

Frequently Asked Questions

Last Modified on 03/16/2026 5:45 am EDT

This page contains a list of frequently asked questions about Smartwork. If your question does not appear here, please visit the W. W. Norton service desk via the link at the bottom of the page.

Hide All Answers

What are the system requirements?

You can view the system requirements for Smartwork [here](#).

How do I submit my answer?

After answering a question in Smartwork, you can submit your answer by clicking on the “Submit Answer” button, located in the bottom-right corner of the Question Player.

Please note that you will only receive credit for your answer if you complete the question. You can complete the question by meeting one of the following conditions:

- You answer the question correctly
- You exhaust your allotted attempts on the question
- You give up on the question and view the solution

The screenshot shows a question player interface with a dark header. On the left, it says 'CH01HW'. In the center, 'Due Date: 11/06/24' and a 'SCORE 60%' indicator. On the right, the email 'student@wnorton.edu' and a settings gear icon. The main content area is titled '04 Question (3 points)' with a link to 'Open Ebook section 1.4'. The question text reads: 'With an elevation of 29,029 ft, Mt. Everest is Earth's tallest mountain. At this altitude, water, which typically boils at 100.0°C at sea level, boils at 71.0°C. Collect and Organize the following information from the statement written above: What is the altitude of Mt. Everest in feet? What is the normal boiling point for water? What is the boiling point for water at 29,029 ft?'. Below the question, there is a '1st attempt' indicator. A 'Part 1 (1 point)' section contains the question 'What is the altitude of Mt. Everest in feet?' with an input field containing '1' and the unit 'feet'. A 'See Periodic Table' link is visible. At the bottom, a progress bar shows '3 OF 5 QUESTIONS COMPLETED', navigation buttons for 'PREVIOUS' and 'NEXT', and a 'SUBMIT ANSWER' button.

Why can't I make another attempt on the question?

You can submit answers until one of the following conditions are met:

- You answer the question correctly
- You exhaust your attempts
- The Grades Accepted Until date expired
- You run out of time on your timed assignment

Once one of these three conditions is met, the Submit Answer button will disappear, and will be replaced with a message that says “Question Completed.” **You will only receive credit for your work on a question if you complete the question.**

What is a Grades Accepted Until Date?

The **Grades Accepted Until** date is the due date of the assignment. At the Grades Accepted Until date, the assignment will lock and all work will be submitted to your instructor. You can work on the assignment up until the Grades Accepted Until date.

How do I know if I completed a question?

When you complete a question, the Submit button will deactivate and in its place, you will see the message “Question Completed.” You will have completed a question when one of the following conditions are met:

- You answer the question correctly
- You exhaust your attempts
- The Grades Accepted Until date passes
- You run out of time on your timed assignment

The screenshot shows a question player interface. At the top, there is a navigation bar with a back arrow, the text "CH01HW", the due date "Due Date: 11/06/24", a score indicator "SCORE 60%", and a user profile "student@wwnorton.edu" with a settings gear icon. Below the navigation bar, a message states: "This is a Sorting question / It is worth 1 point / You have no attempts remaining / There is no attempt penalty". The main content area displays "03 Question (1 point)" with a link to "Open Ebook section 1.3". The question text reads: "Mixtures can be separated into their component substances using various techniques." Below the question, there are two expandable sections: "Solution" with a lightning bolt icon, and "1st attempt" with a green checkmark icon. At the bottom of the interface, there is a progress bar showing "3 OF 5 QUESTIONS COMPLETED", navigation buttons for "PREVIOUS" and "NEXT", and a red-bordered button labeled "QUESTION COMPLETED".

I want to skip a question. Can I get back to it?

You can skip a question by clicking on the arrows at the bottom of the Question Player. You can navigate back to it at any time by using the arrows in the Question Player, or by going to the assignment homepage and clicking on the question title of the question you want to go back to. You can return to the question until the Grades Accepted Until date passes.

CH01HW Due Date: 11/06/24 SCORE 60% student@wwnorton.edu

04 Question (3 points) [Open Ebook section 1.4](#)

With an elevation of 29,029 ft, Mt. Everest is Earth's tallest mountain. At this altitude, water, which typically boils at 100.0°C at sea level, boils at 71.0°C.

Collect and Organize the following information from the statement written above:

- What is the altitude of Mt. Everest in feet?
- What is the normal boiling point for water?
- What is the boiling point for water at 29,029 ft?

1st attempt

Part 1 (1 point) [See Periodic Table](#)

What is the altitude of Mt. Everest in feet?

 feet

My instructor published an assignment, so why can't I see it when I log in?

When you log in to Smartwork, you will automatically see a list of assignments that have Grades Accepted Until dates. If your assignment does not have a Grades Accepted Until date, it will not appear in this list. To see assignments without Grades Accepted Until dates, click the "Show Unassigned Items" button, located in the lower-left of your screen.

Digital Resources SMARTWORK5 sbaker01@wwnorton.edu

Chemistry
THE SCIENCE IN CONTEXT
FOURTH EDITION
Gilbert, Kirss, Foster, and Davies

Smartwork5 Interactive Problem Solving Current grade for completed and past-due activities: 0%
How is this average calculated?

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
HW1	5/25/17 12:00 PM	14:03	0%

Show Unassigned Items POWERED BY KNEWTON

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Chemistry
THE SCIENCE IN CONTEXT
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Gilbert, Kirss, Foster, and Davies

Smartwork5 Interactive Problem Solving Current grade for completed and past-due activities: 0%
How is this average calculated?

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
HW1	5/25/17 12:00 PM	14:03	0%
HW2	not assigned	—	—

Hide Unassigned Items POWERED BY KNEWTON

What if I have a timed assignment?

If your instructor sets a time limit for your assignment, you will see the time limit in the assignment homepage before you enter the assignment.

Smartwork CHEMISTRY: THE SCIENCE IN CONTEXT, 6E student@wnorton.com

Chapter 1

Welcome to Smartwork! This assignment is designed with rich feedback to guide you as you learn.

SCORE: -- % Due Date: 10/30/25
Time Limit: 01:00:00

This assignment has a time limit of 60 min. Grades are accepted until October 30th, 2025, at 11:59 PM (Eastern Time).

0 OF 20 QUESTIONS COMPLETED BEGIN ASSIGNMENT

Question	Type	Points	Attempt	Status
01 Chemists use distinctively colored spheres to distinguish atoms of different ...	Sorting	- / 1	- / Unlimited	Not Started
02 Rank these molecules in order from fewest atoms in the molecule to most at...	Ranking	- / 2	- / Unlimited	Not Started
03 Use the particulate representations of matter A through I in the figure to ans...	Mixed ?	- / 3	- / Unlimited	Not Started
04 Mixtures can be separated into their component substances using various te...	Sorting	- / 1	- / Unlimited	Not Started
05 With an elevation of 29,029 ft, Mt. Everest is Earth's tallest mountain. At this...	Numeric Entry	- / 3	- / Unlimited	Not Started
06 Use the representations shown below to determine which processes represe...	Sorting	- / 1	- / Unlimited	Not Started
07 Given the diagram, answer the following questions regarding the states of m... In the reactant frame on the left, the red and blue molecules adopt the shape...	Mixed ?	- / 3	- / Unlimited	Not Started
08 This Smartwork course uses a fourstep approach to problem solving called C...	Numeric Entry	- / 1	- / Unlimited	Not Started

When you enter the assignment, you will see a countdown clock located in the upper right of the question player. **Once you enter the assignment, the countdown clock will begin to count down to zero. There is no way to pause this timer. To avoid accidentally triggering the countdown clock, do not enter the assignment unless you are ready to complete the assignment.**

Once you run out of time in the timed assignment, you will not be able to submit additional answer attempts.

CH01HW Due Date: 11/07/24 SCORE -- % 00:44:44 student@wnorton.edu

This is a Ranking question / It is worth 2 points / You have 1 of 1 attempts remaining / There is no attempt penalty

01 Question (2 points) [Open Ebook section 1.2](#)

1st attempt

Part 1 (1 point) [See Periodic Table](#)

Rank these molecules in order from fewest atoms in the molecule to most atoms in the molecule.

Items (3 images) (Drag and drop into the appropriate area)

0 OF 5 QUESTIONS COMPLETED 1 of 5 Questions NEXT > [SUBMIT ANSWER](#)

What if late work is accepted for a certain assignment?

If your instructor accepts late submissions for your assignment, you will see a message in the assignment homepage before you enter the assignment stating that late work is accepted for a certain number of days after the due date at a certain penalty per day.

CH01HW SCORE: -- % Due Date: 10/10/25

Welcome to Smartwork! This assignment is designed with rich feedback to guide you as you learn.

Your assignment is due on October 10th, 2025, at 11:59 PM (Eastern Time). **Late work is accepted 3 days after the due date, at 10 % penalty per day.**

0 OF 5 QUESTIONS COMPLETED [BEGIN ASSIGNMENT](#)

Question	Type	Points	Attempt	Status
01 Rank these molecules in order from fewest atoms in the molecule to most at...	Ranking	- / 2	- / 1	Not Started
02 Use the particulate representations of matter A through I in the figure to ans...	Mixed	- / 3	- / 1	Not Started
03 Mixtures can be separated into their component substances using various te...	Sorting	- / 1	- / 1	Not Started

Why do I sometimes see hints and feedback, while other times I don't?

Hints, feedback, grading tips, and ebook links are settings controlled by your instructor. You may want to reach out to your instructor to confirm if those settings were intentionally set to be visible or not.

I finished the assignment. Can I go back and work on the questions for extra practice?

Your instructor will determine when you can go back and work on questions for extra practice after you finish an

assignment or question. Sometimes you can go back into an assignment for practice after you complete a question, or after the Grades Accepted Until date passes for the assignment.

Once an assignment is open for extra practice, re-enter the assignment by clicking on the “Review Assignment” button. When you are in the Question Player, you will see a Practice button, which will allow you to answer the question when you click on it. You may practice the question as many times as you want.

The screenshot shows a question player interface. At the top, there is a navigation bar with a back arrow, the text "CH01HW", a "Due Date: 11/07/24", a "SCORE 80%" indicator, and a user email "student@wnorton.edu" with a settings gear icon. Below this is a status bar with an information icon and the text: "This is a Numeric Entry question / It is worth 3 points / You have no attempts remaining / There is no attempt penalty". The main content area features a question titled "04 Question (3 points)" with a link to "Open Ebook section 1.4". The question text reads: "With an elevation of 29,029 ft, Mt. Everest is Earth's tallest mountain. At this altitude, water, which typically boils at 100.0°C at sea level, boils at 71.0°C. Collect and Organize the following information from the statement written above: What is the altitude of Mt. Everest in feet? What is the normal boiling point for water? What is the boiling point for water at 29,029 ft?". Below the question are two expandable sections: "Solution" with a lightning bolt icon and "1st attempt" with a green checkmark icon. At the bottom, a progress bar shows "5 OF 5 QUESTIONS COMPLETED". Navigation buttons include "PREVIOUS 4 of 5 Questions NEXT", a highlighted "PRACTICE" button, and "QUESTION COMPLETED".

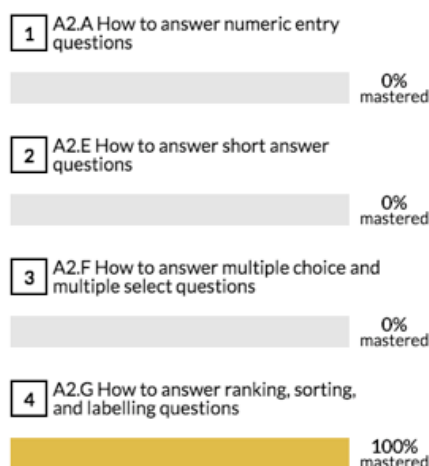
How the Practice Function Works in Adaptive Assignments

Once the GAU date (including a Late Work Period) has passed in an Adaptive assignment, you will be able to continue answering Adaptive questions in “Practice” mode. This means that you can continue answering questions related to the Learning Objectives in this assignment. This does not change your score on the assignment, but it can change your Mastery level on these objectives.

To continue practicing, enter the assignment and click on the Follow Up or Warm Up.

You'll see which Learning Objectives you have mastered. You can then click on Practice to continue answering questions in the objectives you have not yet mastered.

Your Learning Objectives Mastery




Your Practice Questions


Question	Type	Learning Objective	
P1 The Chemical Equation Module (CEM) allow...	Chemical Equation	Prerequisite: A2.B How to answer chemical equation questions	✓
P2 The Symbolic Equation Module (SEM) allow...	Symbolic Equation	A2.D How to answer symbolic equation questions	



How can I see my overall score in Smartwork?

← Digital Resources SMARTWORK student@wwnorton.edu ⚙️

 **Chemistry: The Science in Context**
Sixth Edition
Thomas Gilbert, Rein Kirss, Stacey Lowery Bretz, and Natalie Foster

 **Smartwork**
Interactive Problem Solving

Current grade for completed and past-due activities: **95%**
How is this average calculated?

You will see your overall grade when you first log in to Smartwork. It is located in the upper-right corner of the screen.

How is my overall score calculated?

Your overall Smartwork grade is calculated from assignments depending on their due dates.

- Assignments with **past** due dates are **always** counted in your overall grade.
- Assignments with **future** due dates are counted **only if** you've earned a score on them already.
- Assignments with **no** due date are not assigned, and are **not** counted in your overall grade.
 - Exception: if no assignments have due dates, then they are all counted.

Depending on your instructor's course settings, you might see the scores on the assignment list in **percentages** or in **points**.

Example: Grading in Percentages

If the scores on your assignment list are shown in **percentages only**, then your overall grade is your average grade on counted assignments.

For example, supposed you've earned these grades:

- Chapter 1 Review (past due): 90%
- Chapter 2 Review (past due): 100%
- Chapter 3 Review (not yet due): 80%
- Chapter 4 Review (not yet due): – (you didn't start yet)
- Math Review (no due date): 80%

Your overall score counts Chapter Reviews 1 and 2 because they're past due, and Chapter 3 Review because you've done work and earned a score.

Chapter 4 Review isn't counted because you haven't done work yet, and the Math Review isn't counted because it doesn't have a due date (that is, it's unassigned).

So your score is the average of Chapter Reviews 1–3: $(90 + 100 + 80) \div 3 = 90\%$

If you access Smartwork through your campus Learning Management System, this should be the grade you see in your LMS gradebook.

Example: Grading in Points

If the scores on your assignment list are shown in **points** as well as percentages, then your overall grade is the combined grade of all the counted assignments.

For example, suppose you've earned these grades:

- Chapter 1 Review (past due): 9/10 (90%)
- Chapter 2 Review (past due): 10/10 (100%)
- Chapter 3 Review (not yet due): 12/15 (80%)
- Chapter 4 Review (not yet due): – (you didn't start yet)
- Math Review (no due date): 16/20 (80%)

Your overall score counts Chapter Reviews 1 and 2 because they're past due, and Chapter 3 Review because you've done work and earned a score.

Chapter 4 Review isn't counted because you haven't done work yet, and the Math Review isn't counted because it doesn't have a due date (that is, it's unassigned).

So your score is the total from Chapter Reviews 1–3: $(9 + 10 + 12) / (10 + 10 + 15) = 31/35$ (89%)

If you access Smartwork through your campus Learning Management System, this should be the grade you see in your LMS gradebook.

What if I see a message that grades were dropped?

If it's the end of the semester, you might see a message near your overall Smartwork grade indicating that grades were dropped.

ACTIVITY TITLE	GRADES ACCEPTED UNTIL	TIME SPENT (MM:SS)	GRADE
Chapter 1	6/23/17 11:59 PM	2:27	100%
Chapter 2	6/24/17 11:59 PM	2:50	75%
Chapter 3	6/25/17 11:59 PM	0:46	67%
Chapter 4	6/26/17 11:59 PM	0:39	100%
Chapter 5	6/27/17 11:59 PM	1:28	100%
Chapters 1-5 Reading Quiz	6/28/17 11:59 PM	0:29	50%
Chapter 6	6/28/17 11:59 PM	0:55	67%

If you see this message, it means your instructor chose to exclude one or more of your **lowest** assignment grades from your overall grade.

- This means your grade went **up** at the end of the semester!

This is an optional grading policy, defined by your instructor.

- It won't occur in all Smartwork courses.
- If you have any questions about whether this policy applies to your class, please refer to your syllabus or ask your instructor.

Example: The Lowest Grade Was Dropped

Suppose it's the end of the semester, and you've earned these grades:

Chapter 1 Review (past due): 90% Chapter 2 Review (past due): 100% Chapter 3 Review (past due): 80% Chapter 4 Review (past due): 100 Math Review (no due date): 80%

Your overall score counts Chapter Reviews 1, 2, 3, and 4, because they're past due. It doesn't count the Math Review, because it has no due date (that is, it's unassigned).

Before the lowest grade is dropped, your overall grade is the average of Chapter Reviews 1-4: $(90 + 100 + 80 + 100) \div 4 = 93\%$

If your instructor chooses to drop one assignment from this overall grade, then near the end of the semester your grade will be recalculated.

In this example, the lowest grade is the 80% you earned on Chapter 3 Review, so it's dropped.

So your final grade is: $(90 + 100 + 100) \div 3 = 97\%$

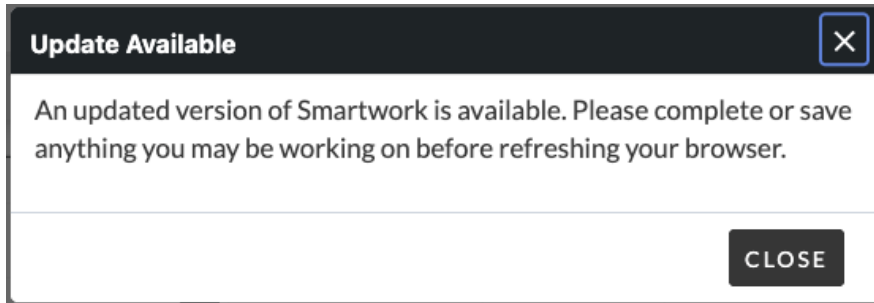
You'll see a message on your assignment list screen near your overall grade: "1 grade was dropped on [date]."

Note that every assignment is still listed on the page, even if its grade was dropped. You can still see what grade you earned on it, and you can open the assignment to review the work you did.

If your overall Smartwork grade is scored in points: the process works the same way.

- Assignment scores are still dropped according to the lowest **percentage** grade you earned on them.
- If there's a "tie" between two low scores, then Smartwork drops the one that gives you the **higher** overall grade.

An "Update Available" pop-up appeared while I was logged into Smartwork. What do I do?



If the pop up message appeared while you were working on an assignment, please submit the attempt you were actively working on. Once you've submitted your attempt, you can refresh your browser for the updated version of Smartwork.

Can Smartwork be used for self-study?

No, Smartwork cannot be used for self-study and can only be accessed through an established instructor student set.

To visit the W. W. Norton service desk, click [here](#).
