

Appendix E: What to Do When — Troubleshooting for OGT Online Testing

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

#	Scenario	What to Do
1	An online test administrator needs a Test Administrator or Teacher User Account	District test coordinators, district administrators and building test coordinators can create Test Administrator (TA) and Teacher (TE) User Accounts.
2	A user forgets his or her password	From the TIDE Login Screen at oh.tide.cambiumast.com , click [Forgot Your Password?]. Enter your username (your e-mail address), then [Next].
3	A tester's accessibility features are not listed correctly under Test Settings in the TA Interface	The test administrator should update the tester's accessibility features under Test Settings in the TA Interface before approving the tester to test.
4	There are no tests available for the tester to select on the "Your Tests" screen Tests on the "Your Tests" page are grayed out and cannot be selected by the tester	<ul style="list-style-type: none"> • Verify that a test for which the tester is eligible is selected in the TA Interface. • Verify that the tester has been identified with a "Y" as the test mode for the appropriate subject for OGT in his or her Pre-ID record and that their grade level is 12,13 or 14. • Verify that the tester's test eligibility was not set to "Yes" for the alternate assessment (AASCD). • If the tester sees the tests are grayed out and cannot be selected, verify that the tester has not already taken all three opportunities. Testers can only take each subject test form once.
5	A tester's "Review Test Settings" page shows the wrong accessibility features	The test administrator should have the tester sign out and then sign in again. Before the test administrator approves the tester to start the test, he or she must click the test settings and adjust them to provide the desired accessibility features. Once they are set, the test administrator must approve the tester. The tester will be able to continue his or her test with the appropriate features.
6	A tester needs to leave the computer for some reason	Have the tester click the [Pause] button, which will sign the tester out of the test. If the tester leaves the room without pausing the test, the test administrator should pause it from the TA Interface. When the tester returns, have the tester sign into the correct active session and continue testing.

#	Scenario	What to Do
7	A tester is cheating	See Section 3 of this manual for guidance on reporting test security violations. The tester's test opportunity is over.
8	A tester starts or takes a test for which the tester is not eligible	See the information on Test Status Requests in this manual.
9	A tester cannot sign into the secure browser	<ul style="list-style-type: none"> • Make sure the tester is entering their first name and SSID or student ID exactly as it is in TIDE. • If the tester name has an apostrophe and the tester is testing on a Chromebook, ensure the keyboard setting is US, not international.