

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 utilizes 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 [Spring 2021 AASCD 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 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 Testing Site includes the allowable calculator for mathematics tests; use of handheld calculators is at district or school discretion or based on the student's IEP. If students use an approved handheld calculator, confirm that the memory has been cleared before and after each testing session. See the [Ohio Department of Education's website](#) for complete calculator policies.
- Prepare the test room using [Section 7.6](#) of this manual 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 [Secure Test Browser app](#).

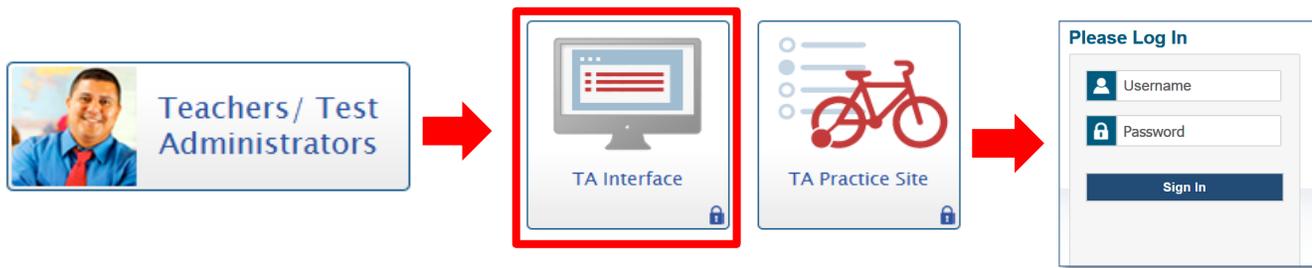


Step 2. Establish a Test Session

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

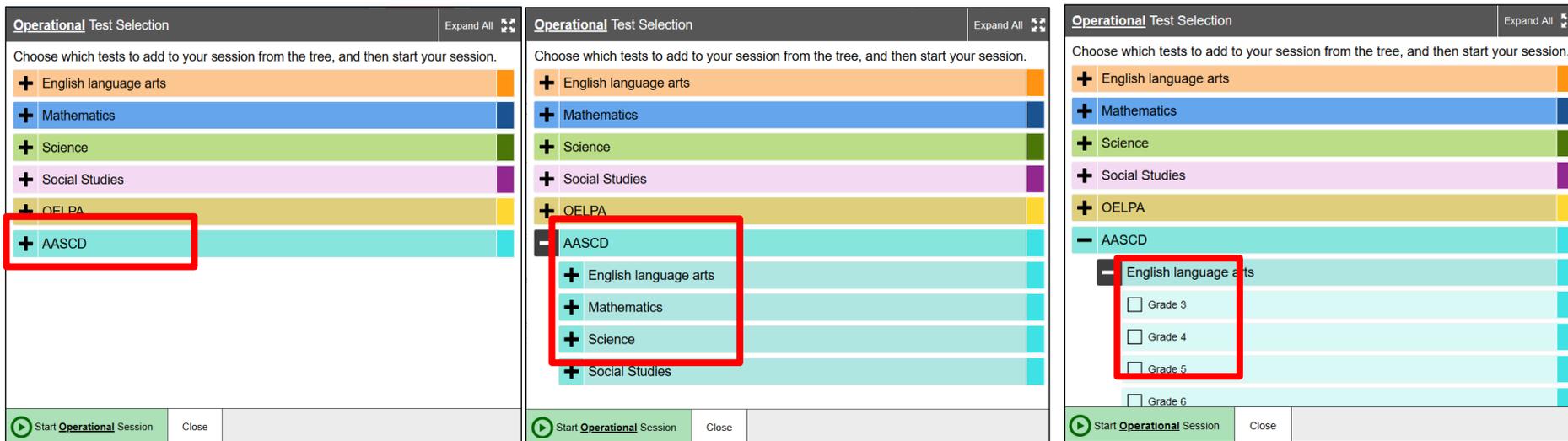
To test online, the student must be signed in to an active test session and be approved for testing by the test administrator. Test administrators can establish test sessions only on test day, immediately before beginning testing. Note that the TA Interface will log out test administrators whose sessions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

- 2a. From your device, navigate to the [TA Interface](#) on the test portal, then log in using the same username (email) and password used to log in to TIDE. Note that the TA Interface link for operational testing is active only during testing windows.



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

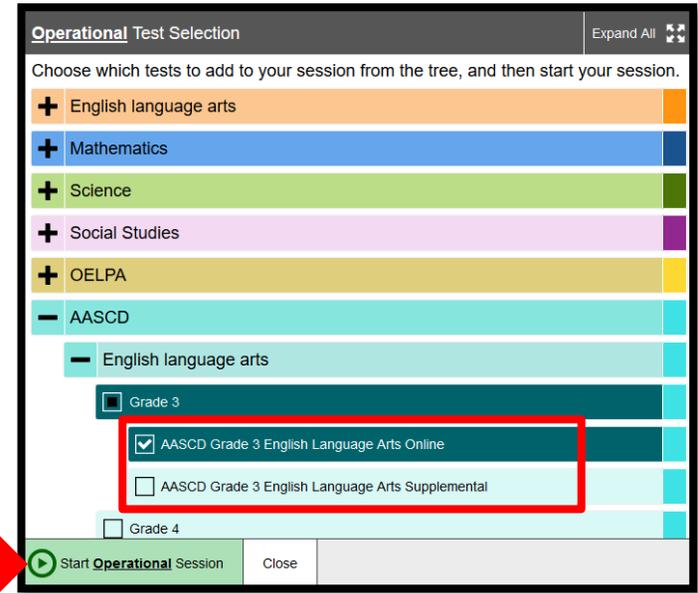
Note: The test selection for full paper tests is not available on this screen. Full paper tests are only available within the Data Entry Interface.



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

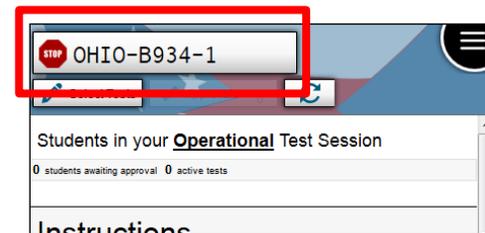
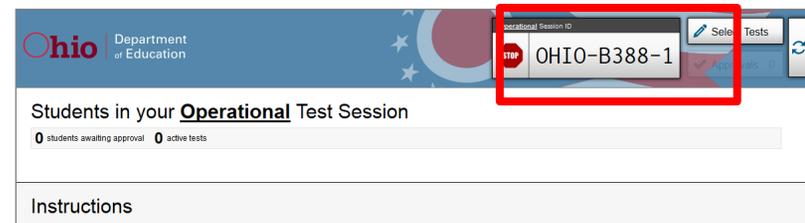
Students in your session will be able to take only the tests they are eligible for and that you select for the session.

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



2e. Locate the Session ID. It appears at the top of the TA Interface screen.

Note: The location of the Session ID box may vary depending on your device and width of your browser window. Two examples are shown.



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 Test Site 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:

Student ID:

Session ID: PROD - -

Take a Practice Test

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, select [No]. Contact your test coordinator, who will need to update the student's demographic information in TIDE prior to testing.

Is This You?

Please review the following information.

First Name Jane	Last Name Doe
SSID: AIR999999	Grade 3
Date of Birth October 10, 2002	School: AIR 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, see the [troubleshooting](#) section for possible resolutions.

3f. The next screen shows a message that the test is waiting for approval. Proceed to [Step 4](#).

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

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

First Name Jane	Last Name Doe
Session ID OHIO-8046-5	Test AASCD Grade 3 English Language Arts Online

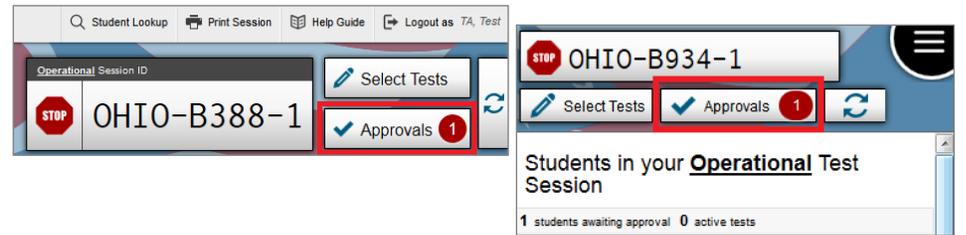
Click to cancel the request and return to the login page.

Step 4. Approving the Student for Testing

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

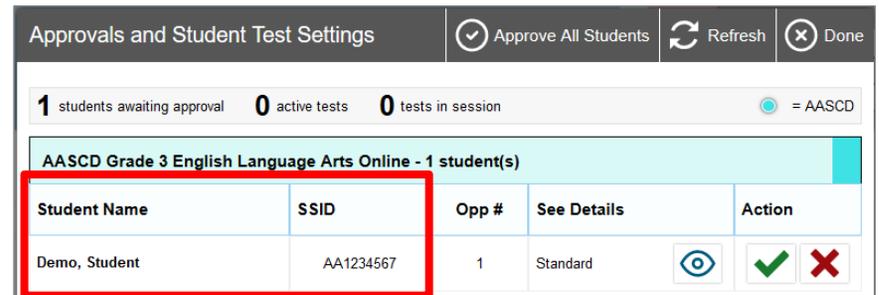
- 4a.** Once the student's test appears in the TA Interface approvals queue, click the [Approvals (#)] button at the top of the TA Interface to open the Approvals and Student Test Settings pop-up window.

Note: The location of the Approvals box may vary depending on your device and width of your browser window. See two examples to the right.



- 4b.** Confirm that the student listed in the Approvals and Student Test Settings window matches the student who will be testing during the test session. Make sure each 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.



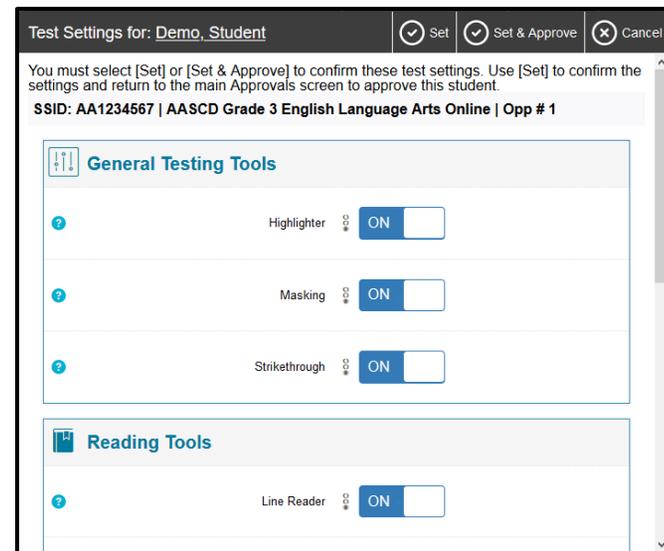
- 4c.** Review and edit a student's accessibility features within the Test Settings window.

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 green check box (recommended) or click [Approve All Students] within Approvals and Student Test Settings. After doing so, the student's screen will advance to the "Is This Your Test?" screen.

Click the red X to deny the request to approve the test. You will be prompted to enter a reason why the approval request was denied (e.g., the wrong test was selected for the student).

Note that the reason why the request was denied will appear 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.

Approvals and Student Test Settings

Approve All Students Refresh Done

1 students awaiting approval 0 active tests 0 tests in session = AASCD

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

Student Name	SSID	Opp #	See Details	Action
Demo, Student	AA1234567	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 has been approved, the next screen will be 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 will be used for TTS. If more than one voice pack is installed on the computer, a drop-down menu will be 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'll 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.

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 Anna - English (United States)

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

Volume 0

Pitch 0

Rate 0

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 will 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 will present 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 are three main sections: "Test Settings" with a "View Test Settings" button; "Additional Test Information" with a paragraph of security rules and a bulleted list of prohibited actions; and "Help Guide" with a "View Help Guide" button. At the bottom of the page are two buttons: "Begin Test Now" (green) and "Return to Login" (grey).

Instructions and Help

You may select the question mark button to access this Help Guide at any time during your test.

Test Settings

Use this button to review your test settings

View Test Settings

Additional Test Information

All state tests (including all test passages, test questions and any other secure material developed for use with any operational test) are secure materials. It is not permissible to reproduce any of this secure material or cause it to be reproduced in any format. You are not permitted to reveal any test question that is known to be on a state test in any manner whatsoever. The following includes, but is not limited to, examples of actions that would be considered a test security violation and end your test opportunity immediately:

- 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

The Help Guide and test rules can be accessed at any time by using the button on the top part of the test page.

View Help Guide

Begin Test Now Return to Login

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 administration
For each student prior to administering the first item	<p>Once the first item has loaded in the Student Interface, prevent the student from navigating the first item on their own until <u>after</u> you have completed the below section:</p> <p>SAY: Today you are taking the (provide the test name [i.e., 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, <u>point</u> 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. <u>Point</u> to the ear icon for the passage on the student's screen.</p> <p><u>Point</u> 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. <u>Point</u> to the ear icon for the question on the student's screen.</p> <p><u>Point</u> to the response options on the student's screen.</p> <p>SAY: You will also need to hear the response options read to you. <u>Point</u> 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. <u>Point</u> 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? (Point 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. (Point to the passage/stimulus ear icon and allow the student to select the ear icon or assist them with doing so.)</p> <p>Proceed to administer the first item to the student. <u>Reminders:</u> 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

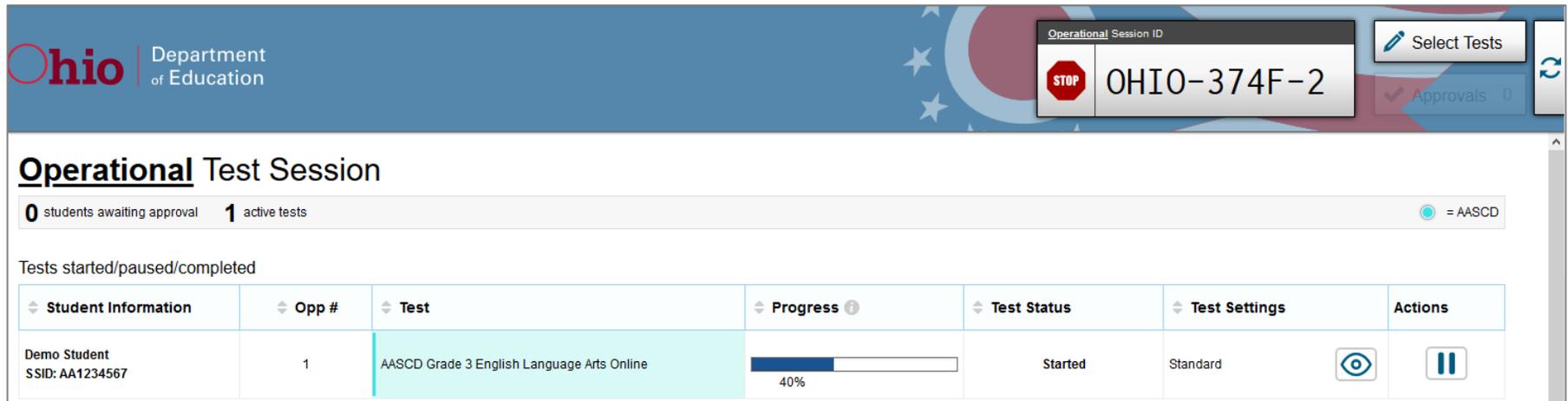
8a. Monitor Testing and Ensure Test Security

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 selecting 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 shows 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 refreshes automatically 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 Ohio Department of Education's TA Interface. At the top left is the Ohio Department of Education logo. The top right features a 'Session ID' box with a red 'STOP' icon and the ID 'OHIO-374F-2', a 'Select Tests' button, and a refresh icon. Below this is a summary bar showing '0 students awaiting approval' and '1 active tests'. A legend indicates that a blue circle represents 'AASCD'. The main section is titled 'Operational Test Session' and contains a table of test sessions.

Student Information	Opp #	Test	Progress	Test Status	Test Settings	Actions
Demo Student SSID: AA1234567	1	AASCD Grade 3 English Language Arts Online	<div style="width: 40%;"><div style="background-color: #0056b3; height: 10px;"></div></div> 40%	Started	Standard	 

Note: 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 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 (e.g., the student needs a break). The student's test can be paused from the Student Testing Site by selecting the pause button from the global menu or you can click the pause icon  in the Pause Test 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, and the system will sign the student out of his or her test. The student will not be able to review his or her response 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. A Session ID prompt will appear.
- 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 will transfer 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 link to [Start a Different Session]. The student's test should be paused, and the student signed back in again with your new Session ID.

Step 9. Notify Students about the End of the Test

The student must be present for this step.

When the student reaches the last item and selects the [Next Button], a pop-up window will display a message on the Student Interface indicating that the last question has been 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 his or her response option, proceed to [Step 10](#).

Step 10. Ending the Administration

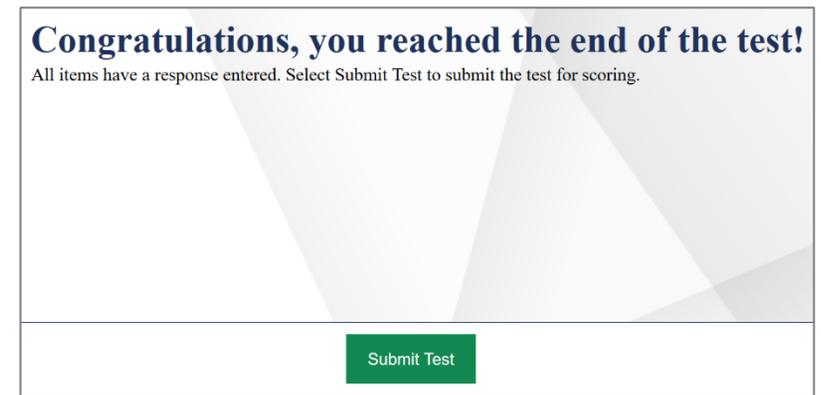
A student's test ends once the End Test button has been selected from the global toolbar. The End Test button will not appear in the global toolbar until the student has reached the last question.

Submitting the Student's Test

The student **must be present** for this step.

Once the Next button is selected on the last question, a pop-up window will display a message indicating that the last question has been reached and to end the test. The test administrator will need to select the gray Full Screen icon on the top left of the screen to access the global toolbar. Select the red [End Test] button from the global toolbar, then [Yes] in the subsequent pop-up window to continue, the student will then receive a screen similar to the one shown on the right.

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

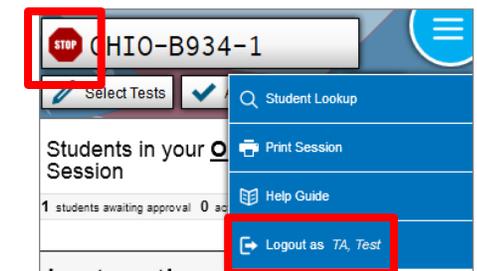


Test Administrator Ends the Test Session

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

Once the student's test has been submitted, the test session should be stopped by clicking the red [Stop] button next to the Session ID 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 test 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 testing site to ensure participation reports are accurate.

Log out of the TA Interface by clicking [Logout]. A message will appear, 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 the paper with student writing. If the student used a handheld calculator for the mathematics test, confirm that the memory on the calculator is clear.

Test Settings

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

Test Setting	Description
<u>General Testing Tools</u>	
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 students to cover an area of the item so they 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.
<u>Reading Testing Tools</u>	
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.

Test Setting	Description
Line Reader	Line Reader is set to on by default and allows the student to highlight lines of text as they read. This setting can be changed in TIDE and the TA Interface.
<u>Visual Testing Tools</u>	
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.
<u>Other Testing Tools</u>	
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	Access Limited – Blind is for blind or visually impaired students. Set to No by default. When set to Yes, the student will not receive any items that have been flagged as access limited blind. This setting can be changed in TIDE and the TA Interface.

Troubleshooting

Description	What to Do
<p>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></p>	<p>Verify that the student's correct first name and SSID or Student ID, have been entered as they are entered in TIDE. If necessary, use the Student Lookup Tool located in the TA Interface to verify that the student is preidentified.</p>
<p>During student sign-in, the following message displays: <i>Session ID does not exist.</i></p>	<p>Verify that the correct Session ID with no extra spaces or characters has been entered. 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 Testing Site (not the Student Practice Site).</p>
<p>During student sign-in, the following message displays: <i>The testing session is closed.</i></p>	<p>Verify that the correct Session ID for the session that is active in the TA Interface has been entered. Verify that the Session ID is active in the TA Interface.</p>
<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 (e.g., 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 will be grayed out if the student's test has already been submitted.</p>
<p>A test the student is eligible for was not included in the session.</p>	<p>Click [Select Tests] in the TA Interface to add additional tests to the session.</p>

Description	What to Do
The wrong accessibility features are listed for the student on the “Is This Your Test?” page.	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 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 will be able to continue his or her test with the appropriate features.
A Chromebook message indicates that Kiosk Mode is needed.	Refer to Configurations, Troubleshooting and Advanced SB Installation for ChromeOS for guidance.
A session ends before the student is finished testing.	Log in and start a new session. Provide the student with the new Session ID.
A student gets signed out of a test while a session is still active.	If a student’s test is interrupted, the student should be signed back in and rejoin the session.
A pop-up message says forbidden applications 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:</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 select Exit.

Description	What to Do
<p>The administrator is having difficulty signing the student into a test.</p>	<p>Try each of the following steps. If you continue to experience issues signing the student into 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.
<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 this information available:</p> <ol style="list-style-type: none"> 1) Test administrator name or information technology/network contact person and contact information 2) SSID(s) of affected student(s) 3) Test name (grade and subject) being administered 4) Operating system and device information 5) Any error messages and codes that appeared, if applicable 6) Information about your network configuration (e.g., wired or wireless Internet network setup)

