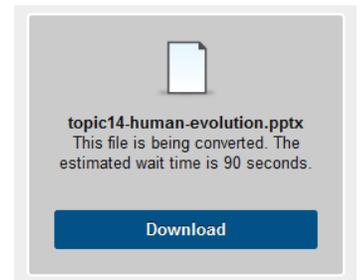
Features of the previewed document are not an exact match to the original file. Why?

- The previewed document is an *approximation* of the original document's format and layout. The arrangement of text or image objects within a PowerPoint slide may appear differently within the inline preview tool than in the original document. This is a known issue of the inline previewer's conversion process.

How do I save a copy of the annotations I added to the student's document?

- You may download a copy of the annotated document through the inline preview tool's download button. In the menu of options, select "Download Annotated PDF".

Click to View Download Options

Download file
File type: .docx

Download annotated PDF
Includes comments

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When viewing the annotated PDF offline, how do I see the annotations?

- If you do not see the annotations when you open the file in Adobe Reader or Adobe Acrobat, click the "Comments" menu to view all comments added to the document.
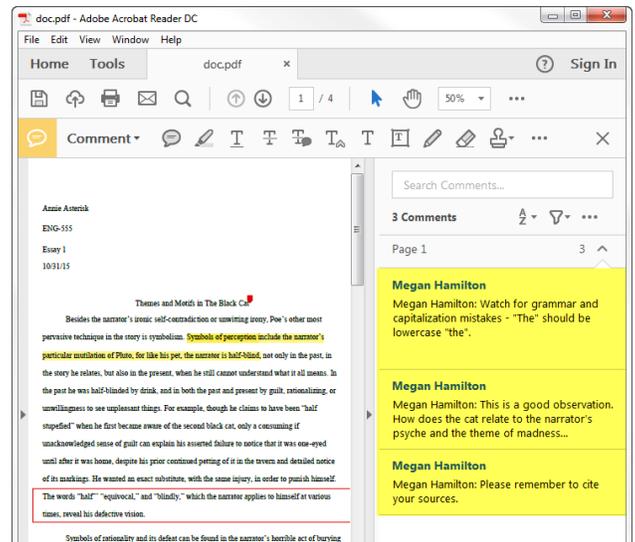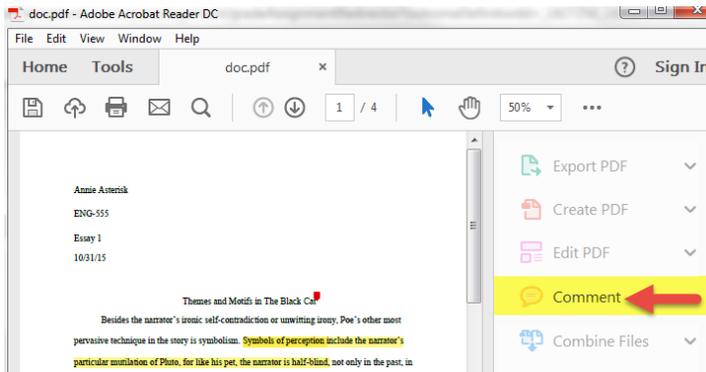
A student submitted a completed PDF form, but the submission previews as though the file is blank. Why?

- This is a known issue with the Crocodocs conversion process that will be addressed in a future software update to Blackboard. Please download the student's file and open it in Adobe Reader or Adobe Acrobat to view the student's answers.

How do I remove an annotation comment from the student's document?

- Right-click your mouse on the annotation. In the context-menu that appears, select "Remove Annotation". A pop-up confirmation window will appear; click "Ok" to permanently delete the comment.