# Online Testing System

## Test Administrator User Guide

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*Prepared by the American Institutes for Research®*

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# Section I. Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in the North Dakota State Assessment practice tests and operational tests.

## Organization of the User Guide

- Overview of the Online Testing System provides an overview of online testing and general test rules.
- Accessing the Test Administration Sites explains how to log in to the TA sites.
- Overview of the Test Administration Sites describes the overall layout of the TA sites and highlights the important tasks and functions.
- Administering Online Tests outlines the process for creating a test session, approving students for testing, pausing tests, and logging out.
- Signing in to the Student Testing Site explains how students sign in to a test session.
- Overview of the Student Testing Site describes the layout of an online test, as well as the tools available to students.
- Proceeding Through a Test explains how students complete tests.
- The Appendices provide additional information about the secure browser, keyboard commands, transferring test sessions, and user support.

## Document Conventions

Table 1 describes the conventions appearing in this guide.

Table 1. Key Symbols and Elements

| Element | Description |
|---|---|
| | **Alert:** This symbol accompanies important information regarding a task that may cause minor errors. |
| | **Note:** This symbol accompanies additional information or instructions of which users must take note. |
| | **Policy:** This symbol accompanies information regarding test administration policies. |
| | **Warning:** This symbol accompanies important information regarding actions that may cause fatal errors. |

# Intended Audience

This user guide is intended for Test Administrators responsible for proctoring tests with the Online Testing System. To use this system, you should be familiar with using a web browser to retrieve data and with filling out web forms. You should also be familiar with printing documents and adjusting a computer's audio settings. If you or your students use Chromebooks, iPads, or other tablets for testing, then you should be familiar with these devices as well.

# Additional Resources

The following publications provide additional information:

- For information about policies and procedures that govern secure and valid test administration, see the *Test Administration Manual*.
- For information about supported operating systems and browsers, see the *System Requirements* document.
- For information about student and user management, rosters, and appeals, see the *TIDE User Guide.*
- For information about hand-scoring questions, see the *Teacher Hand Scoring System User Guide.*
- For information about network and internet requirements, general peripheral and software requirements, and configuring text-to-speech settings, see the *Technical Specifications Manual for Online Testing*.
- For information about installing secure browsers, see the *Secure Browser Installation Manual*.
- For information about supported hardware and software for Braille testing as well as information about configuring JAWS, see the *Braille Requirements and Testing Manual.*

The above resources are available on the North Dakota State Assessment Portal (http://ndsa.portal.airast.org).

# Section II. Overview of the Online Testing System

The Online Testing System delivers North Dakota's online tests. The following sections describe highlights of online testing in general and the Online Testing System in particular.

## Description of the Online Testing System's Sites

The Online Testing System consists of practice sites and operational testing sites. The practice sites function identically to the operational testing sites.

- **Practice Sites**
    - **TA Training Site:** Allows TAs to practice administering tests.
    - **Student Training Site:** Allows students to practice taking tests online and using test tools.
- **Operational Testing Sites**
    - **TA Interface:** Allows TAs to administer operational tests.
    - **Student Testing Site:** Allows students to take operational tests.

## User Roles and System Requirements

Access to the practice and operational testing sites depends on your user role and browser.

- TAs can use any supported web browser to access either the TA Training Site or the TA Interface.
- Students, TAs, and parents can use a supported web browser or secure browser to access the Student Training Site as guests. Students can also sign in to a practice test session created by a TA.
- Students use a secure browser to access the Student Testing Site.

For information about supported operating systems and browsers, see the *System Requirements* document available on the NDSA Portal (http://ndsa.portal.airast.org).

# General Rules of Online Testing

This section describes the rules for administering online tests.

## Accommodation Rules

Students should not begin testing until they are assigned the correct accommodations. You may have to update some accommodations in the Test Information and Distribution Engine (TIDE).

## Pause Rules

TAs and students can pause a test in order to temporarily log the student out of the test session. Students cannot review or modify answered questions after their test pauses for more than 20 minutes, even if they marked questions for review. The only exceptions to this rule are if a student pauses the test before answering all of the questions on the current page or if you submit an appeal in TIDE.

These pause rules apply regardless of whether the student or the TA pauses the test or a technical issue logs the student out.

## Test Timeout Rules

A warning message displays after 30 minutes of test inactivity. Students who do not click **OK** within 30 seconds after this message appears are logged out. This timeout automatically pauses the test.

## Segmented Test Rules

Some tests have multiple segments. Students will not be able to review their answers in previous segments after starting the next segment.

## Test Opportunity Expiration Rules

Opportunities refer to the number of times a student can take a test within a range of dates. Tests may have one opportunity or multiple opportunities. A student's test opportunity remains active until the student submits the test or until the opportunity expires. Once a test opportunity expires, the student cannot complete or review the test.

# Section III. Accessing the Test Administration Sites

This section describes how to access the TA Sites.

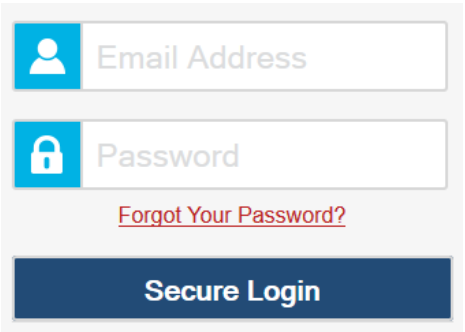
*To access the TA Interface:*

1. Navigate to the NDSA Portal (http://ndsa.portal.airast.org).
2. Select your user role.
3. Select **TA Interface**. The login page appears.
4. Enter your email address and password.
5. Click **Secure Login**. The TA Interface appears.
    a. If you are associated with multiple institutions, a pop-up message prompts you to select a testing institution. Select your institution from the drop-down list and click **Go**. To change the institution, you must log out and then log back in.

Figure 1. Portal User Cards

Figure 2. Card for TA Interface

Figure 3. Login Page

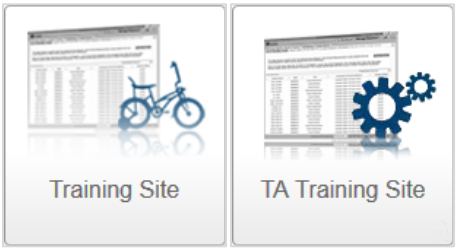


*To access the TA Training Site:*

1. Navigate to the NDSA Portal (http://ndsa.portal.airast.org).
2. Select your user role (see Figure 1).
3. Select **Training Site**.
4. Select **TA Training Site**. The login page appears (see Figure 3).
5. Enter your email address and password.
6. Click **Secure Login**. The TA Training Site appears.

    a. If you are associated with multiple institutions, a pop-up message prompts you to select a testing institution. Select your institution from the drop-down list and click **Go**. To change the institution, you must log out and then log back in.

Figure 4. Cards for TA Training Site




**Note:** For information about logging out of the TA Site, see the section Logging Out of the TA Site.

## About Usernames and Passwords

Your username is the email address associated with your account in TIDE. When you are added to TIDE, you receive an email containing a temporary password and a login link for the NDSA systems. To activate your account, you must log in within 30 days of receiving the email. You must update your password and set a security question.

- **If your first temporary password expired:**

  Select **Click here to request one** on the login page to request a new temporary password. Enter your email address in the *Email Address* field. The NDSA Help Desk will send you a new email with a new temporary password.

- **If you forgot your password:**

  Select **Forgot Your Password?** on the login page and then enter your email address in the *Email Address* field. The NDSA Help Desk will send you an email with a new temporary password.

- **If you did not receive an email containing a temporary password:**

  Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your School or District Test Coordinator to make sure you are listed in TIDE.

- **Additional help:**

  If you are unable to log in, contact the NDSA Help Desk for assistance. You must provide your name and email address. Contact information is available in the **Error! Reference source not found.** section of this user guide.

# Section IV. Overview of the Test Administration Sites

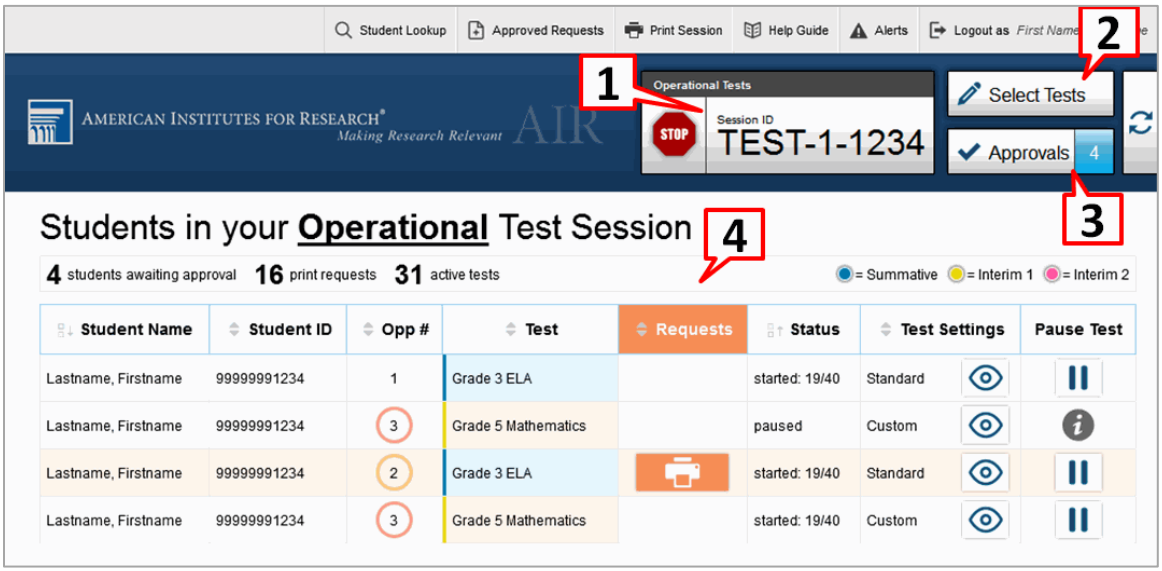
This section describes the test administration sites for TAs. Throughout the rest of this user guide, "TA Site" refers to both the TA Interface and TA Training Site.

**Warning:** Do not use the TA Interface for practice. To practice administering tests, use the TA Training Site. Both TA Sites have the same functionality, but the available tests are different. Tests provided in the TA Interface are operational and students' scores will be official.

## TA Site Layout

Figure 5 displays the layout of the TA Site during an active test session.

Figure 5. TA Site Layout




Essential features in the TA Site:

1. Session ID
2. **Select Tests** button
3. **Approvals** button
4. **Students in Your Test Session** table

Table 2 provides an overview of the major features available in the TA Site.

Table 2. TA Site Features

| Feature | Description/More Information |
|---|---|
| **Student Lookup** button | Searches for student information. See the section Looking Up Students. |
| **Approved Requests** button | Displays a list of print requests you approved during the current session. See the section Viewing Approved Print Requests. |
| **Print Session** button | Prints your screen. See the section Printing Session Information. |
| **Help Guide** button | Displays the online version of this user guide. |
| **Log Out** button | Logs you out of the TA Site. See the section Stopping a Test Session and Logging Out. |
| **Alerts** button | Displays alert messages from the North Dakota Department of Public Instruction. See the section Alert Messages. |
| **Stop Session** button* | Ends the test session. See the section Stopping a Test Session and Logging Out. |
| Session ID* | Displays the unique ID generated for the test session. |
| **Select Tests** button | Opens the ***Test Selection*** window. See the section Starting a Test Session. |
| **Approvals** button* | Opens the ***Approvals and Student Test Settings*** window. See the section Approving Students for Testing. |
| **Refresh** button* | Updates the on-screen information. |
| **Students in Your Test Session** table** | Displays the testing progress for students in your test session. See the section Monitoring Students' Testing Progress. |

*Feature appears after you start a test session.

**Feature appears after you approve students for testing.

# TA Site Features

This section provides instructions for using the features available in the banner at the top of the TA Site (see Figure 6).

Figure 6. TA Site Banner

## Looking Up Students

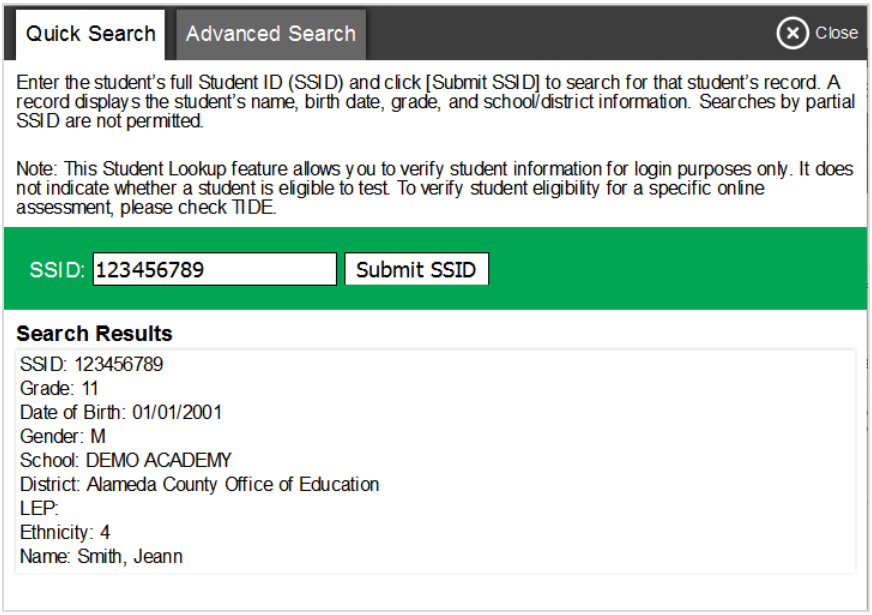
You can use the student lookup feature to perform a quick or advanced search for student information. This is useful if students signing in to your test session cannot remember their login information.

**Warning:** You must ensure that a student's demographic information is correct before testing begins. If a student's information is not correct, that student should not begin testing.

*To perform a quick search:*

1. In the banner, click **Student Lookup**.
2. Enter a student's full SSID and click **Submit SSID**. Search results appear below the search field (see Figure 7).

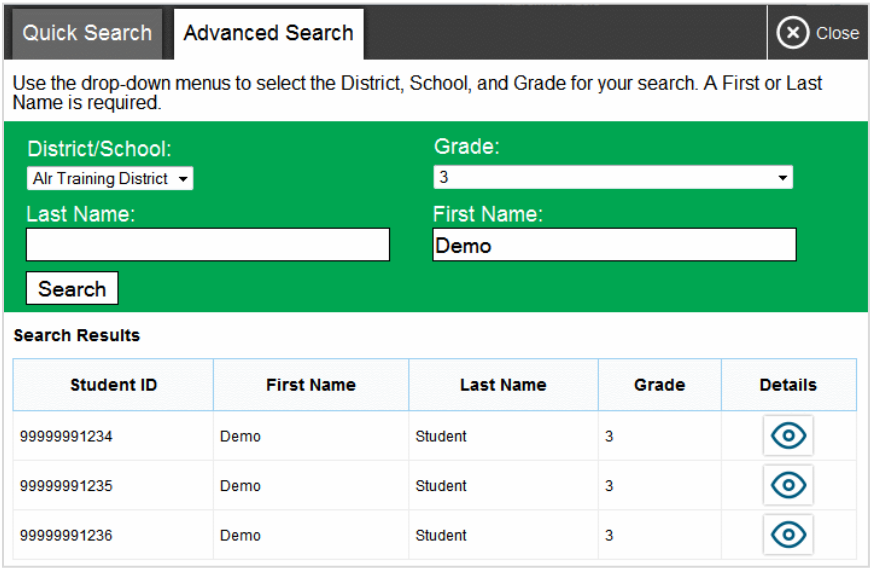
Figure 7. Student Lookup: Quick Search




*To perform an advanced search:*

1. Click **Student Lookup** > **Advanced Search**.
   a. Select the appropriate district and school from the drop-down lists.
   b. Select the appropriate grade.
   c. *Optional:* Enter a student's exact first or last name. Partial names are not allowed.
2. Click **Search**. Search results appear below the search fields (see Figure 8).

Figure 8. Student Lookup: Advanced Search




3. To view a student's information, click in the Details column.

## Viewing Approved Print Requests

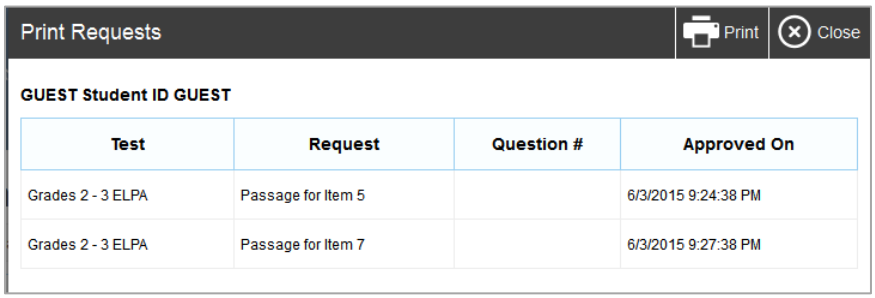
You can view a list of every print request you approved during the current session.

*To view approved requests:*

1. In the banner, click **Approved Requests**. The ***Print Requests*** window opens (see Figure 9), listing print requests by student.

2. If you wish to print the list of approved requests, click **Print**.

Figure 9. Print Requests Window




**Note:** For information about approving print requests, see the section Approving Print Requests.

## Printing Session Information

You can print a snapshot of the TA Site as it currently appears if you wish to keep a hard-copy record of the Session ID or list of approved students.

*To print a snapshot of the page:*

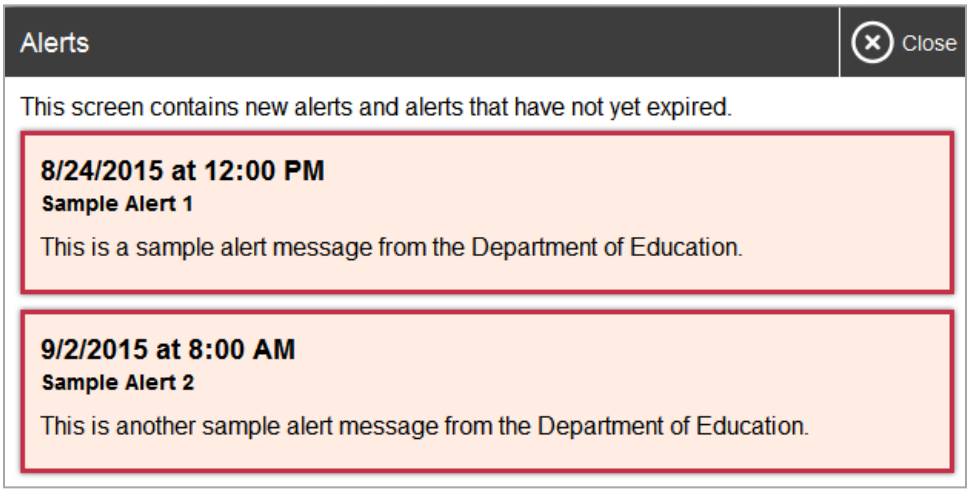
1. In the banner, click **Print Session**. The computer's print dialog window appears.
2. Click **OK**.

**Policy Note:** Federal law prohibits the release of students' personally identifiable information. All printouts must be securely stored and then destroyed when no longer needed.

## Alert Messages

The North Dakota Department of Public Instruction can send statewide alerts that appear as pop-up messages on the TA Site. To view a record of active alert messages (see Figure 10), click **Alerts** in the banner.

Figure 10. Record of Alerts



# Section V. Administering Online Tests

The basic workflow for administering online tests is as follows:

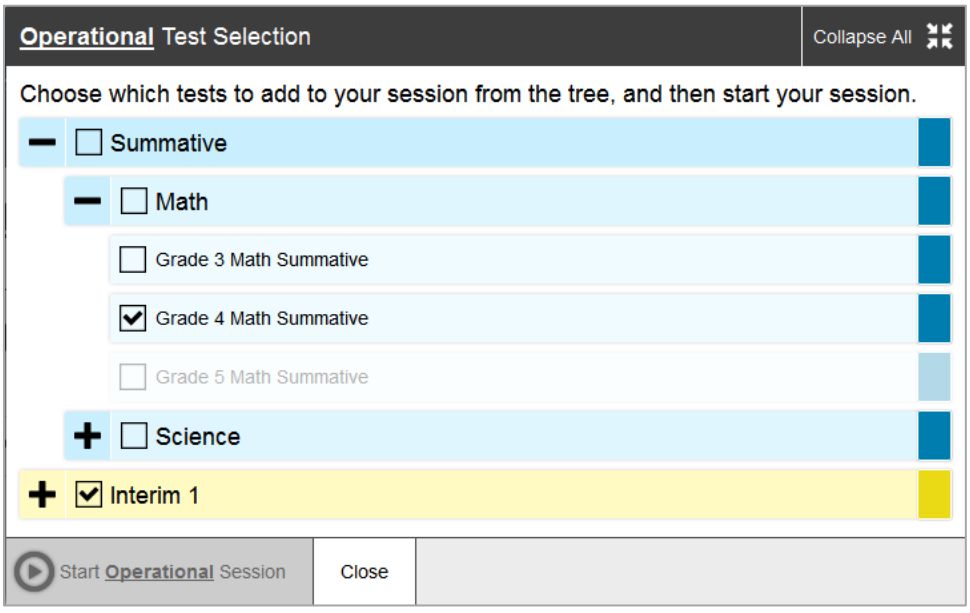
1. The TA selects tests and starts a test session.
2. Students sign in and request approval for tests.
3. The TA reviews students' requests and approves them for testing.
4. Students complete and submit their tests.
5. The TA stops the test session and logs out.

For information about the testing process from a student's perspective, see the sections Signing in to the Student Testing Site and Overview of the Student Testing Site.

## Starting a Test Session

When you log in to the TA Site, the ***Test Selection*** window opens automatically (see Figure 11). This window allows you to select tests and start the session. Only the tests that you select will be available to students who join your session.

Figure 11. Test Selection Box




The ***Test Selection*** window color-codes tests and groups them into various categories. A test group may include one or more sub-groups. All test groups and sub-groups appear collapsed by default. To expand a test group, click ✚ (or **Expand All**). To collapse an expanded test group, click ━ (or **Collapse All**).

*To create a new test session:*

1. If the ***Test Selection*** window is not open, click **Select Tests** in the upper-right corner of the TA Site (otherwise skip to step 2).
2. To select tests for the session, do one of the following:
   - To select individual tests, mark the checkbox for each test you want to include.
   - To select all the tests in a test group, mark the checkbox for that group.
   - To select all available tests, click **Select All** at the top of the window.
3. In the lower-left corner of the window, click **Start Session**. The window closes and the Session ID appears on the TA Site.
4. Provide the Session ID to your students.

**Note:** Write down the Session ID in case you accidentally close the browser window and need to return to the active test session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test opportunity in a new session.

*To add tests to an active test session:*

1. In the upper-right corner of the TA Site, click **Select Tests**.
2. In the ***Test Selection*** window, mark the checkbox for the required test and click **Add to Session** in the lower-left corner.
3. A confirmation message asks if you are sure you want to modify the tests in your session. To continue, click **Yes**.

**Note:** You cannot remove tests from an active session.

# Approving Students for Testing

After students sign in and select tests, you must verify that their settings and accommodations are correct before approving them for testing. When students are awaiting approval, the **Approvals** button next to the Session ID becomes active and bounces until you click it. The number next to this button indicates how many students are awaiting approval (see Figure 12).

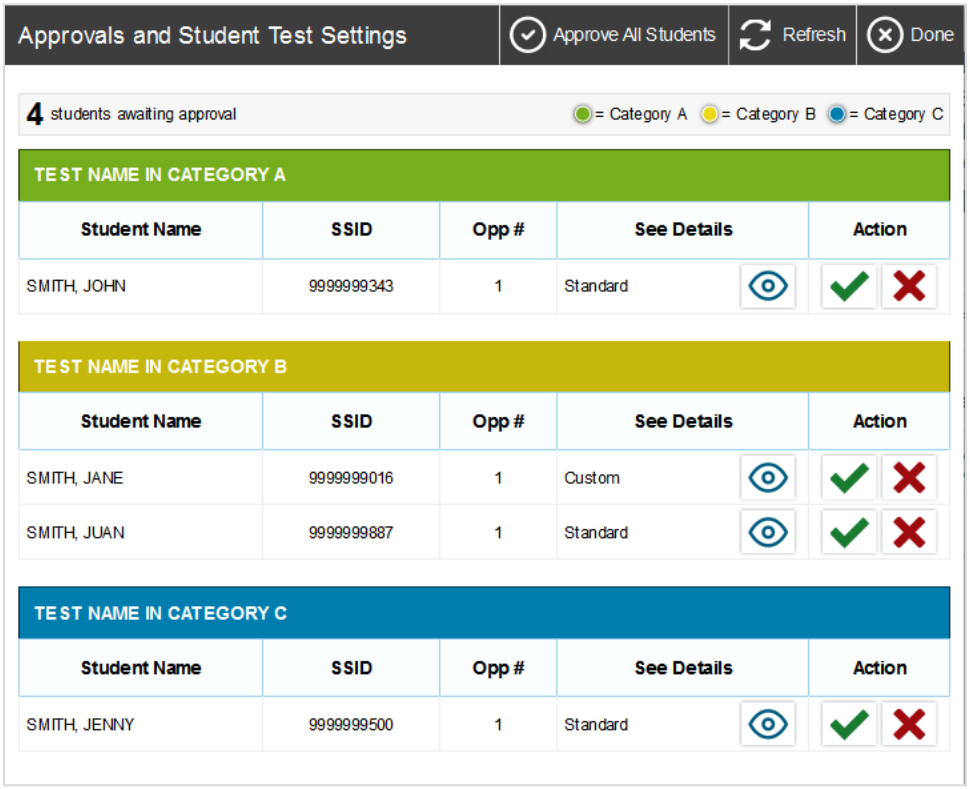
Figure 12. Students Awaiting Approval

**Note:** The **Approvals** notification updates regularly, but you can also click in the upper-right corner to update it manually.

*To approve students for testing:*

1. Click **Approvals**. The ***Approvals and Student Test Settings*** window appears, displaying a list of students grouped by test (see Figure 13).

Figure 13. Approvals and Student Test Settings Window




2. To check a student's test settings and accommodations, click for that student. The student's information appears (see Figure 14).

   a. If any settings are incorrect, update them as required. Students should not begin testing until their settings are correct. Read-only test settings should be updated in TIDE.

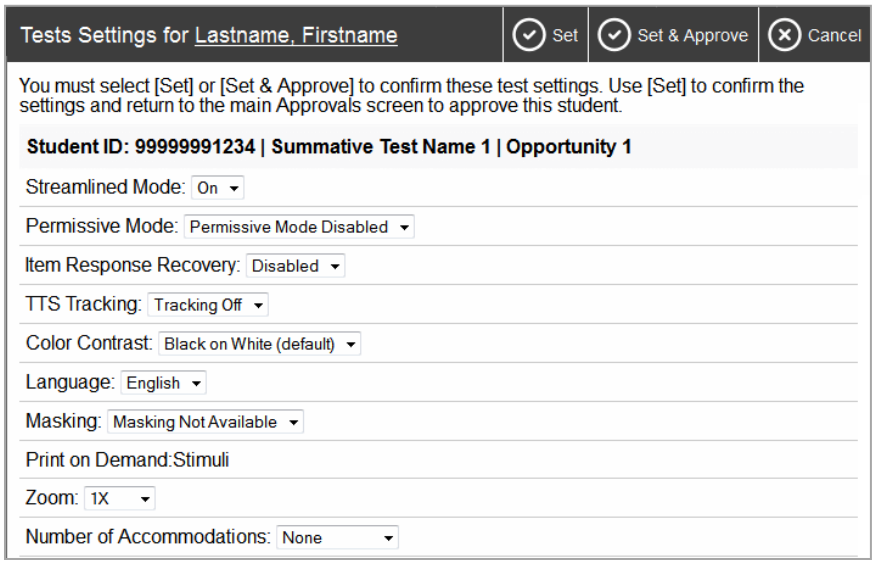
**Alert:** When approving students for testing, you must update the editable settings in this window, rather than in TIDE. You must update the read-only settings in TIDE.

   b. Do one of the following:

   - To confirm the settings, click **Set**. You must still approve the student for testing (see step 5).
   - To confirm the settings and approve the student, click **Set & Approve**. Students can start testing once you approve them.

- To return to the ***Approvals and Student Test Settings*** window without confirming settings, click **Cancel**.

Figure 14. Test Settings Page for a Selected Student




3. Repeat step 2 for each student in the list.

**Note:** The **Approvals and Student Test Settings** window does not automatically refresh. To update the list of students awaiting approval, click **Refresh** at the top of the window.

4. If you need to deny a student access to testing, do the following (otherwise skip to step 5):

   a. Click ✖ for that student.

   b. *Optional:* In the window that appears, enter a brief reason for denying the student.

   c. Click **Deny**. The student receives a message explaining the reason for the denial and is logged out.

**Note:** If you deny students entry for a test, they can still request access to that test again.

5. If you wish to approve students directly from the ***Approvals and Student Test Settings*** window, do the following:

   - To approve individual students, click ✔ for each student.

   - To approve all students displayed in the list, click **Approve All Students**.

# Monitoring Students' Testing Progress

After you approve students for testing, the **Students in Your Test Session** table appears (see Figure 5). This table displays the testing progress for each student logged in to your session. Table 3 describes the columns in this table. To sort the table by a given column, click that column header.

Table 3. Columns in the Students in Your Test Session Table

| Column | Description |
|---|---|
| Student Name | Last and first name of the student in the session. |
| SSID | SSID associated with the student. |
| Opp # | Opportunity number for the student's selected test. |
| Test | Name of the test the student selected. |
| Requests | Indicates the student requested a printout of test material. For more information, see the section Approving Print Requests. |
| Student Status | Current status for each student in the session. This column may also indicate how many questions the student has completed out of the total number of test questions. |
| Test Settings | This column displays one of the following:<br>• **Standard:** Default test settings are applied for this test opportunity.<br>• **Custom:** One or more of the student's test settings or accommodations differ from the default settings.<br>To view the student's settings for the current test opportunity, click . |
| Pause Test | Pauses the student's test. When a test pauses, this column displays an information button that opens a pop-up message explaining how the test became paused. For more information, see the section Pause Rules. |

## Overview of Student Testing Statuses

Table 4 describes the codes in the Student Status column of the **Students in Your Test Session** table.

Table 4. Student Testing Statuses

| Status | Description |
|---|---|
| Approved | You approved the student, but the student did not yet start or resume the test. |
| Started | Student started the test and is actively testing. |
| Review | Student answered all questions and is currently reviewing answers before completing the test. |
| Completed | Student submitted the test. The student can take no additional action at this point. |
| Submitted | Test was submitted for quality assurance review and validation. |

| Status | Description |
|---|---|
| Reported | Test passed quality assurance and is undergoing further processing. |
| Paused* | Student's test is paused. The time listed indicates how long the test has been paused. |
| Expired* | Test was not completed by the end of the testing window and the opportunity expired. |
| Pending* | Student is awaiting approval for a new test opportunity. |
| Suspended* | Student is awaiting approval to resume a test opportunity. |

*Appears when the student is not actively testing. The student's row grays out in such cases.

**Note:** The **Students in Your Test Session** table refreshes at regular intervals, but you can also refresh it manually by clicking in the upper-right corner.

## Pausing a Student's Test

You can pause a student's test via the Pause Test column in the **Students in Your Test Session** table (see Figure 5). For information about pause rules, see the section Pause Rules.

*To pause an individual student's test:*

1. In the Pause Test column, click for that student.
2. Click **Yes** to confirm. The Online Testing System logs the student out and an information button appears in the Pause Test column.

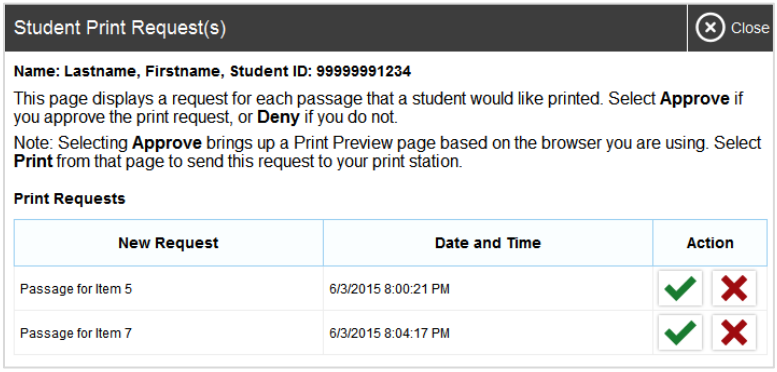
## Approving Print Requests

Students using the print-on-request tool can request printouts of test passages and questions. When students send print requests, the request notification appears in the **Students in Your Test Session** table (see Figure 5).

*To approve print requests:*

1. Click in the Requests column of the **Students in Your Test Session** table. The ***Student Print Request*** window appears (see Figure 15).

Figure 15. Student Print Request Window




2. Review the print request and do one of the following:

   a. To approve the request, click ✔. A cover sheet appears in a new browser window.

   b. To deny the request, click ✖. In the window that appears, enter a brief reason for denying the request and click **Deny**. Do not proceed to step 3.

3. In the new window, click **Print** to open the printer dialog box.

4. Click **OK** to print the requested test elements.

# Stopping a Test Session and Logging Out

This section explains how to stop a test session and log out of the TA Site.

## Stopping a Test Session

When students finish testing or the current testing timeslot is over, you should stop the test session. Stopping a session automatically logs out all the students in the session and pauses their tests. Once you stop a test session, you cannot resume it. To resume testing students, you must start a new session.

**Warning:** The Online Testing System automatically logs you out after 30 minutes of both user and student inactivity in the session. This action automatically stops the test session.

*To stop a test session:*

1. In the upper-right corner, click STOP (see Figure 12). A confirmation message appears.

2. Click **OK**. The test session stops.

## Logging Out of the TA Site

You should log out of the TA Site only after stopping a test session.

*To log out of the TA Site:*

1. In the banner, click **Log Out**. A warning message appears.
2. In the warning message, click **Log Out**. The NDSA Portal appears.

**Alert:** Navigating away from the TA Site will also log you out. Logging out while a session is in progress stops the session. If you need to access another application while administering tests, open it in a separate browser window.

### Accidentally Closing the Browser Window

If you accidentally close the browser while students are testing, your session remains open until it times out. To return to the test session in the TA Site, you must enter the active Session ID.

If you do not return to the active session within 30 minutes and there is no student activity during that time, the Online Testing System logs you out and pauses the students' tests.

# Section VI. Signing in to the Student Testing Site

This section describes the student sign-in process for the Student Testing Site. Students follow this procedure when starting a new test or resuming a paused test.

**Note:** Students must sign in to the appropriate testing site:

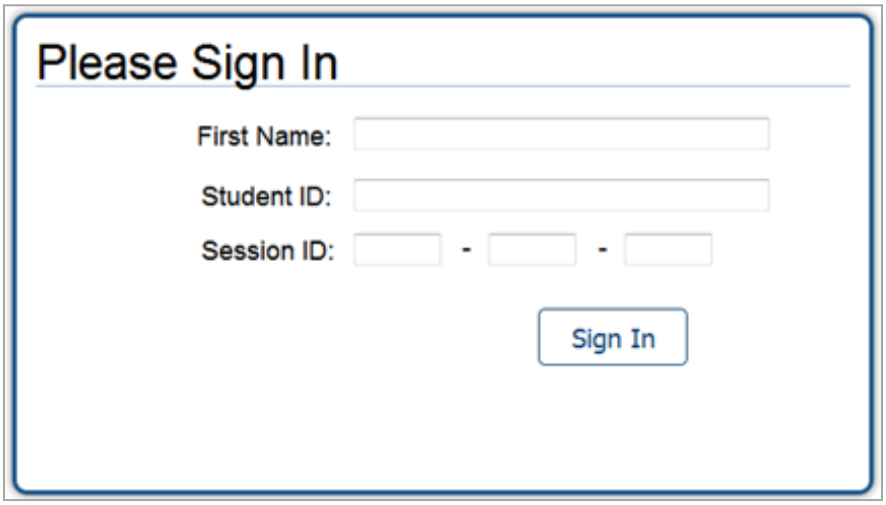
- For sessions created in the TA Interface, students sign in to the Student Testing Site on the secure browser.
- For sessions created in the TA Training Site, students sign in to the Student Training Site. Students can access the Student Training Site on the NDSA Portal.

## Step 1: Signing Students In

*To sign students in to a test session:*

1. Launch the secure browser on the student's testing device. The ***Student Sign-In*** page appears (see Figure 16).

Figure 16. Student Sign-In Page




2. Students enter the following information:

   a. In the *First Name* field, students enter their first name as it appears in TIDE.

   b. In the *Student ID* field, students enter their SSID as it appears in TIDE.

**Note:** If students do not know their exact information as it appears in TIDE, you can retrieve it in the TA Site (see the section Looking Up Students).

   c. In the *Session ID* field, students enter the Session ID as it appears on the TA Site.

3. Students click **Sign In**. The ***Is This You?*** page appears.

## Common Student Sign-in Errors

The Online Testing System generates an error message if a student cannot sign in. The following are the most common student sign-in issues:

- **Session does not exist:**

  The student entered the Session ID incorrectly or signed in to the wrong site. Verify that the student correctly entered the active Session ID. Also, verify that both you and the student are using the correct sites. For example, students signed in to the Student Training Site cannot access sessions created in the TA Interface.

- **Student information is not entered correctly:**

  Verify that the student correctly entered the SSID. If this does not resolve the error, use the Student Lookup tool to verify the student's information. See the section Looking Up Students.

- **Session has expired:**

  The Session ID corresponds to a closed session. Ensure that the student enters the correct Session ID and verify that your session is open. For more information about test sessions, see the section Starting a Test Session.

## Enabling Settings from the Sign-in Page

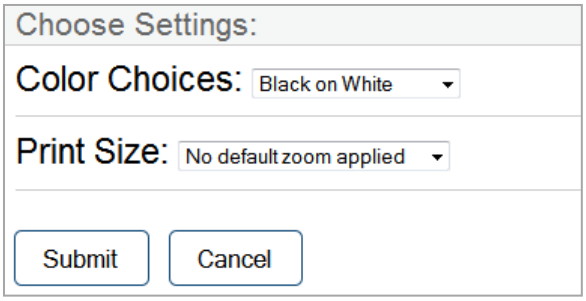
Students can modify the settings they want to use during the sign-in process.

*To edit settings:*

1. Students click the cog wheel ⚙ in the upper-right corner of the login page. The ***Choose Settings*** window appears (see Figure 17).

2. Students select their preferred options from the available drop-down lists. These settings persist until you set the actual test settings during the TA approval process.

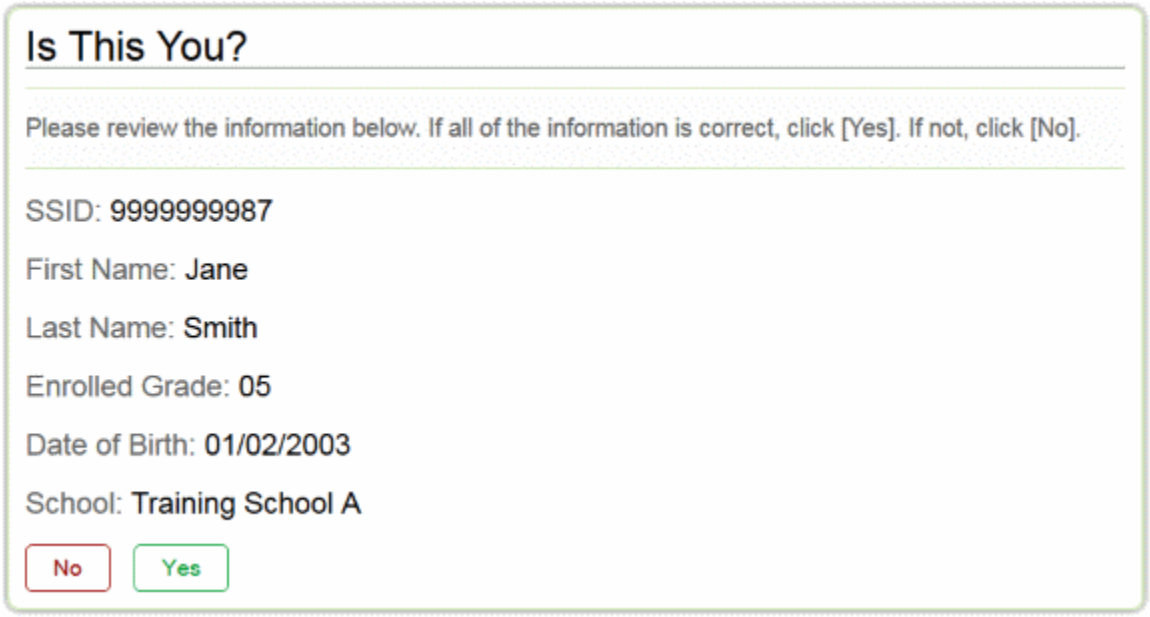
Figure 17. Choose Settings Window



## Step 2: Verifying Student Information

After students sign in, the ***Is This You?*** page appears (see Figure 18). On this page, students verify their personal information.

Figure 18. Is This You? Page




*To verify personal information:*

- If all the information is correct, students click **Yes**. The ***Your Tests*** page appears.
- If any of the information displayed is incorrect, the student must not proceed with testing. The student should click **No**. You must notify the appropriate school personnel that the student's information is incorrect.

**Warning:** Incorrect student demographic information must be updated before the student begins testing.

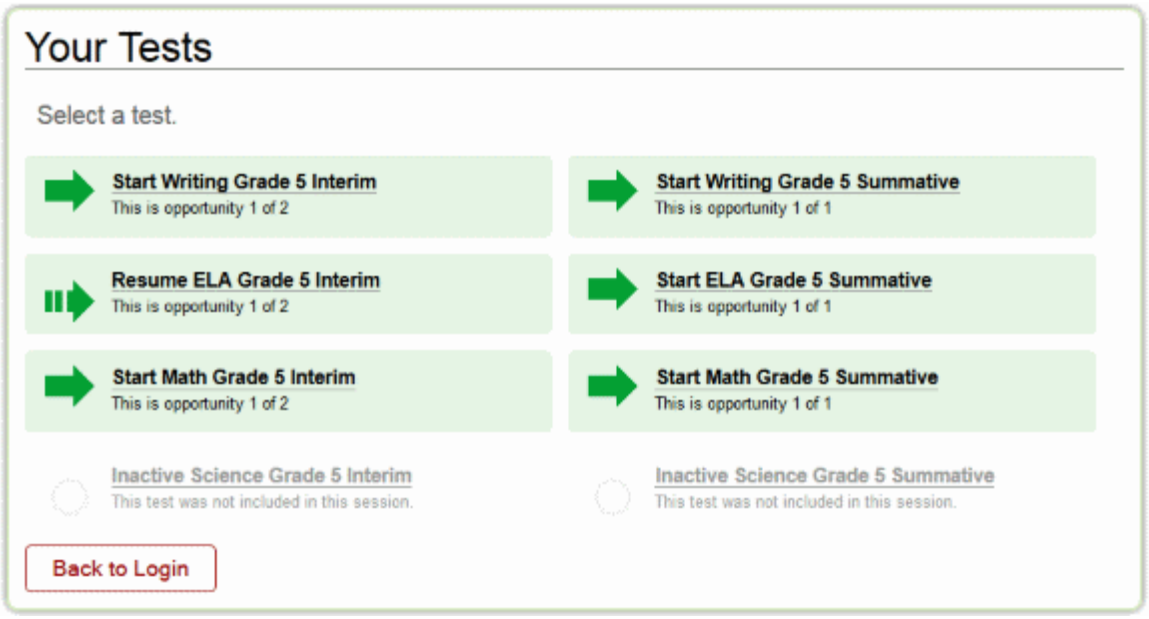
## Step 3: Selecting a Test

The ***Your Tests*** page displays all the tests that a student is eligible to take (see Figure 19). Students can only select tests that are included in the session and still need to be completed.

Available tests are shaded green and display an arrow icon. When starting a new test opportunity, the arrow is solid. When resuming a test opportunity, the arrow is striped.

Tests that are already completed or are not included in the session are shaded gray and labeled as inactive.

Figure 19. Your Tests Page



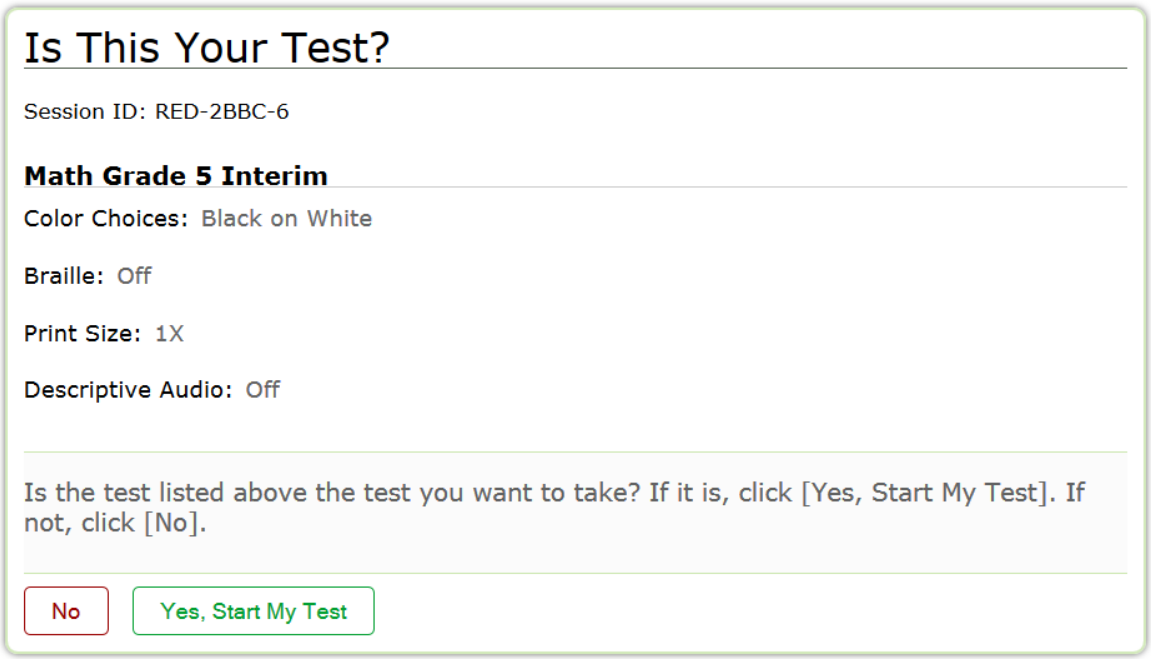

*To select an available test:*

- Students click the required test name. The request is sent to the TA for approval and the ***Waiting for TA Approval*** message appears.
- If a student's required test is inactive or not displayed, the student should click **Back to Login**. You should verify the test session includes the correct tests and add additional tests, if necessary.

## Step 4: Verifying Test Information

After you approve the student for testing, the student should verify the test information and settings on the ***Is This Your Test?*** page (see Figure 20). At this point, the student's actual test settings override any settings selected earlier in the sign-in process.

Figure 20. Is This Your Test? Page



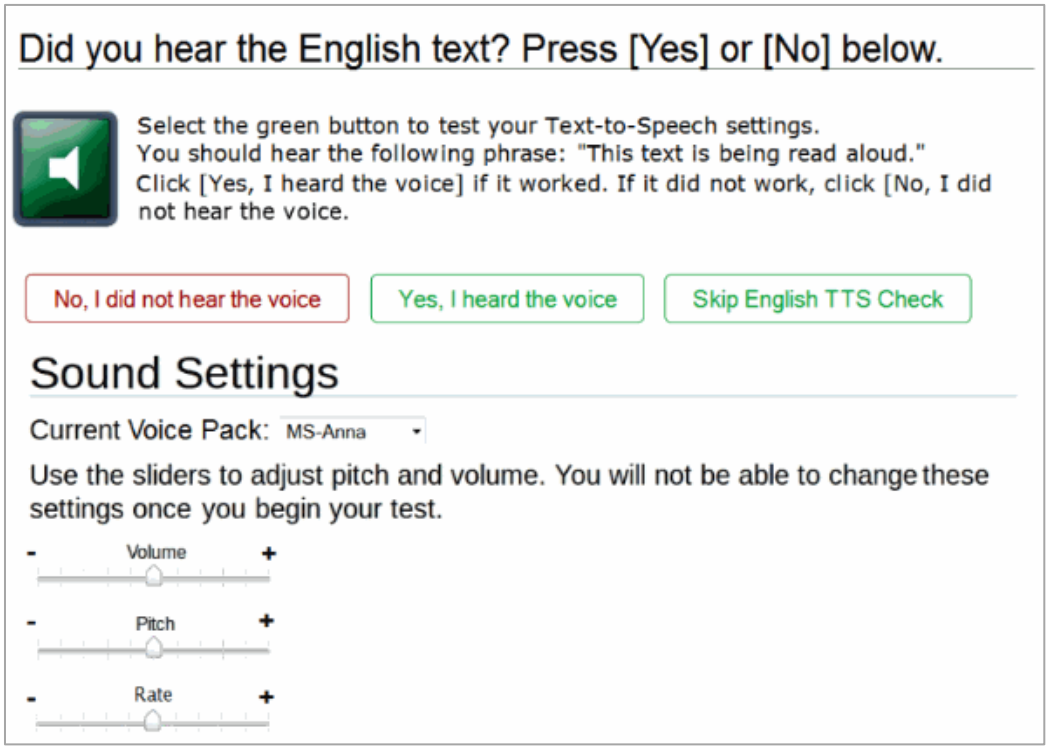

*To verify test information:*

- If the settings are correct, students click **Yes, Start My Test**.
- If the settings are incorrect, students click **No**. After a student's test settings are corrected, the student must sign in and request approval again.

# Step 5a: Text-to-Speech Check

The ***Text-to-Speech Check*** page appears if a student has the text-to-speech (TTS) setting (see Figure 21). On this page, students verify that TTS is working properly on their device. Students can only use TTS within a supported secure browser.

Figure 21. Text-to-Speech Check Page



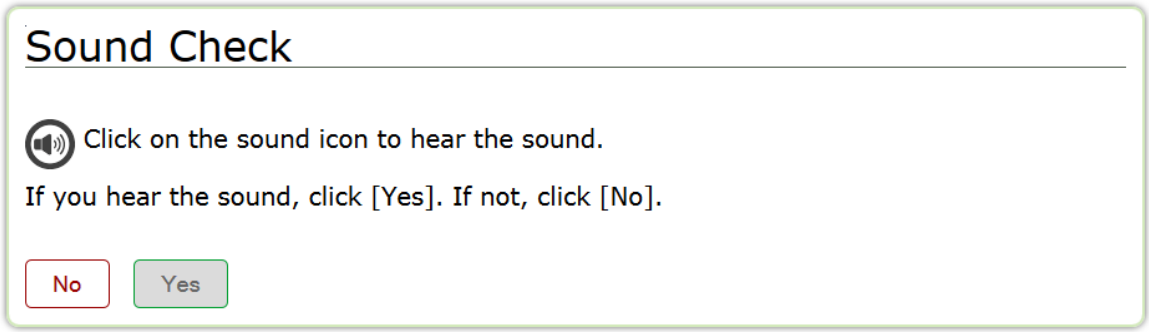

*To check TTS functionality:*

1. Students click the speaker icon and listen to the audio.
    - If the voice is clearly audible, students click **Yes, I heard the voice**.
    - If the voice is not clearly audible, students adjust the settings using the sliders and click the speaker icon again.
    - If students still cannot hear the voice clearly, they click **No, I did not hear the voice** and close the secure browser. You can work with students to adjust their audio or headset settings (for more information, see the section Troubleshooting Audio Issues). They can sign in again when the issue is resolved.

## Step 5b: Sound Check

The ***Sound Check*** page appears for tests with listening questions (see Figure 22). Students verify that they can hear the sample audio.

Figure 22. Sound Check Page




*To check audio settings:*

1. Students select the icon and listen to the audio.
2. Depending on the sound quality, students do one of the following:
    - If the sound is audible, students select **Yes**. The ***Test Instructions and Help*** page appears.
    - If the sound is not audible, students select **No**. The ***Sound Check: Audio Problem*** page appears, giving students two options:
        - Students can select **Try Again**. This returns them to the ***Sound Check*** page.
        - Students can select **Log Out**. You should troubleshoot the device and headphones or move the student to another device with working audio.

### Troubleshooting Audio Issues

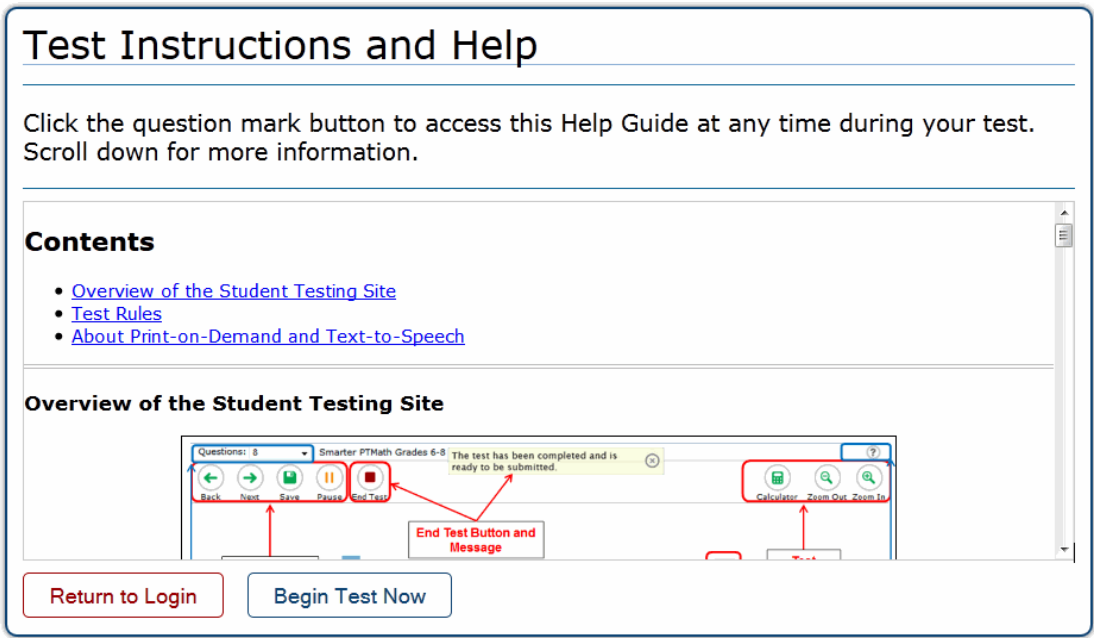
Prior to testing, ensure that audio is enabled on each device and that headsets are functioning correctly. If audio issues occur, do the following:

- Ensure headphones are securely plugged in to the correct jack or USB port.
- If the headphones have a volume control, ensure the volume is not muted.
- Ensure that the audio on the device is not muted.

# Step 6: Viewing Test Instructions and Starting the Test

The ***Test Instructions and Help*** page is the last step of the sign-in process (see Figure 23). Students may review this page to understand how to navigate the test and use test tools.

Figure 23. Test Instructions and Help Page




*To proceed and begin the test:*

- After reviewing this page, students click **Begin Test Now**. The test opportunity officially begins or resumes.

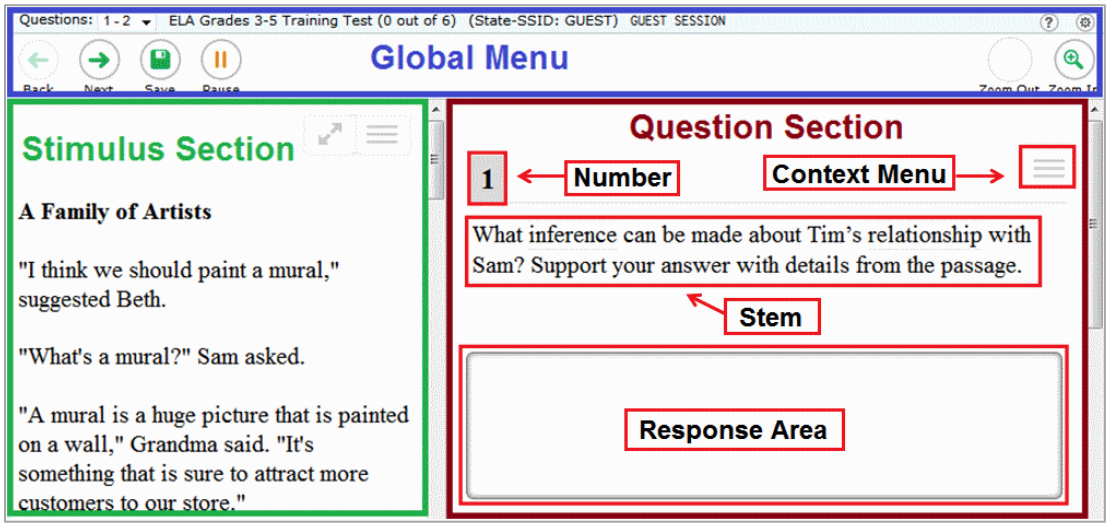
# Section VII. Overview of the Student Testing Site

This section describes the layout of the Student Testing Site and the available testing tools.

## Test Layout

Figure 24 shows the main sections of the layout for a test page that includes a stimulus.

Figure 24. Test Layout




A test page can include the following sections:

- The *Global Menu* section displays the global navigation and tool buttons. The banner above the global menu displays the **Questions** drop-down list, test information, help button, and system settings button.
- The *Stimulus* section appears only for questions associated with a stimulus. This section contains the stimulus content (such as a reading passage or graphic), context menu, and expand passage tool.
- The *Question* section contains one or more test questions. Each question includes a number, context menu, stem, and response area.

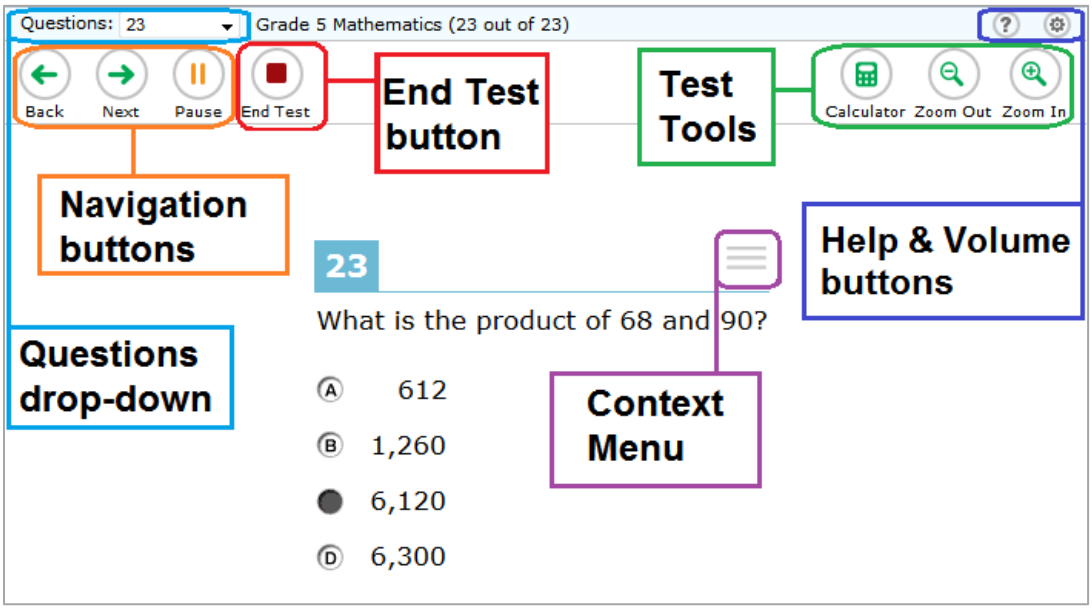
For more information about the global menu and context menus, see the section Using Menus and Tools.

# Test Tools

This section provides an overview of the Online Testing System's available tools.

Figure 25 shows the primary features and tools available in the Student Testing Site.

Figure 25. Test Page




**Note:** Some tools are available for all tests, while others are only available for a particular subject, accommodation, or type of question.

Table 5 and Table 6 list the Student Testing Site's available global tools and context menu tools, respectively.

Table 5. Global Tools

| Global Tool | Instructions |
|---|---|
| Help | To view the on-screen ***Test Instructions and Help*** window, select ? in the upper-right corner. |
| Calculator | To use the on-screen calculator, select **Calculator**. |
| Dictionary | To look up definitions and synonyms in the Merriam-Webster dictionary or thesaurus, select **Dictionary**. |

| Global Tool | Instructions |
|---|---|
| Masking | *To temporarily cover a distracting area of the test page:*<br>1. Select **Masking**.<br>2. Click and drag across the distracting area.<br>3. Release the mouse button.<br>To close the Masking tool, select **Masking** again. |
| Notes | To open the on-screen notepad, select **Notes**. |
| Print Page | To print the entire test page, select **Print Page**. |
| Print Passage | To print a passage, select **Print Passage**. |
| System Settings | To adjust audio volume during the test, select in the upper-right corner. Students testing with TTS can also use this tool to adjust TTS settings. |
| Zoom buttons | To enlarge the text and images on a test page, select **Zoom In**. You can zoom in up to four levels. To undo zooming, select **Zoom Out**. |

Table 6. Context Menu Tools and Stimulus Tools

| Tool Name | Instructions |
|---|---|
| American Sign Language | To view audio content translated into American Sign Language via an on-screen video, select **American Sign Language** from the context menu. |
| Closed Captioning | Questions and stimuli with audio elements automatically display closed captions for students testing with the appropriate accommodations. |
| Expand Passage | To expand the passage section, select the double arrow icon. The section will expand and overlap the question section for easier readability. To collapse the expanded section, select the double arrow icon again. |
| Glossary (Word List) | To open the glossary, click a word or phrase that has a border around it. |
| Highlighter | To highlight text, select the text on the screen and then select **Highlight Selection** from the context menu. To remove highlighting, select **Reset Highlighting** from the context menu.<br>Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use. When a test pauses, highlighting may not persist for certain hot text questions or if the student switches testing devices. |

| Tool Name | Instructions |
|---|---|
| Mark for Review | To mark a question for review, select **Mark for Review** from the context menu. The question number displays a flap in the upper-right corner. The **Questions** drop-down lists displays "(marked)" for the selected question. |
| Print Item | To print an individual question, select **Print Item** from the context menu. |
| Select Previous Version | To view and restore responses previously entered for a Text Response question, select the **Select Previous Version** option from the context menu. A list of saved responses appears. Select the appropriate response and click **Submit**. |
| Strikethrough | For selected-response questions, you can cross out an answer option to focus on the options you think might be correct. There are two options for using this tool:<br>• Option A:<br>a. To activate Strikethrough mode, open the context menu and select **Strikethrough**.<br>b. Select each answer option you wish to strike out.<br>c. To deactivate Strikethrough mode, press **Esc** or click outside the question's response area.<br>• Option B:<br>a. Right-click an answer option and select **Strikethrough**. |
| Student Comments | To provide feedback for a question, select **Student Comments** from the context menu. The notepad window opens. |
| Text-to-Speech | To listen to passages and questions, select a speak option from the context menu. |
| Text-to-Speech Tracking | When this tool is enabled, words become highlighted as TTS reads them aloud. |
| Tutorial | To view a short video demonstrating how to respond to a particular question type, select **Tutorial** from the context menu. |

## Using Menus and Tools

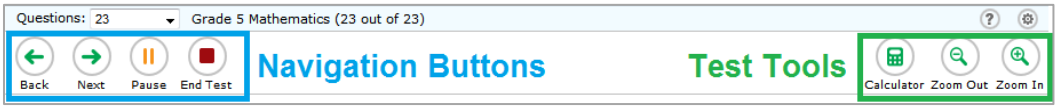
This section describes how to use the global and context menus to access on-screen tools. This section also provides further details for using some of the Student Testing Site tools.

**Note:** Students can access tools using a mouse or keyboard commands. For information about keyboard commands, see Appendix C.

### About the Global Menu

The global menu at the top of the test page contains navigation buttons on the left and tools on the right (see Figure 26).

Figure 26. Global Menu




*To open a test tool in the global menu:*

1. Select the button for the tool. The selected test tool activates.

### About the Context Menus

Each test question may include several elements, such as the question number and answer options (see Figure 24). The context menu for each element (including the stimulus) only contains tools applicable to that element (see Figure 27 and Figure 28).

Figure 27. Context Menu for Questions

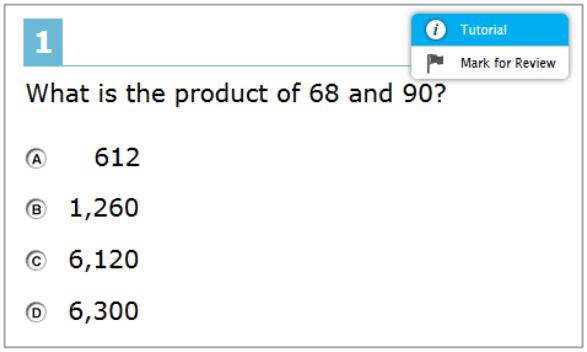
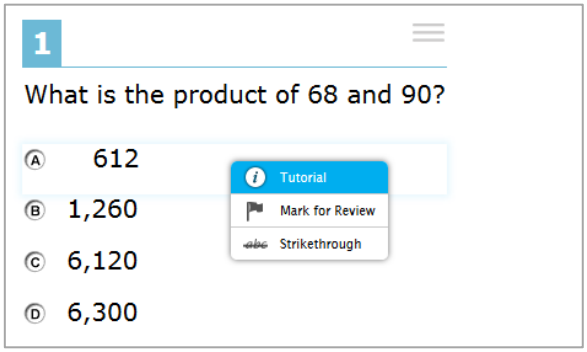



Figure 28. Context Menu for Answer Options




### Opening a Context Menu for Passages and Questions

Students can access context menus by right-clicking elements or by selecting elements and then clicking the context menu button.

*To access the context menu for a passage or question:*

1. Click the context menu button in the upper-right corner of the passage or question. The context menu opens.
2. Select a tool.

### Opening a Context Menu for Answer Options

Students can use the context menu to access tools for answer options in a multiple-choice or multi-select question.

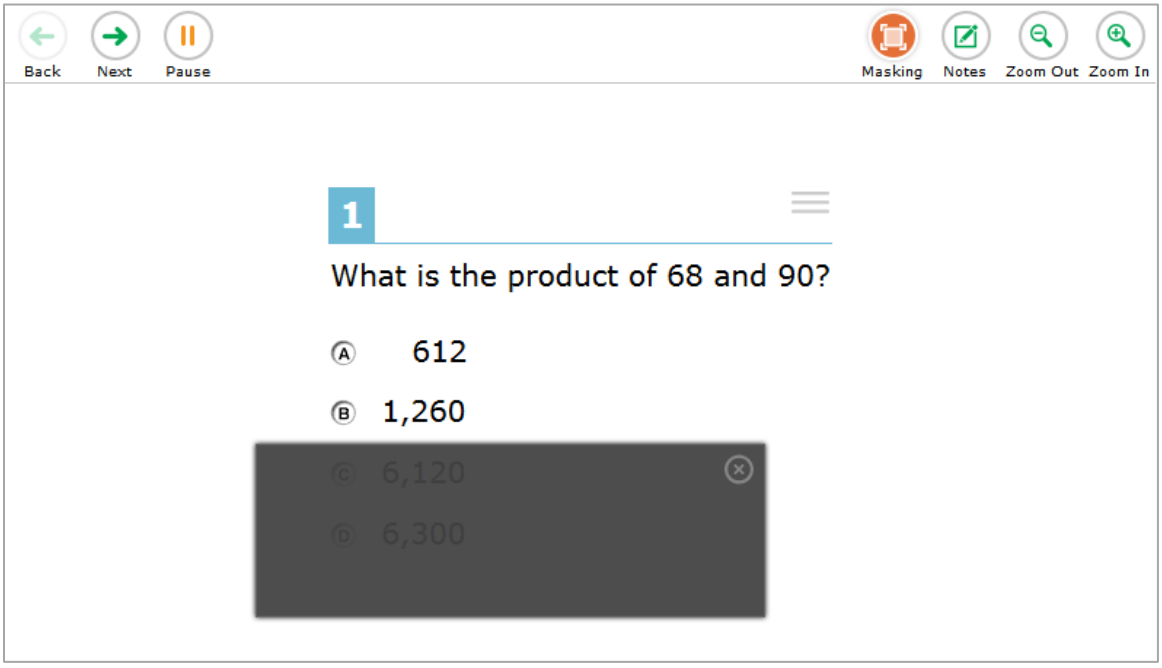
*To access an answer option's context menu:*

1. To open the context menu, do one of the following:
   - If you are using a **two-button mouse**, right-click an answer option.
   - If you are using a **single-button mouse**, click an answer option while pressing **Ctrl**.
   - If you are using a **Chromebook**, click an answer option while pressing **Alt**.
   - If you are using a **tablet**, tap the answer option and then tap the context menu button (this selects the answer option until you select a different option).
2. Select a tool from the context menu.

### About the Masking Tool

The Masking tool allows students to hide distracting areas of the test page (see Figure 29).

Figure 29. Test Page with Masked Area




*To mask an area of a test page:*

1. To activate the Masking tool, select **Masking** in the global menu. The button becomes orange.
2. Click and drag across the distracting area of the test page.
3. Release the mouse button. The selected area becomes dark gray. The tool remains active until you deactivate it.

*To deactivate the masking tool:*

1. Select **Masking** in the global menu again. The button becomes green. Any masked areas remain on the screen until you remove them.

*To remove a masked area from a test page:*

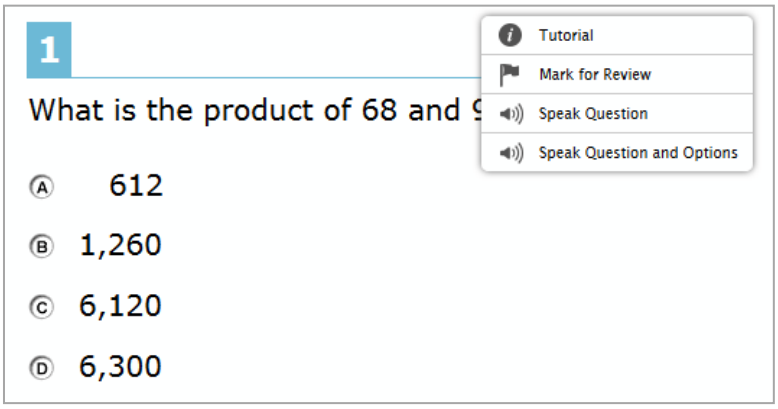
1. Select **X** in the upper-right corner of a masked area.

### About Text-to-Speech (TTS)

Students testing with TTS can listen to passages, questions, and answer options (see Figure 30). TTS is only available when using the secure browser.

For information about setting up TTS, see the *Technical Specifications Manual*.

Figure 30. Speak Tool Options for Questions




*To listen to content with the Text-to-Speech tool:*

- To listen to a passage, students open the passage context menu and select a **Speak** option. Students can also select a portion of text to listen to, such as a word or phrase. To do this, students select the text, open the passage context menu, and select **Speak Selection**.

> **Alert:** When listening to passages, students can pause TTS and then resume it at the point where it was paused. However, this feature is not available on mobile devices. Students testing on mobile devices can resume a paused TTS passage by selecting the remaining text to be read aloud and selecting **Speak Selection** from the context menu.

- To listen to a question or answer options, students open the question context menu and select one of the following **Speak** options:
  - To listen only to the question, students select **Speak Question**.
  - To listen to a multiple-choice question and all answer options, students select **Speak Question and Options**.
  - To listen only to an answer option, select **Speak Option** from the context menu and then select the answer option. Students could also right-click the answer option and select **Speak Option**.

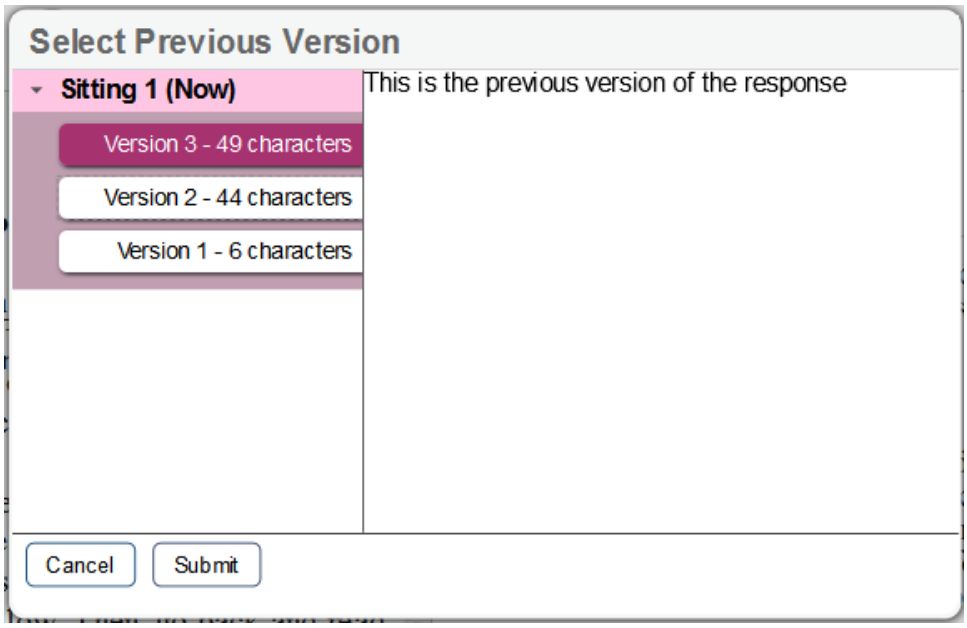
### Selecting a Previous Response Version

The Select Previous Version tool allows students to view and restore responses they previously entered for a Text Response question. For example, if students type a response, click **Save**, delete the text, and enter new text, they can use this tool to recover the original response.

*To recover a previously-entered response:*

1. Select the **Select Previous Version** option from the context menu. The ***Select Previous Version*** window appears, listing all the saved responses for the question in the left panel (see Figure 31).

Figure 31. Select Previous Version Window




2. Select a response version from the left panel. The text associated with that response appears in the right panel.

3. Click **Submit**. The selected response appears in the text box for the question.

**Note:** This tool is only available for Text Response questions. If the test pauses, any responses entered prior to pausing will no longer appear in the ***Select Previous Version*** window.

# Section VIII. Proceeding Through a Test

Students can respond to questions, pause a test, review previously answered questions, and submit a test. The following sections describe each of these tasks.

## Responding to Test Questions

Students answer test questions depending on the question's type.

- **Multiple-choice questions:** Students select a single answer option.
- **Multi-select questions:** Students select one or more answer options.
- **Technology-enhanced questions:** Students follow the instructions given for each question. Technology-enhanced questions require students to do one of the following tasks:
    - Use an on-screen keypad to generate an answer.
    - Select an object or text excerpt on the screen.
    - Plot points or lines on a graph.
    - Move objects or text excerpts around on the screen.
    - Enter text in a text box or table.
    - Match answer options together.
    - Modify a highlighted word or phrase in a reading selection.

**Note:** Students can use the Student Training Site to familiarize themselves with the question types that may appear on tests.

Some test pages may have only one question and others may have more. After students respond to all the questions on a page, they select **Next** to proceed to the next page. All responses are saved automatically.

# Pausing Tests

Students can pause the test at any time.

*To pause a test:*

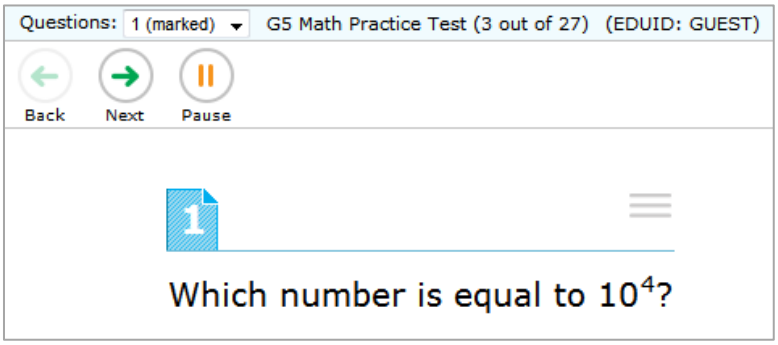
1. The student selects **Pause** in the global menu. A confirmation message appears.
2. The student selects **Yes**. This logs the student out. The ***Student Sign In*** page appears.
3. To resume testing, the student repeats the sign-in process. See the section Signing in to the Student Testing Site.

# Reviewing Questions in a Test

Students may return to a previous question and modify their response if the test was not paused for more than 20 minutes. See the Pause Rules section for more information.

Students can use the **Back** button or the **Questions** drop-down list to return to questions they want to review. The drop-down list displays "(marked)" for any questions marked for review (see Figure 32).

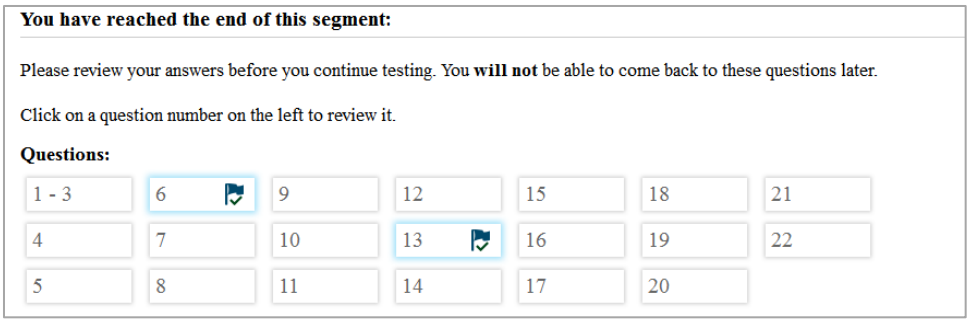
Figure 32. Question Marked for Review



# Reaching the End of a Segment

In a segmented test, the ***End Segment*** page appears after students complete the last question in the current segment. This page allows students to review questions from the current segment or proceed to the next segment. A flag appears for any questions marked for review (see Figure 33). A warning icon appears for any unanswered questions.

Figure 33. End Segment Page




*To review questions:*

- Students select a question number.

*To move to the next segment:*

- Students select **Next** in the global menu.

**Note:** If the test prohibits access to completed segments, students cannot return to the previous segment after selecting **Next**.

# Submitting a Test

This section describes how students submit a test when they are done answering questions.

## Reaching the End of a Test

After students respond to the last test question, the **End Test** button appears in the global menu (see Figure 34).

Figure 34. Global Menu with End Test Button

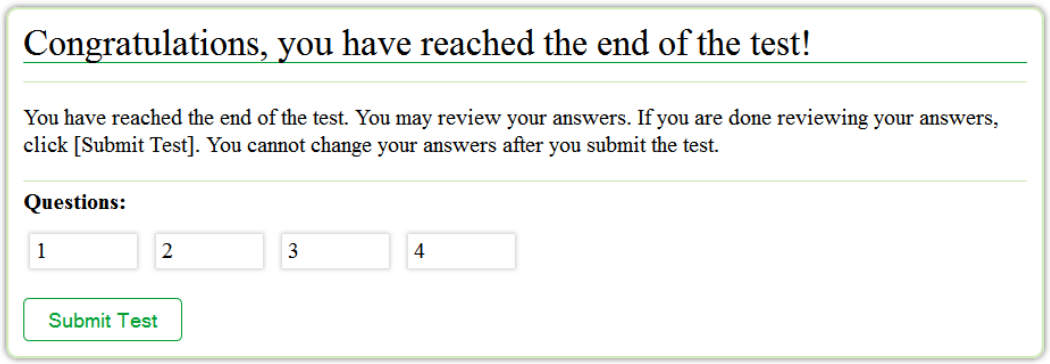
*To end a test:*

1. Students select **End Test**. A confirmation message appears.
2. Students select **OK**.

## End Test Page

When students end a test, the ***End Test*** page appears (see Figure 35). This page allows students to review answers and submit the test for scoring. A flag icon appears for any questions marked for review. A warning icon appears for any unanswered questions.

Figure 35. End Test Page




*To review answers:*

1. Students select a question number.
2. To return to the ***End Test*** page, students select **End Test** in the global menu.

*To submit the test:*

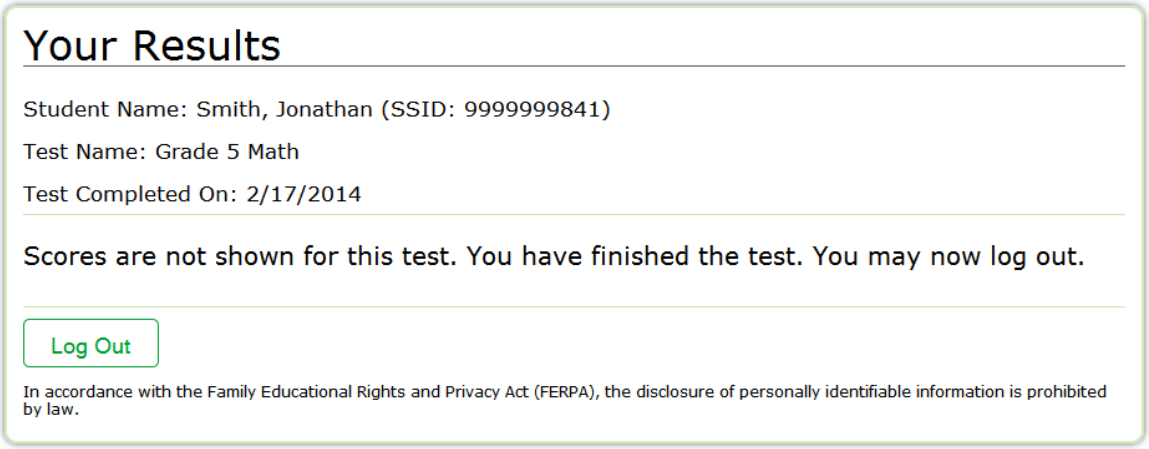
1. Students select **Submit Test**.

**Warning:** Once students select **Submit Test**, they cannot return to the test or modify answers.

## Your Results Page

After students submit the test, the ***Your Results*** page appears, displaying the student's name, the test name, and the completion date (see Figure 36).

Figure 36. Your Results Page



# Appendix A. About the Secure Browser

This appendix includes the following sections:


- Additional Measures for Securing the Test Environment
- Configuring Tablets for Testing
- About Permissive Mode
- Troubleshooting


## Additional Measures for Securing the Test Environment

The secure browser ensures test security by prohibiting access to external applications or navigation away from the test. This section provides additional measures you can implement to ensure the test environment is secure.

- **Close External User Applications**

  Before launching the secure browser, or prior to administering the online tests, close all non-required applications on testing devices, such as word processors and web browsers.

- **Avoid Testing with Dual Monitors**

  Students should not take online tests on computers connected to more than one monitor. Systems that use a dual monitor setup typically display an application on one screen while another application is accessible on the other screen.

- **Disable Built-In Accessibility Features on iPads**

  iPads include a built-in ”Speak Option“ accessibility feature that reads aloud selected text. Guided Access mode does not automatically block this feature. Before entering Guided Access mode, you should verify that only allowable accessibility features are enabled. To manage accessibility features, tap **Settings** > **General** > **Accessibility**. For information about which accessibility features are allowable, see the *Technical Specifications Manual*.

- **Disable Screen Savers and Timeout Features**

  On all testing devices, be sure to disable any features that display a screen saver or log users out after a period of inactivity. If such features activate while a student is testing, the secure browser logs the student out of the test.

### Forbidden Application Detection

When the secure browser launches, it checks for other applications running on the device. If it detects a forbidden application, it displays a message listing the offending application and prevents the student from testing. This also occurs if a forbidden application launches while the student is already in a test.

In most cases, a detected forbidden application is a scheduled or background job, such as anti-virus scans or software updates. The best way to prevent forbidden applications from running during a test is to schedule such jobs outside of planned testing hours.

## Configuring Tablets for Testing

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the *Technical Specifications Manual* on the NDSA Portal.

*To configure iOS devices:*

**Note**: If you are testing with Autonomous Single App Mode (ASAM), you do not need to activate Guided Access mode manually and may ignore these steps. Contact your technology coordinator to determine if you are testing with ASAM.

1. Tap the **AIRSecureTest** secure browser icon.
2. To enable Guided Access, triple-tap the Home button.
3. Tap **Start**. Guided Access activates and the student sign-in page appears.

*To configure Android tablets:*

1. Tap the **AIRSecureTest** secure browser icon.
2. If the secure browser keyboard is not selected, follow the prompts on the screen. When the secure browser keyboard is selected, the secure browser app opens.

*To configure Chromebooks:*

1. From the **Apps** link on the Chrome OS login screen, select **AIRSecureTest** secure browser.

## Closing the Student Testing Site on Tablets

After a test session ends, close the AirSecureTest application on student tablets.

*To close the Student Testing Site on iOS devices:*

**Note**: If you are testing with Autonomous Single App Mode (ASAM), skip to step 4. Contact your technology coordinator to determine if you are testing with ASAM.

1. Triple-tap the Home button.
2. Enter the Guided Access passcode. If you do not know the Guided Access passcode, contact your technology coordinator.
3. Tap **End** in the upper-left corner.
4. Close AIRSecureTest by doing one of the following:
    - For iOS 6.0-6.1 devices:
        i. Double-tap the Home button. The multitasking bar appears.
        ii. Press the **AIRSecureTest** icon until it wiggles and the red minus sign appears.
        iii. Tap the red minus sign and then press the Home button.
    - For iOS 7.0-8.2 devices:
        i. Double-tap the Home button. The multitasking bar appears.
        ii. Locate the **AIRSecureTest** app preview and slide it upward.

*To close the Student Testing Site on Android tablets:*

1. Tap the Menu icon in the upper-right corner.
2. Tap **Exit**. A confirmation message appears.
3. Tap **Exit**.

*To close the Student Testing Site on Chromebooks:*

1. Click **Close Secure Browser** in the upper-right corner.

# About Permissive Mode

Permissive Mode is an accommodation option that allows students to use accessibility software in addition to the secure browser.

Permissive Mode activates when the student is approved for testing. Students who have the Permissive Mode setting enabled should not continue with the sign-in process until their accessibility software is correctly configured.

*To use accessibility software with the secure browser:*

1. Open the required accessibility software.
2. Open the secure browser. Begin the normal sign-in process up to the TA approval step.
3. When a student is approved for testing, the secure browser allows the operating system's menu and task bar to appear.
4. The student must immediately switch to the accessibility software that is already open on the computer so that it appears over the secure browser. The student cannot click within the secure browser until the accessibility software is configured.
    - **Windows:** To switch to the accessibility software application, click the application in the task bar.
    - **Mac:** To switch to the accessibility software application, click the application in the dock.

**Note**: When using Windows 8 and above, the task bar remains on-screen throughout the test after enabling accessibility software. However, forbidden applications are still prohibited.

5. The student configures the accessibility software settings as needed.
6. After configuring the accessibility software settings, the student returns to the secure browser. At this point, the student can no longer switch back to the accessibility software. If changes need to be made, the student must sign out and then sign in again.
7. The student continues with the sign-in process.

Permissive Mode is available only for computers running supported desktop Windows and Mac operating systems. For information about supported operating systems, see the *Technical Specifications Manual*.

Accessibility software must be certified for use with the Online Testing System.

Forbidden applications will still not be allowed to run.

# Troubleshooting

This section describes how to troubleshoot some situations in which a student cannot connect to a test.

## Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing in.

- **You cannot login with this browser:**

  This message occurs when the Online Testing System cannot determine if the student is taking the test through the correct secure browser. To resolve this issue, ensure the latest version of the secure browser is installed, and that the student launched the secure browser instead of a standard web browser. If the latest version of the secure browser is already running, then you should log the student out, restart the computer, and try again.

- **Unable to Establish a Connection with the Test Delivery System:**

  This message occurs when the secure browser cannot connect to the Online Testing System. This is most likely to occur if there is a network-related problem. The easiest thing to check is if the network cable is plugged in (for wired connections) or if the Wi-Fi connection is live (for wireless connections). Also check if the secure browser must use specific proxy settings; if so, those settings must be part of the command that launches the secure browser.

- **Test Environment Is Not Secure:**

  This message can occur when the secure browser detects a forbidden application running on the device (see the section Additional Measures for Securing the Test Environment). If this message appears on an iPad, ensure that either Autonomous Single App Mode or Guided Access mode is enabled (see the section Configuring Tablets for Testing).

# Force-Quit Commands

In the rare event that the secure browser or test becomes unresponsive, you can force-quit the secure browser.

To force the secure browser to close, use the keyboard command for your operating system as shown below. This action logs the student out of the test. When the secure browser is opened again, the student logs back in to resume testing.

| Operating System | Key Combination |
|---|---|
| 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** |

*If you are using a laptop or notebook, you may need to press **Function** before pressing **F10**.

**Caution: Use of Force-Quit Commands**

The secure browser hides features such as the Windows task bar or Mac OS X dock. If the secure browser is not closed correctly, then the task bar or dock may not reappear correctly, requiring you to reboot the device. Avoid using a force-quit command if possible.

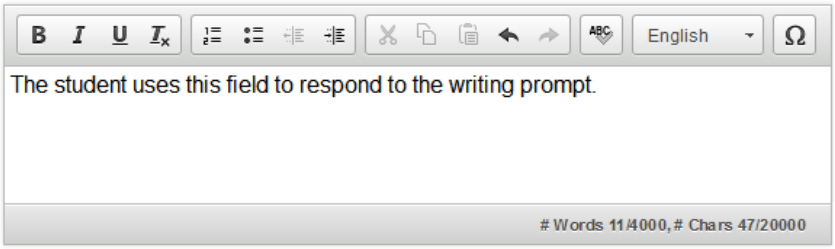
Force-quit commands do not exist for the secure browser for iOS, Chrome OS, and Android devices.

- **iOS:** To exit Guided Access, triple-click the Home button, then close the app as you would any other iOS app.
- **Chrome OS:** To exit the secure browser, press **Ctrl** + **Shift** + **S**.
- **Android:** To close the secure browser, tap the menu button in the upper-right corner and select **Exit**.

# Appendix B. Text Response Formatting Toolbar

In addition to the standard test tools described in the section Test Tools, students can use a formatting toolbar above the response field for text response questions (see Figure 37). The formatting toolbar allows students to apply styling to text and use standard word-processing features.

Figure 37. Text Response Question with Formatting Toolbar




The lower-right corner of the response field displays the word count and character count for the student's response.

Table 7 provides an overview of the formatting tools available.

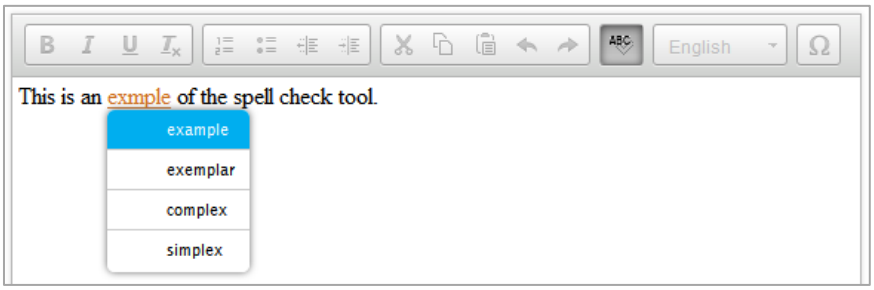
Table 7. Description of Formatting Tools

| Tool | Description of Function |
|---|---|
| B I U | Bold, italicize, or underline selected text. |
| Tx | Remove formatting that was applied to the selected text. |
| | Insert a numbered or bulleted list. |
| | Indent a line of selected text. |
| | Decrease indent of text. |
| | Cut selected text. |
| | Copy selected text. |
| | Paste copied or cut text. |
| | Undo the last edit to text or formatting in the response field. |
| | Redo the last undo action. |
| ABC English | Use spell check to identify potentially misspelled words in the response field. The drop-down list allows you to set a language for this tool. |
| Ω | Add special characters in the response field. |

# Spell Check

The spell check tool identifies words in the response field that may be misspelled (see Figure 38).

Figure 38. Spell Check Tool




*To use spell check:*

1. Select a language for the spell check tool from the drop-down list, if necessary.
2. In the toolbar, select ABC.
3. Potentially incorrect words change color and become underlined.
4. Select a misspelled word. A list of suggestions appears.
5. Select a replacement word from the list. If none of the replacement words are correct, close the list by clicking anywhere outside it.
6. To exit spell check, select ABC again.

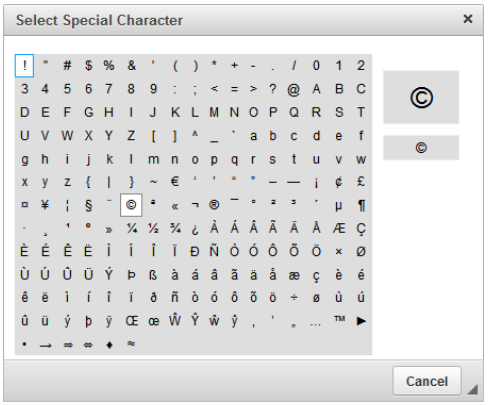
# Special Characters

Students can add mathematical, accented characters, and other symbols.

*To add a special character:*

1. In the toolbar, select Ω.
2. In the window that pops up, select the required character (see Figure 39).

Figure 39. Special Characters Window



# Appendix C. Keyboard Navigation for Students

Students can use keyboard commands to navigate between test elements, features, and tools.

Keyboard commands require the use of the primary keyboard. Do not use keys in a numeric keypad.

## Sign-In Pages and In-Test Pop-ups

Table 8 lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

Table 8. Keyboard Commands for Sign-In Pages and Pop-Up Windows

| Keyboard Command | Function |
|---|---|
| **Tab** | Move to the next option |
| **Shift** + **Tab** | Move to the previous option |
| **Enter** | Select the active option |

## Keyboard Commands for Test Navigation

Table 9 lists keyboard commands for navigating tests and responding to questions.

Table 9. Keyboard Commands for Test Navigation

| Description of Function | Keyboard Commands |
|---|---|
| Scroll up | ↑ |
| Scroll down | ↓ |
| Scroll to the right | → |
| Scroll to the left | ← |
| Move to the next element | **Tab** |
| Move to the previous element | **Shift** + **Tab** |
| Select an answer option | **Space** |
| Go to the next test page | **Ctrl** + → |
| Go to the previous test page | **Ctrl** + ← |
| Open the global menu | **Ctrl** + **G** |
| Open a context menu | **Ctrl**+ **M** |

# Keyboard Commands for Global and Context Menus

Students can use keyboard commands to access tools in the global and context menus. For more information about tools in these menus, see Table 5 and Table 6.

## Global Menu

*To access the global menu tools using keyboard commands:*

1. Press **Ctrl** + **G**. The global menu list opens.
2. To move between options in the global menu, use the **Up** or **Down** arrow key.
3. To select an option, press **Enter**.
4. To close the global menu without selecting an option, press **Esc**.

## Context Menus

- To navigate to an element, press **Tab**.
- To navigate in reverse, press **Shift** + **Tab**.

*To open the context menu for an element:*

1. Press **Ctrl** + **M**. The context menu for the selected element opens.
2. To move between options in the context menu, use the **Up** or **Down** arrow keys.
3. To select an option, press **Enter**.
4. To close the context menu without selecting an option, press **Esc**.

### Highlighting Selected Regions of Text

This section explains how to use keyboard commands to select a text excerpt (such as a word in a passage) and highlight it. These instructions only apply to students using the secure browser.

*To select text and highlight it:*

1. Navigate to the element containing the text you want to select.
2. Press **Ctrl** + **M** to open the context menu and navigate to **Enable Text Selection**.
3. Press **Enter**. A flashing cursor appears at the upper-left corner of the active element.
4. To move the cursor to the beginning of the text you want to select, use the arrow keys.
5. Press **Shift** and an arrow key to select your text. The text you select appears shaded.

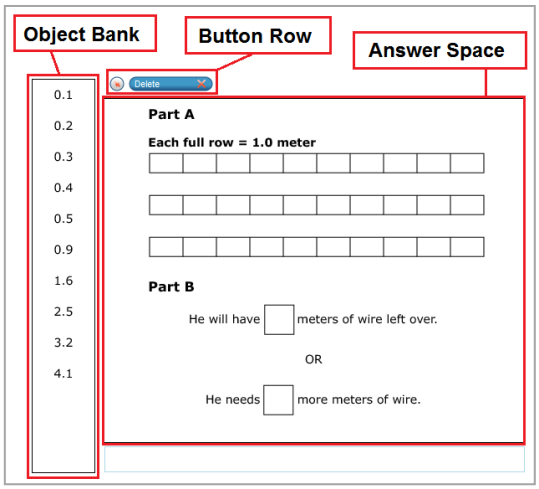
6. Press **Ctrl** + **M** and select **Highlight Selection**.

## Keyboard Commands for Grid Questions

Questions with the grid response area (see Figure 40) may have up to three main sections:

- Answer Space: The grid area where students enter the response.
- Button Row: The following Action buttons may appear above the answer space: **Delete**, **Add Point**, **Add Arrow**, **Add Line**, and **Connect Line**.
- Object Bank: A panel containing objects you can move to the answer space.

Figure 40. Grid Question




*To move between the main sections:*

- To move clockwise, press **Tab**. To move counter-clockwise, press **Shift** + **Tab**.

*To add an object to the answer space:*

1. With the object bank active, use the arrow keys to move between objects. The active object has a blue background.
2. To add the active object to the answer space, press **Space**.

*To use the action buttons:*

1. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
2. To select a button, press **Enter**.
3. Press **Space** to apply the point, arrow, or line to the answer space.

*To move objects and graph elements in the answer space:*

1. With the answer space active, press **Enter** to move between the objects. The active object displays a blue border.
2. Press **Space**.
3. Press an arrow key to move the object. To move the object in smaller increments, hold **Shift** while pressing an arrow key.

# Appendix D. Transferring a Test Session

You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful in scenarios when your computer malfunctions while a session is in progress.

**Warning:** If you do not know the active Session ID, you cannot transfer the session.

The Online Testing System ensures that you can only administer a test session from one browser at a time. If you move a test session to a new device, you cannot simultaneously administer the session from the original browser or device.

These instructions apply to both the TA Interface and TA Training Site. However, you cannot transfer a session from the TA Interface to the TA Training Site or vice versa.

*To transfer a test session to a new device or browser:*

1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. A Session ID prompt appears.

2. Enter the active Session ID in the text box and click **Enter**. The TA Site appears, allowing you to continue monitoring your students' progress. The test session on the previous computer or browser automatically closes.

# Appendix A. User Support

The **Error! Unknown document property name.** Service Desk will be open during the following hours:

The Service Desk is open Monday–Friday 7:00 a.m. to 4:00 p.m. Central Time (except holidays or as otherwise indicated on the NDSA portal).

**NDSA Service Desk**

Toll-Free Phone Support: 1.800.929.3757

Email Support:
NDSAservicedesk@measuredprogress.org

Emails to the Service Desk will be automatically logged and answered within one working day (typically sooner). Urgent requests will be given priority.

If you contact the Service Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered. These details may include the following:

- Test Administrator name
- If the issue pertains to a student, provide the student's SSID and associated district or school. Do not provide the student's name.
- If the issue pertains to a TIDE user, provide the user's full name and email address.
- Any error messages and codes that appeared, if applicable.
- Affected test ID and question number, if applicable.
- Operating system and browser version information, including version numbers (for example, Windows 8 and Firefox 33 or Mac OS 10.7 and Safari 7)
- Information about your network configuration, if known:
  - Secure browser installation (to individual devices or network)
  - Wired or wireless internet network setup