

Appendix K: Online Testing (Includes Supplemental Test Mode) Highlights and Script for AASCD

Test administrators must use this document when administering the AASCD tests for online testers, including students with the supplemental test mode that uses the paper response options. It includes step-by-step directions, the oral script that test administrators must read aloud (printed in **bold** letters), descriptions of test settings and accommodation codes and troubleshooting tips. This document provides key information that test administrators need on test day. Be sure to review this Test Administration Manual in its entirety for additional information.

IMPORTANT: Read **all** of Appendix K, including the Test Settings and Troubleshooting sections, *before* administering the test to the student.

Step 1. Prepare for the Test Administration

The student does not need to be present for this step.

- Have available the information needed for signing in the student: first name and SSID (Student ID for students who do not have an SSID).
- Have available each student's accessibility features information.
- Have access to the TA Interface and the [Test Administrator User Guide](#). The user guide provides complete information regarding the TA Interface and Student Testing Site.
- Have available at least two sheets of blank paper for each student.
- The online Student Interface includes the Desmos calculator for mathematics tests; use of approved handheld calculators is at district or school discretion or based on the student's Individualized Education Program (IEP). If students use an approved handheld calculator, confirm that the memory is cleared before and after each testing session. Refer to the [Ohio Department of Education's website](#) for complete calculator policies.
- Prepare the test room using [Section 7.6, Seating Arrangements and Testing Room Preparation for the AASCD](#) as reference. Ensure that charts, maps and other materials in the room that could assist students with test items are covered or removed before the test administration.
- Close all open applications on student devices and launch the [Secure Browser](#) or [SecureTestBrowser app](#).

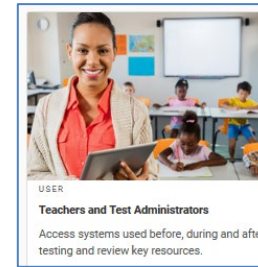


Step 2. Establish a Test Session

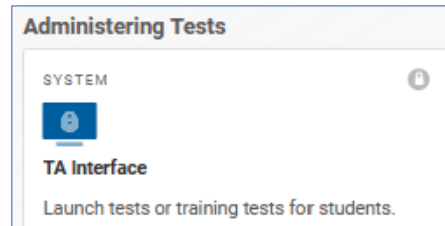
The student does not need to be present for this step.

To test online, the student must be signed into an active test session and be approved for testing by the test administrator. Test administrators can establish test sessions on test day and immediately before beginning testing only. Note that the TA Interface logs out test administrators whose sessions are idle for more than 20 minutes. Therefore, test administrators should establish the test session within 20 minutes of when the student begins testing.

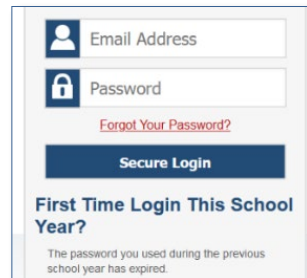
2a. From your device, navigate to the [Teachers and Test Administrators](#) page on the test portal from the top bar or from the card.



Select the TA Interface card, located under the Administering Tests section.



Log in using the same username (email) and password used to log in to the Test Information Distribution Engine (TIDE).

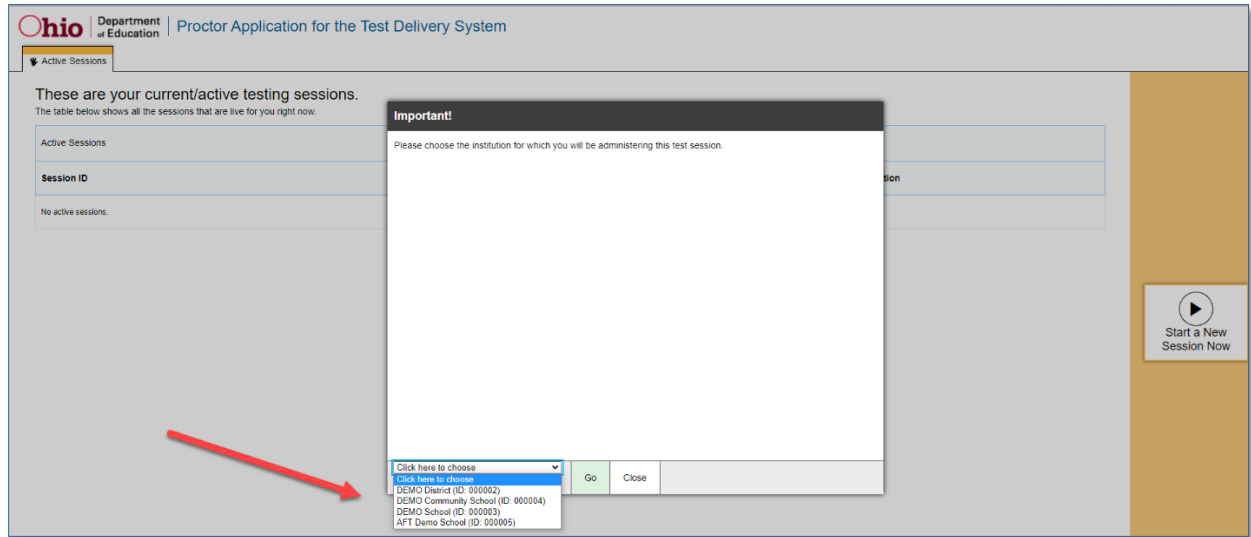


2b. After logging in, you **may** be prompted to select a school for which you will be administering the test session.

This prompt will **only** appear if your email is associated with multiple schools.

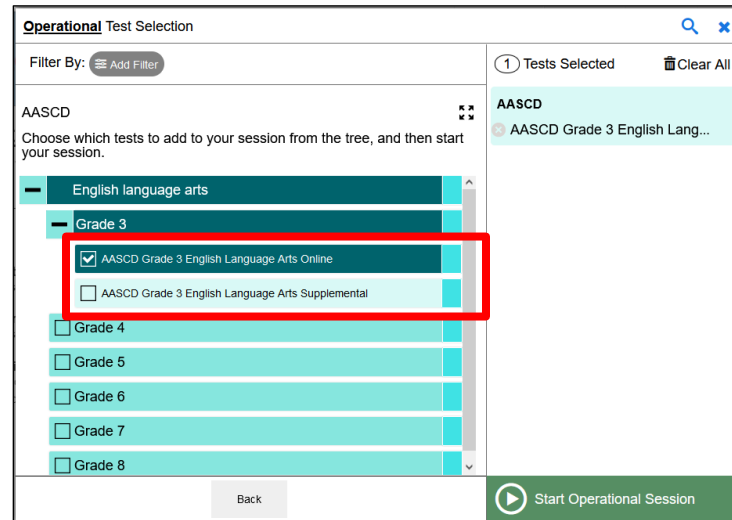
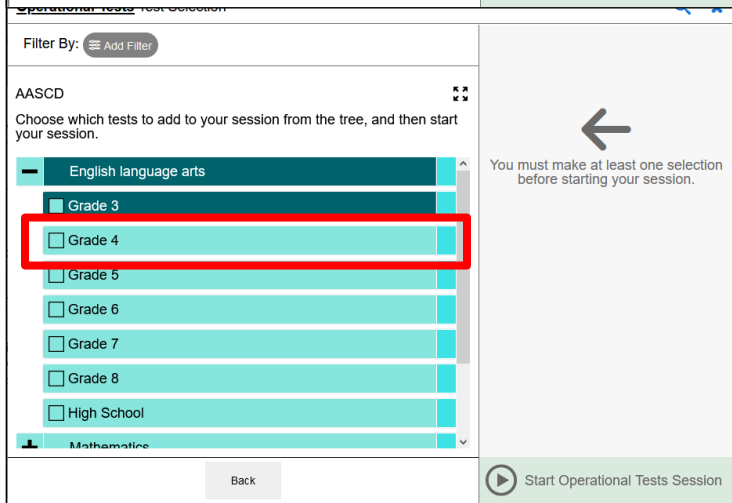
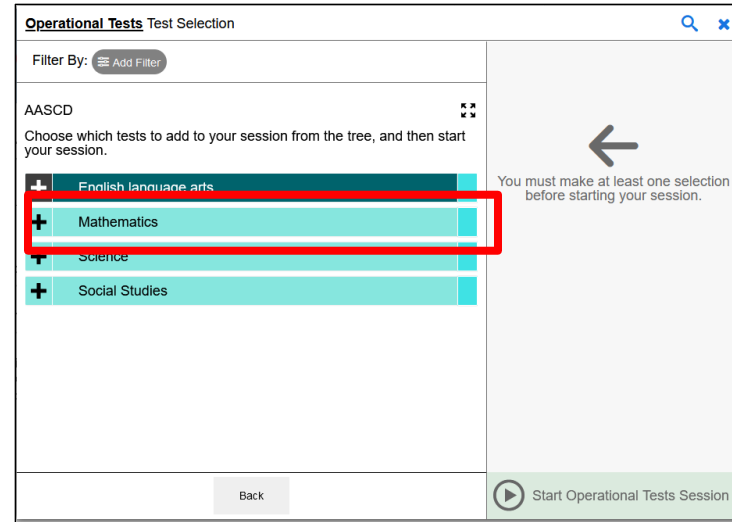
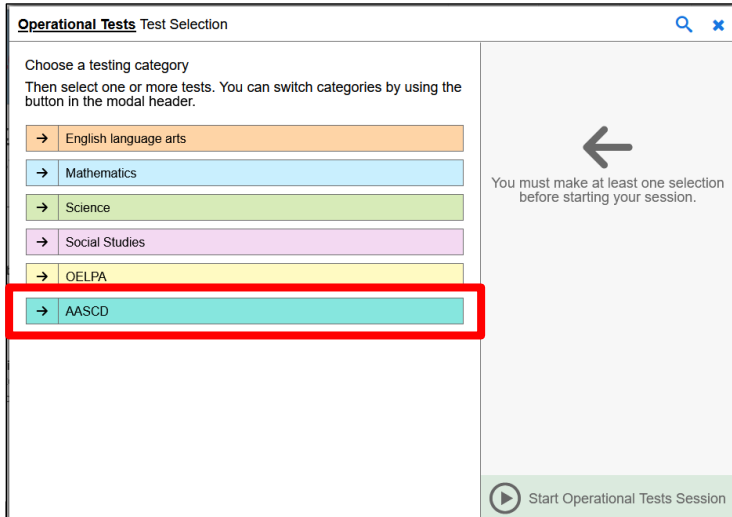
Select ANY school from the drop-down menu.

Regardless of the specific school selected from the drop-down menu, you will be able to administer tests to the students from any of the multiple schools that you are associated with in the test session that you start.



2c. After logging in, the test selection screen is immediately available. Click the arrow next to the AASCD administration. Then click the + next to the subject to access the list of available grades for that subject. Click the + next to a grade to access the available tests modes.

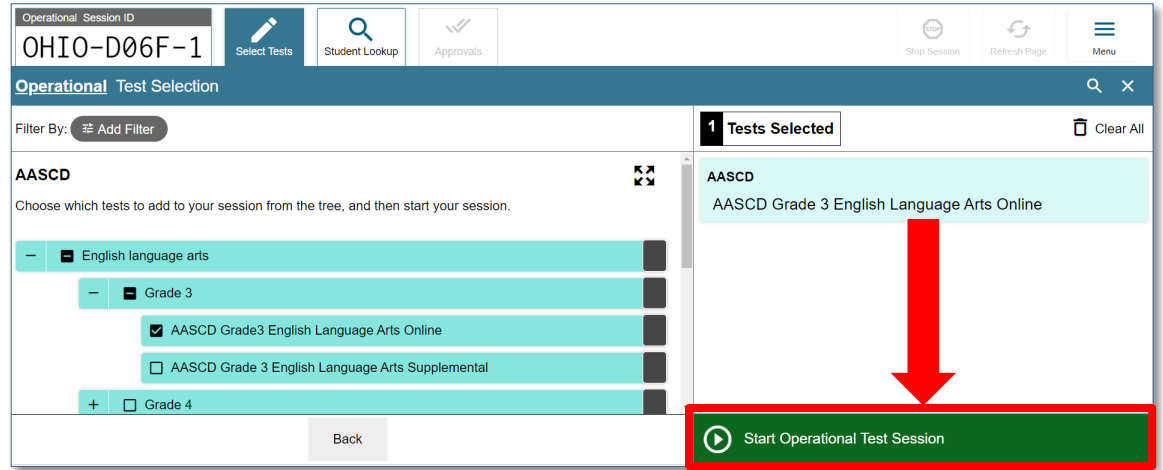
Note: The test selection for full paper tests is not available on this screen. Full paper tests are available within the Data Entry Interface (DEI) only.



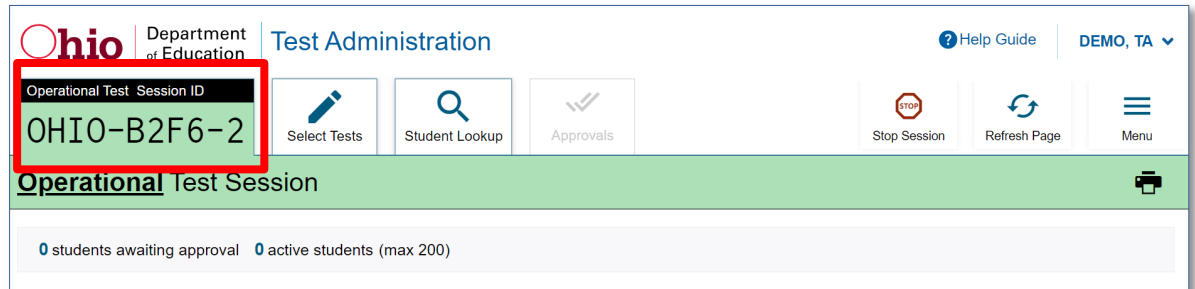
2d. Click the checkbox next to a test to include it in the test session.

Students in your session can take only the tests they are eligible for and that you select for the session.

2e. Click the green **[Start Operational Test Session]** button to start the session. Upon doing so, the TA Interface will generate the Session ID.



2f. Locate the Session ID at the top of the TA Interface screen.



Step 3. Student Sign-In

The student does not need to be present for this step.

In order to sign in and take a test, the student's first name (as it appears in TIDE), SSID (or Student ID for students who do not have a SSID) and the Session ID must be entered into the Student Interface sign-in page. Follow the script below to start the student sign-in process.

- 3a. From the student's device, which should have the Secure Browser or SecureTestBrowser app launched as noted in [Step 1](#), click the **[Take an Operational Test]** button.
- 3b. From the **Please Sign In** screen:
 - In the **First Name** box, type the student's first name only, as it appears in TIDE.
 - In the **Student ID** box, type the student's SSID (or Student ID), as it appears in TIDE.
 - In the **Session ID** box, type the Session ID exactly as it appears in the TA Interface.
- 3c. Once you have typed in this information, click **[Sign In]**. Next, you should see a page that says, **"Is This You?"**

A message describes the reason for any sign-in failure. Refer to the [Troubleshooting](#) section for possible resolutions.

Please Sign In

First Name:
[Person icon] [Input field]

Student ID:
[ID card icon] [Input field]

Session ID:
[Key icon] PROD - [Input field] - [Input field]

Take a Practice Test

Operational Test Site

Sign In

- 3d. Read the **"Is This You?"** screen. Make sure the information is correct for the student you are preparing to test. If the information is correct, click **[Yes]**.
- If any of the student's information is not correct, click **[No]**. Contact your test coordinator, who needs to update the student's demographic information in TIDE prior to testing.

Is This You?
Please review the following information.

First Name Student FN	Last Name Student LN
SSID: DEMO12345	Grade 3
Date of Birth October 10, 2014	School: DEMO School

Yes No

3e. The next screen shows “**Your Tests.**” Click on the test for which you are preparing to test the student.

If the correct test is not available, refer to the [Troubleshooting](#) section for possible resolutions.

Your Tests
Select the test you need to take.

AASCD

Start AASCD Grade 3 English Language Arts Online

Start AASCD Grade 3 Mathematics Online

Operational Test Site

Back to Login

3f. The next screen shows a message that the test is “**Waiting for Approval.**” Proceed to [Step 4](#).

Waiting for Approval
Your Test Administrator needs to review your requested test and your test settings. This may take a few minutes.

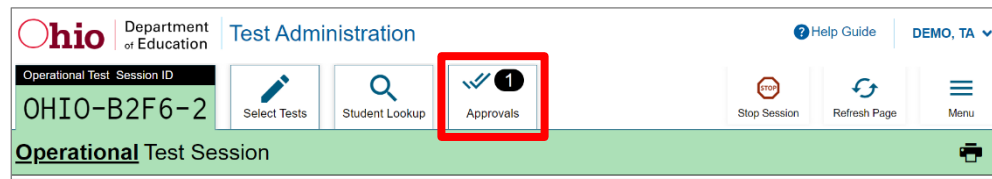
First Name Student FN	Last Name Student LN
Session ID OHIO-B2F6-2	Test AASCD Grade 3 English Language Arts Online

Cancel Request


Step 4. Approve the Student for Testing

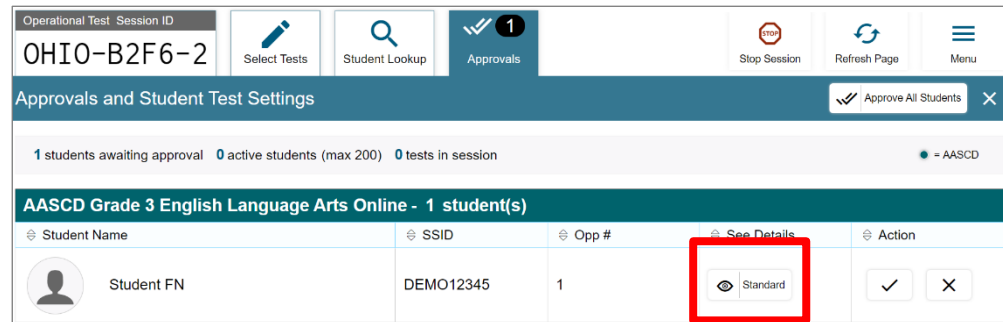
The student does not need to be present for this step.

4a. Once the student's test appears in the TA Interface approvals queue, click the **[Approvals (#)]** tab at the top of the TA Interface to open the Approvals and Student Test Settings pop-up window.



4b. Confirm that the student listed in the Approvals and Student Test Settings window matches the student who is testing during the test session. Make sure the student is listed under the correct test.

Click the lookup icon  to review a student's accessibility features. Accessibility features are described in the [Test Settings and Accommodations](#) table at the end of this document.



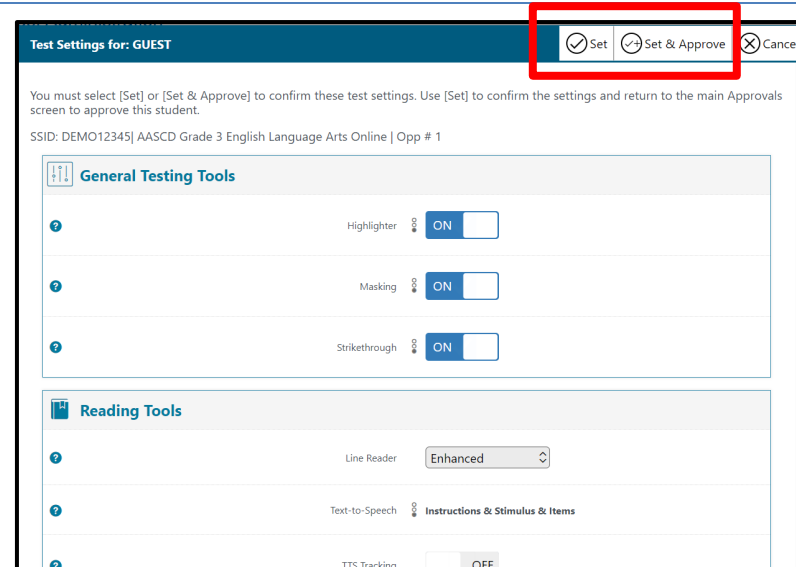
4c. Review and edit a student's accessibility features within the Test Settings window.

Do not approve a student if the correct features are not marked.

Note: For a complete guide, refer to the [Test Settings and Accommodations](#) table at the end of this document.

Click **[Set]** to confirm the settings and return to the Approvals and Student Test Settings box.

Click **[Set & Approve]** to confirm the settings and approve the student's test.



4d. If the student's test settings do not require updating, click the check box ✓ (recommended) or click **[Approve All Students]** within Approvals and Student Test Settings. After doing so, the student's screen advances to the "Is This Your Test?" screen.

Click the **X** to deny the request to approve the test. You are prompted to enter a reason why the approval request was denied (for example, the wrong test was selected for the student).

Note that the reason why the request was denied appears on the student's screen. However, the student does not need to be informed of the denied request. This information is not reported and the test coordinator does not need to be notified.

Operational Test Session ID
OHIO-B2F6-2

Select Tests Student Lookup Approvals 1 Stop Session Refresh Page Menu

Approvals and Student Test Settings

Approve All Students

1 students awaiting approval 0 active students (max 200) 0 tests in session = AASCD

AASCD Grade 3 English Language Arts Online - 1 student(s)

Student Name	SSID	Opp #	See Details	Action
Student FN	DEMO12345	1	Standard	<input checked="" type="checkbox"/> <input type="checkbox"/>


Step 5. Text-to-Speech Sound Check

The student *must* be present for this step.

Text-to-speech (TTS) is required for all AASCD tests. After the student's test is approved, the next screen is an Audio Checks screen. The "**Text-to-Speech Sound Check**" panel allows students to verify that the audio is at the appropriate volume, pitch and rate that works best for them to hear the TTS.

The sound settings display the voice pack that is used for TTS. If more than one voice pack is installed on the computer, a drop-down menu is available. Be sure to test all available voice packs to confirm which is best for the student.

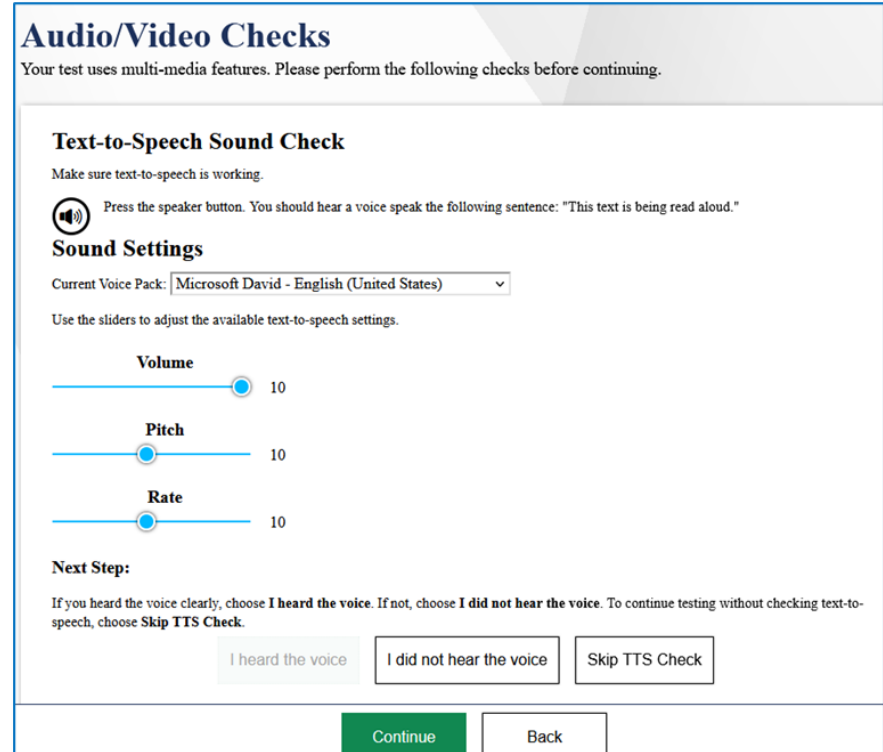
SAY: **We are going to make sure you can hear the voice. Click the**

[Speaker]  **button at the top of the screen** (you may assist the student with clicking the **[Speaker]** button). The computer should say, "This text is being read aloud."

SAY: **Could you understand the voice? If you cannot understand the voice let me know and I will change it** (adjust the audio as needed for yourself and the student to clearly understand the audio).


Once you and the student can clearly understand the audio when the green **[Speaker]** button is selected, click the green **[I heard the voice]** button then click the **[Continue]** button. After you click the **[Continue]** button, you will see the Instructions and Help page.

Assist students as needed. If students do not hear the text being read aloud, confirm the audio is on and that the device contains a compatible voice pack. Refer to the "Text-to-Speech Requirements" section of the [Assistive Technology Manual](#) for additional information.



Audio/Video Checks
Your test uses multi-media features. Please perform the following checks before continuing.

Text-to-Speech Sound Check
Make sure text-to-speech is working.

 Press the speaker button. You should hear a voice speak the following sentence: "This text is being read aloud."

Sound Settings
Current Voice Pack: Microsoft David - English (United States) ▾

Use the sliders to adjust the available text-to-speech settings.

Volume 10

Pitch 10

Rate 10

Next Step:
If you heard the voice clearly, choose **I heard the voice**. If not, choose **I did not hear the voice**. To continue testing without checking text-to-speech, choose **Skip TTS Check**.

Step 6. Review the Instructions and Help Information

The student *must* be present for this step.

SAY: **This page provides a link to the Help Guide** (point to the Help Guide section on the student's screen). **If you want to see this information during the test, let me know.**

Review the test settings for accuracy. If any settings are incorrect, click **[Return to Login]**. After logging the student back in, correct the test settings before approving the student to test. More detailed information on the Student Testing Site tools is available in the [Test Administrator User Guide](#).

Review the Additional Test Information section regarding test security.

SAY: **When you are ready to start your test, click [Begin Test Now]**. You may assist the student with clicking **[Begin Test Now]**.

When the student clicks **[Begin Test Now]**, the Student Testing Site presents the first question.

The screenshot shows a user interface titled "Instructions and Help". At the top, it says "You may select the question mark button to access this Help Guide at any time during your test." Below this, there are three main sections:

- Test Settings**: A section with the instruction "Use this button to review your test settings." and a button labeled "View Test Settings".
- Additional Test Information**: A section containing a paragraph about secure materials and a bulleted list of prohibited actions:
 - Using and/or possessing cellphones, cameras, smart watches or any other internet connected devices;
 - Sharing test and test-related information (giving or receiving);
 - Having notes, study guides, or 'cheat' sheets.
- Help Guide**: A section with the instruction "The Help Guide and test rules can be accessed at any time by using the button on the top part of the test page." and a button labeled "View Help Guide".

At the bottom of the page, there are two buttons: "Begin Test Now" (highlighted in green) and "Go Back".

Step 7. Introduce Students to the Student Interface

The student *must* be present for this step.

Follow the script in the right column below to introduce the test administration to the student. Use these directions for all students before they begin testing.

For each student	Use this script to orient the student to the test administration
Prior to administering the first item	<p>Once the first item has loaded in the Student Interface, prevent the student from navigating to the first item on their own until after you have completed the below section:</p> <p>SAY: Today you are taking the (provide the test name [for example, Grade 3 English language arts]) test.</p> <p>SAY: If you need a break during the test, let me know.</p> <p>SAY: First, the computer will need to read to you so you can hear the passage, question and response options.</p> <p>If the item has a passage or stimuli, <i>point</i> to the passage or stimuli on the left of the student's screen.</p> <p>SAY: To hear the passage, the ear icon for the passage will need to be selected. <i>Point</i> to the ear icon for the passage on the student's screen.</p> <p><i>Point</i> to the question on the student's screen.</p> <p>SAY: You will need to hear the question read to you. To hear the question, the ear icon for the question will need to be selected. <i>Point</i> to the ear icon for the question on the student's screen.</p> <p><i>Point</i> to the response options on the student's screen.</p> <p>SAY: You will also need to hear the response options read to you. <i>Point</i> to the ear icon for each response option on the student's screen.</p> <p>SAY: After the computer is done reading to you, select your answer. <i>Point</i> to each response option box (not the ear icon).</p> <p>SAY: If you want to hear anything again, I can repeat it for you.</p> <p>SAY: Do you have any questions about the Student Interface? (<i>Point</i> to the screen as a whole). Answer any questions the student has.</p> <p>SAY: Okay, we are now going to listen to the computer read to you. (<i>Point</i> to the passage/stimulus ear icon and allow the student to select the ear icon or assist him or her with doing so.)</p> <p>Proceed to administer the first item to the student. <i>Reminders:</i> TTS can be repeated for the student as many times as needed. The test administrator may assist the student as needed to interact with the computer.</p>

Step 8. Monitor the Administration

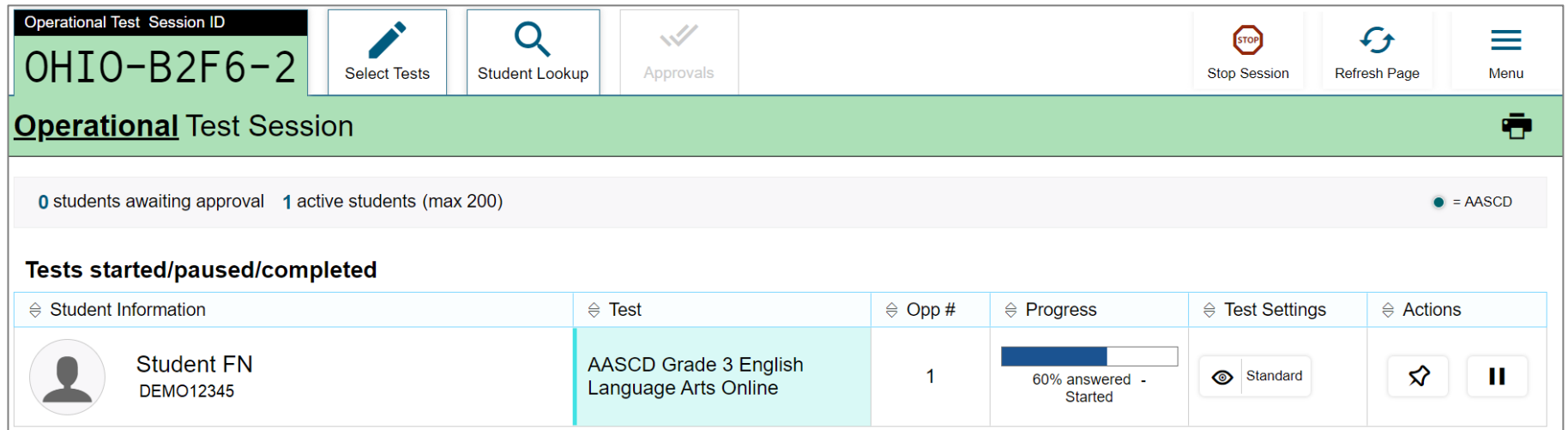
8a. Monitor Testing and Ensure Test Security

Throughout testing, assist the student as needed with navigating the Student Interface, including selecting the ear icons, adjusting the audio, repeating the text-to-speech audio as needed, selecting tools from the global menu and content menu and clicking the **[Next]** button. Assist students as needed, but do not answer questions about test content.





Use the TA Interface to view the testing progress of the student. The site will not show test questions or scores, but the student test status column will show the student's testing progress. The online system will not enforce a time limit. Be sure to monitor the student for the need to take a break.


The TA Interface automatically refreshes every minute. You can manually refresh at any time by clicking the refresh icon () toward the top of the page.

IMPORTANT: The TA Interface will time out if idle for more than 20 minutes. Be sure to occasionally move the mouse or select the refresh icon in the TA Interface to prevent timing out and disrupting the student's test.




The screenshot displays the TA Interface for an Operational Test Session. At the top, the session ID is OHIO-B2F6-2. Below this, there are navigation buttons: Select Tests, Student Lookup, Approvals, Stop Session, Refresh Page, and Menu. The main header indicates the session is Operational. A status bar shows 0 students awaiting approval and 1 active student (max 200). A legend indicates that a blue dot represents AASCD. The main content area is titled 'Tests started/paused/completed' and contains a table with the following data:

Student Information	Test	Opp #	Progress	Test Settings	Actions
 Student FN DEMO12345	AASCD Grade 3 English Language Arts Online	1	<div style="width: 60%;"><div style="background-color: #0070C0; height: 10px;"></div></div> 60% answered - Started	 Standard	 

Note: In the TA Interface under the Progress column, a paused test has a More Info icon . Click this icon to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk to assist in troubleshooting issues.

Make sure that all conditions of test security are maintained.

8b. Pausing a Test (if needed)

It may be necessary to pause a student's test (for example, the student needs a break). The student's test can be paused from the Student Interface by selecting the **[Pause]** button from the global menu or you can click the pause icon  in the Actions column of the TA Interface to sign the student out of the test.

If you **stop** the session from the TA Interface, the student's test will be paused automatically and the system will sign the student out of their test. The student will not be able to review their responses before the system signs them out. If a session is stopped, it cannot be resumed. You will have to create a new session and use the new Session ID when signing the student back in to resume testing.

8c. Transferring a Session (if needed)

If you have problems with your computer or web browser or need to change computers during an active test session, you can transfer the session from one computer, mobile device or browser to another without stopping the session or interrupting the student's in-progress test. To transfer a test session to a new device or browser:

- Do not stop or log out of the session you are currently in (if you do, you will end the test session and pause the student's test, signing the student out of the test).
- Log into the TA Interface on the new machine or in the new browser where a Session ID prompt appears.
- Enter the active Session ID into the box and click **[Enter]**. When the Session ID is validated, you will be able to continue your test administration activities.

The test session on the previous computer or browser transfers automatically. This will not stop the session or pause the student's test.

If you have problems with your computer or web browser and do not remember your Session ID, upon signing in again, click the [Start a Different Session] link. The student's test should be paused and the student signed back in again with your new Session ID.

8d. Exiting a Segment

There are two segments to each test. The first segment ends after the first 4 items. After entering a response to the 4th item and selecting the [Next] button, a pop-up window displays a message on the Student Interface stating, "You are leaving the current segment. Are you sure that you want to do this?" Select Yes to move onto the next segment or No to return to the 4th item.

Note: Once you exit out of a segment you **cannot** return to that segment of the test.

Step 9. Notify Students About the End of the Test

The student *must* be present for this step.

When the student enters a response to the last item on the test and selects the **[Next]** button, a pop-up window displays a message on the Student Interface indicating that the last question is reached and to end the test.

SAY: **You have reached the last question on the test. Are you done selecting your answer?**

If the student is done selecting their response option, proceed to [Step 10](#).

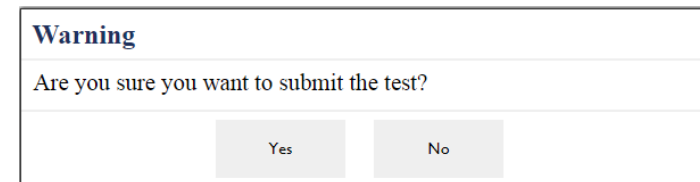
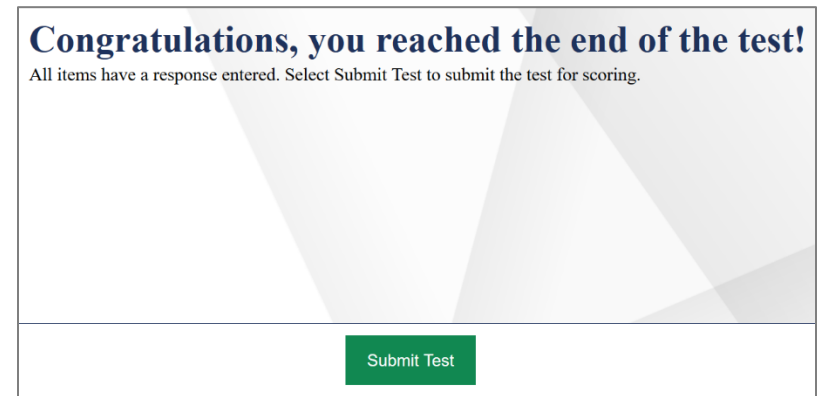
Step 10. End the Test Administration

Submitting the Student's Test

The student *must* be present for this step.


Once all items have been responded to and the **[Next]** button is selected the student will receive a screen similar to the one shown on the right.

Click **[Submit Test]** on the bottom of the screen. There will be a pop-up warning message: Are you sure you want to submit the test? Once the **[Yes]** option has been selected, the student's test is submitted and no longer available.

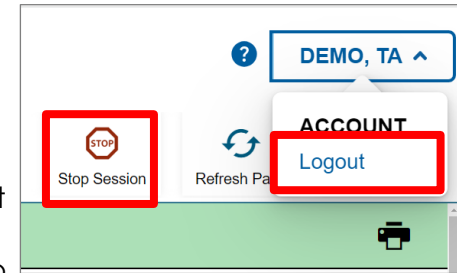


Test Administrator Ends the Test Session

The student does not need to be present for this step.

Once the student's test is submitted, the test session should be stopped by clicking the red **[Stop]**  tab in the TA Interface.

If a student's test is not submitted before the test session is stopped, the test will remain in paused status; the testing system will force submit paused tests when the testing window ends. Though it is not necessary for the test administrator to log the student back into the test for the sole purpose of submitting the test, it is recommended that all students' tests are submitted in the Student Interface to ensure participation reports are accurate.



Log out of the TA Interface by clicking your name in the top left corner of the TA Interface and then selecting **[Logout]**. A message appears asking you to confirm that you want to log out.

Immediately after testing, collect any used and unused scratch paper from the student. Securely shred any paper with student writing. If the student used an approved handheld calculator for the mathematics test, confirm that the memory on the calculator is cleared.

Test Settings

A summary of the accessibility features available in the Student Interface is available below.

Test Setting	Description
General Testing Tools	
Highlighter	Highlighter is set to On by default and allows the student to highlight text. This setting can be changed in TIDE and the TA Interface.
Masking	Masking is set to On by default and allows the student to cover an area of the item so the student can focus on certain item elements. This setting can be changed in TIDE and the TA Interface.
Strikethrough	Strikethrough is set to On by default and allows the student to cross out answer options for selected response items. This setting can be changed in TIDE and the TA Interface.

Test Setting	Description
Reading Testing Tools	
Text-to-Speech	Text-to-speech is an accessibility feature that speaks aloud words in test questions and descriptions of graphics. Text-to-speech is REQUIRED for all tests and is turned on by default for all AASCD tests. Use of the text-to-speech feature requires the student's device to have a voice pack installed. This setting cannot be turned off for any AASCD test.
Text-to-Speech Tracking	Text-to-speech tracking is an accessibility feature that highlights words in test questions as the words are spoken aloud. Text-to-speech tracking is turned on by default for all AASCD tests. Text-to-speech tracking is not available for most graphics, although it may be available for some (but not all) tables. This setting can be changed in TIDE and the TA Interface.
Line Reader	Line Reader is set to "Enhanced" by default and allows the student to highlight lines of text as the student reads. This setting can be changed in TIDE and the TA Interface.
Visual Testing Tools	
Color Choice	<p>The following background colors* are available in addition to the default black on white. This setting can be changed via TIDE and the TA Interface: <i>*The background color of some graphics will not change.</i></p> <ul style="list-style-type: none"> • Light Yellow • Light Blue • Light Magenta • Reverse Contrast (black background with white text) • White on Navy (navy background with white text)
Mouse Pointer	<p>The following pointer sizes and colors are available in addition to the system default (this setting can be changed in TIDE and the TA Interface):</p> <ul style="list-style-type: none"> • Large Black • Large Green • Large Red • Large Yellow • Large White • Extra Large Black • Extra Large Green • Extra Large Red • Extra Large Yellow • Extra Large White
Print Size	The default print size is approximately 12 point; other sizes (levels 1–4) scale up. This setting can be changed in TIDE and the TA Interface.

Test Setting	Description
Other Testing Tools	
Permissive Mode	Permissive Mode is enabled for all AASCD tests. For students with disabilities who need to use specialized software or assistive technology in the Secure Browser or SecureTestBrowser app, permissive mode enables them to do so.
Access Limited—Blind	<p>Access Limited—Blind is for students who are blind or visually impaired and is set to No by default. When set to Yes, the student will not receive any items that are flagged as access limited—blind. This setting can be changed in TIDE and the TA Interface.</p> <p>Note: This setting should be used for English language arts, science and social studies testing only. This setting should not be turned on for mathematics tests. Refer to the section on Blind and Visually Impaired Students taking the AASCD for more information.</p>

Troubleshooting

Description	What to Do
During student sign-in, the following message displays: <i>Please check that your information is entered correctly. If you need help, ask your test administrator.</i>	Verify that the student's correct first name and SSID or Student ID are entered as they appear in TIDE. If necessary, use the Student Lookup tool located in the TA Interface to verify that the student is preidentified.
During student sign-in, the following message displays: <i>Session ID does not exist.</i>	Verify that the correct Session ID is entered with no extra spaces or characters. Verify that the session was created in the TA Interface (not the Test Administrator Practice Site) and that the student is logging in to the Student Interface (not the Student Practice Site).
During student sign-in, the following message displays: <i>The testing session is closed.</i>	Verify that the correct Session ID for the session that is active in the TA Interface is entered. Verify that the Session ID is active in the TA Interface.

Description	What to Do
<p>There are no tests available for the student to select on the "Your Tests" screen.</p> <p>A test is grayed out and cannot be selected.</p>	<p>Verify that a test for which the student is eligible is selected in the TA Interface (for example, if a student's enrolled grade in TIDE is three, the test administrator must select a grade 3 English language arts test option for inclusion in the test session). Verify that the student's Pre-ID record in TIDE reflects the correct test eligibility.</p> <p>Verify that the student's test mode is identified as an online (O) tester or supplemental (S) tester in their Pre-ID record in TIDE.</p> <p>Verify that the student's test eligibility is set as "Yes" for the alternate assessment.</p> <p>Verify that the student has not already taken the test; students can take each test only once.</p> <p>Tests are grayed out if the student's test is already submitted.</p>
<p>A test the student is eligible for was not included in the session.</p>	<p>Click the [Select Tests] button in the TA Interface to add additional tests to the session.</p>
<p>The wrong accessibility features are listed for the student on the "Is This Your Test?" page.</p>	<p>The test administrator should sign the student out and then sign them back in. Before the test administrator approves the student to start the test, the test administrator should click the test settings and adjust them to provide the desired accessibility features. Once they are set, the test administrator must approve the student. The student can continue their test with the appropriate features.</p>
<p>A Chromebook message indicates that Kiosk Mode is needed.</p>	<p>Refer to the Technology Guide for guidance.</p>
<p>A session ends before the student is finished testing.</p>	<p>Log in and start a new session. Provide the student with the new Session ID.</p>
<p>A student gets signed out of a test while a session is still active.</p>	<p>If a student's test is interrupted, the student should be signed back in and rejoin the session.</p>

Description	What to Do
A pop-up message says forbidden applications are running.	The Secure Browser or SecureTestBrowser app will not allow the student to begin testing if forbidden applications are running. Close any open applications then re-launch the Secure Browser or SecureTestBrowser app.
A student's test freezes.	<p>Force-quit the Secure Browser or SecureTestBrowser app and re-launch it. Sign the student back in. If another device is available, the student can be signed in on that device. Force-quit commands include the following:</p> <ul style="list-style-type: none"> • Windows: [Ctrl] + [Alt] + [Shift] + [F10] • Mac OS X: [Ctrl] + [Alt] + [Shift] + [F10] (The Ctrl key may appear as Control, Ctrl, or ^) • Linux: [Ctrl] + [Alt] + [Shift] + [Esc] <p>No force-quit commands exist for mobile devices. Instead, do the following:</p> <ul style="list-style-type: none"> • Chromebook: Power off the Chromebook. • iOS (iPads): Close the app as you would any other iOS app. • Android: Tap the [Menu] button in the upper-right corner and tap [Exit].
The test administrator is having difficulty signing the student into a test.	<p>Try each of the following steps (if you continue to experience issues signing the student in to the test after trying each step, contact the Ohio Help Desk at 1-877-231-7809 or OHHelpDesk@cambiumassessment.com):</p> <ul style="list-style-type: none"> • Use the Student Lookup icon on the TA interface to verify student information for login purposes only. It does not indicate whether a student is eligible to test. To verify student eligibility for a specific test, please check TIDE. • Ensure the student's device is using a supported operating system and has the latest version of the Secure Browser or SecureTestBrowser app. • Test the student on a different device of the same operating system. • Test the student on a different device of a different operating system.

Description	What to Do
<p>A student is kicked out of a test.</p>	<p>Try each of the following steps (if the student continues to experience the issue after trying each step, contact the Ohio Help Desk at 1-877-231-7809 or OHHelpDesk@cambiumassessment.com):</p> <ul style="list-style-type: none"> • Ensure the student's device is using a supported operating system and has the latest version of the Secure Browser or SecureTestBrowser app. • In the TA Interface under the Pause Test column, a paused test has an information icon. Click this icon to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk to assist in troubleshooting the issue. • Test the student on a different device of the same operating system. • Test the student on a different device of a different operating system.
<p>A student receives an error message while taking the test (usually five digits).</p> <p>Additional Assistance</p>	<p>Record the error message and check the Message Codes guidance document for additional information.</p> <p>Contact the Ohio Help Desk at 1-877-231-7809 or OHHelpDesk@cambiumassessment.com. If you experience technical issues during a test session, have the following available:</p> <ul style="list-style-type: none"> • Test administrator or information technology contact information: • SSID(s) of affected student(s) • Test name (grade and subject) being administered • Operating system and device information • Any error messages and codes that appeared, if applicable • Information about your network configuration (for example, wired or wireless Internet network setup)

