Appendix D: What to Do When—Troubleshooting for AASCD Online Testing

This section addresses some scenarios that may arise before or during testing. If you encounter a situation that is not covered, please see the inside front cover of this manual for guidance on whom to contact.

#	Description	What to Do
1	A test administrator needs a Test Administrator (TA) or Teacher (TE) User Account	District test coordinators, district administrators and building test coordinators can create Test Administrator (TA) and Teacher (TE) User Accounts.
2	A user forgets his or her password	From the TIDE Login Screen at oh.tide.cambiumast.org, click [Forgot Your Password?]. Enter your username (your e-mail address), then [Next].
3	A student's accessibility features are not listed correctly under Test Settings in the TA Interface	The test administrator should update the student's accessibility features under Test Settings in the TA Interface before approving the student to test.

#	Description	What to Do
4	There are no tests available for the student to select on the "Your Tests" screen Tests on the "Your Tests" page are grayed out and cannot be selected by the student	Verify that the student's test eligibility is set as "yes" for the alternate assessment (AASCD) and a primary disability is indicated in TIDE. For testers using the Student Testing Site to take the online test or the online fixed-form test with supplemental paper response card options: • Verify that a test for which the student is eligible has been added to the session in the TA Interface. • Verify that the student has a test mode of Online (O) or Supplemental (S) for the appropriate enrolled grade level and subject in his or her Pre-ID record. For testers taking the full paper test and for whom responses need to be entered into the Data Entry Interface (DEI) by the test administrator: • Verify that a test for which the student is eligible has been selected in the DEI. • Verify that the student has a test mode of Paper (P) for the appropriate enrolled grade level and subject in his or her Pre-ID record. If the tests are grayed out and cannot be selected, verify that the student has not already taken the test by running a participation report in TIDE. Students can take each test only once.
5	A student's "Is This Your Test?" page shows the wrong accessibility features	The student should be signed out and then signed back in. **Before** the test administrator approves the student to start the test, the test administrator must 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 will be able to continue his or her test with the appropriate features.
6	A new student is enrolled at the school	The district test coordinator, district administrator, EMIS coordinator, Information Technology Center (ITC) or building test coordinator must preidentify the new student in TIDE. If the student began taking a test at his or her previous school but did not submit the test, review the information on test status requests if the student needs to be able to access test items in order to complete the test.
7	A student moves out of the district during testing	If the student moves out of the district, no action is required by the district from which the student moved.

#	Description	What to Do
8	A student needs to leave the computer for some reason	Click the [Pause] button, which will sign the student out of the test. The test administrator can also pause the student's test from the TA Interface. When the student is ready to resume testing, sign the student into the active session and continue testing.
9	A student is cheating	See Section 3 of this manual for guidance on reporting test security violations.
10	A student starts or takes a test for which the student is not eligible	See the information on Test Status Requests in this manual.
11	A student cannot sign into the Secure Browser or SecureTestBrowser App	Make sure the student's first name and SSID or student ID are being entered **exactly** as it appears in TIDE. If the student's name has an apostrophe and the student is testing on a Chromebook, ensure the keyboard setting is **US,** not international.