Appendix K: OGT Online Testing Highlights and Script

2020-2021 OGT Online Testing Highlights and Script

Test administrators must use this document when administering Ohio Graduation Tests (OGT) online. 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 the *2020-2021 OGT Test Administration Manual* (*OGT-TAM*) for additional information.

Step 1. Prepare for the OGT Administration

☐ Have available the information testers will need for signing in: first name and SSID (Student ID for testers who do not have an SSID). Test administrators may print test tickets to distribute to testers on test day; find instructions in the *TIDE User Guide*.

☐ Have available each tester's accessibility features information.

☐ Have access to 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 per subject for each tester.

☐ For the OGT mathematics and science tests, the OGT online Student Testing Site includes a calculator. The red TI-30X IIS is the only handheld calculator that can be used in place of the online calculator during the mathematics and science tests. If testers will be using the OGT handheld calculator in place of the online calculator, the test administrator must clear the calculator memory before distributing it to the tester. To do so, gently press the black "RESET" button on the back of the calculator or press the "ON" button and the "CLEAR" button simultaneously. The display must read "MEM CLEARED."

☐ The online Student Testing Site includes the reference sheet for the mathematics test in English; use of the paper reference sheet is at district or school discretion. If testers wish to use paper copies of the reference sheet, testers may use only the reference sheet posted on the Department's website. The test administrator must provide the sheet; testers may not bring their own copies.

☐ Prepare the test room. Ensure charts, maps and other materials in the room that could assist testers with test items are covered or removed before the OGT administration.

☐ Close all open applications on testers' devices and launch the Secure Browser or SecureTest app.

Step 2. Establish a Test Session

To test online, testers must sign into 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 testers begin 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 testers will sign in.

2a. Navigate to the TA Interface on the test portal, then log in. The Ohio Graduation Tests will only be available to select during the active test window: September 1, 2020 through July 30, 2021.

2b. After logging in, the test selection screen is immediately available. Click the **+** next to Ohio Graduation Tests to see the available subjects.
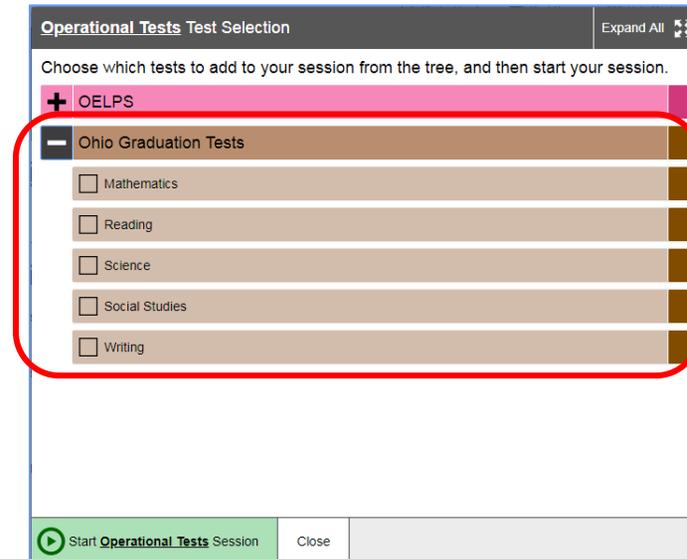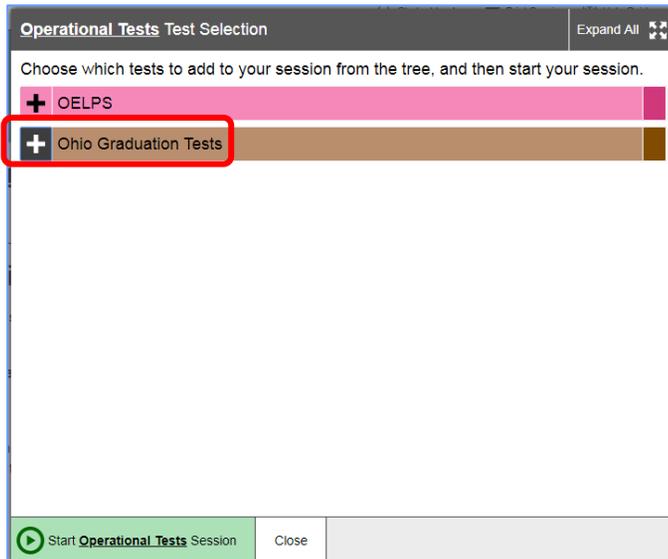
2c. Click the checkbox next to an OGT test subject to include it in the test session.

Testers will only be able to take the tests that they are eligible for and that you select for the session. There are three forms/opportunities for each subject and forms are randomly assigned to each tester. For example, you may have three testers in science, and each may have a different form presented to them. Testers may not take more than one test in a given subject in a single test session.

If a tester will take more than one test (must be in different subjects) during the session, select both tests for the session. (Reminder that each tester has 2 ½ hours to complete each subject test.) After the tester submits one test, he or she will sign in again using the same Session ID and select the other subject test. Note: The system will not allow a tester to take more than one test in a given subject per day.

2d. Click the green [Start Operational Tests Session] button to start the session. Upon doing so, the TA Interface will generate the Session ID.
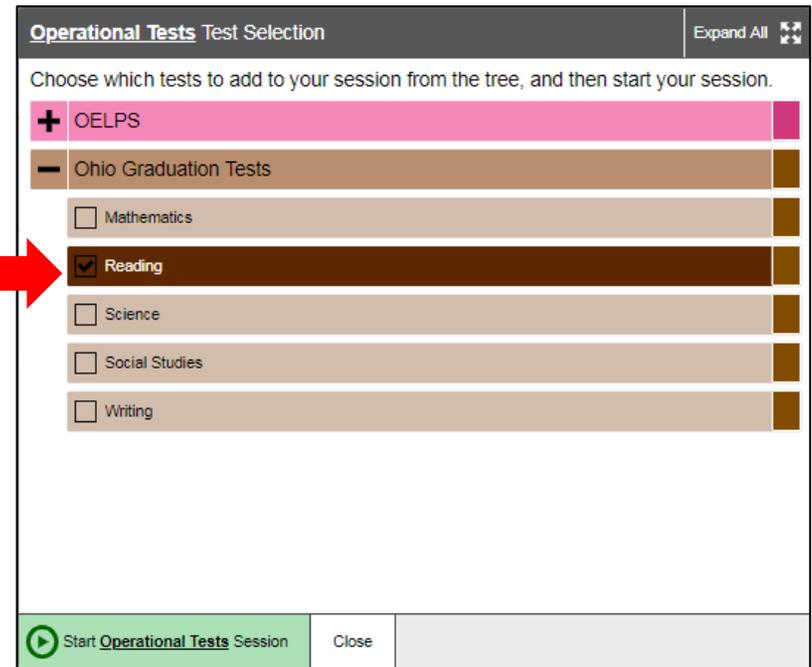
2e. Locate the Session ID. It appears at the top of the TA Interface screen.

Note: The location of the Session ID box may vary depending on your device and width of your browser window. Two examples are shown.
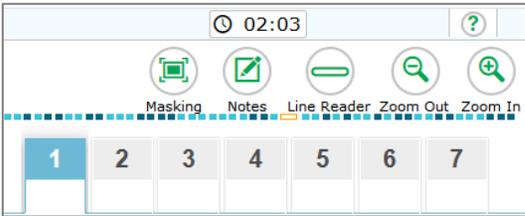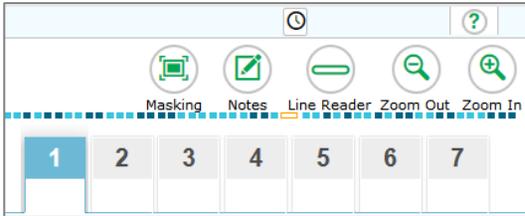
Write your Session ID on the board so that all testers can see it.

Please note that if testers are taking more than one subject test during the session, testers will use the same Session ID to sign into both tests.
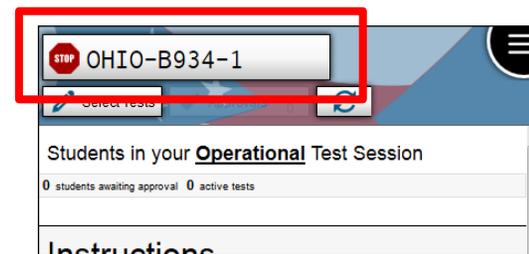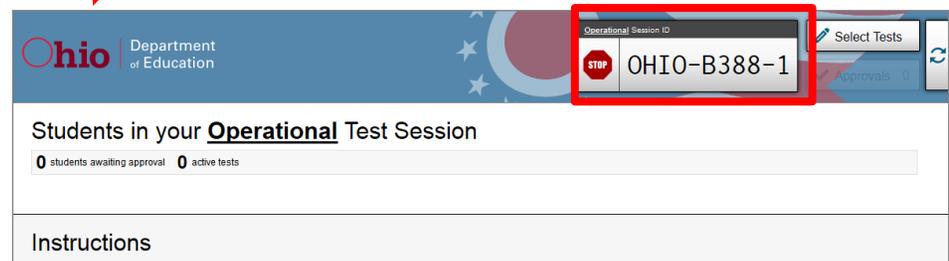
Step 3. Introduce Testers to the OGT Online Test Administration

Follow the script in the right column to introduce the test administration to testers. Use these directions for all testers when starting a session.

For this group of testers	Use this script to orient testers to the administration
For all testers	SAY: **Today you are taking an Ohio Graduation Test for** (provide the subject name(s)). If administering only one test to each tester during the session, SAY: **You will have 2 ½ hours to complete your test today.** If administering more than one test to a tester during the same session, SAY: **You will take two tests for two subjects today. You will have 2 ½ hours to complete each test. You may start with the test subject of your choice.** Unless the student test timer has been set to "Off" for all testers: SAY: **You will be able to track how much time you have been in the test by looking at the test clock in the upper right corner of your screen. This clock only runs while you are in the test. You can click on the clock to hide the time and click on the clock again to show the time.** Test Clock Shown Test Clock Hidden SAY: **If you need a break during the test, raise your hand.**

For this group of testers	Use this script to orient testers to the administration
For all testers	**You may use blank paper as scratch paper during the test.** • For the writing test: **I will now distribute the scratch paper. Use this paper to help plan your writing response. This paper is for your notes only. You may use the paper to write down ideas and organize what you will write.** • For reading, mathematics, science and social studies tests: **If you would like scratch paper, raise your hand.** Distribute paper to testers who request it. o If district policy is to provide scratch paper to all testers SAY: **I will now distribute the scratch paper.** **Anything you write on this paper will not be scored. You must put all your answers in the online testing system.** **Read each question carefully. Think about what is being asked. Look carefully at graphs or diagrams because they will help you understand the question.** **If you do not know the answer to a question, skip it and go on to the next question. If you have time, go back to the questions you skipped and try to answer them before submitting your test. You can use the mark for review tool to help remind you which items you want to return to later.** **You do not have to save your response to each test question. As soon as you mark your answer, the system records it. If you change an answer, the system saves your new answer.** **If you are typing an answer and want to make sure it is saved, you can click the [SAVE] button. If you do not click the [SAVE] button, the system will save your response when you move to the next question.** **For essay responses there is a built-in tool that saves your responses called the Select Previous Version tool. You will have access to these prior response versions until either your test is paused or until you click the [End Test] button.** **When you reach the last question on the test, click the [End Test] button. As a reminder, once you click [End Test] you will not have access to the Select Previous Version tool to access your prior essay responses. The Student Testing Site will ask you if you want to review your answers. Questions you have marked for review and questions you did not answer will be flagged. When you are done reviewing your answers, you will click [Submit Test].**

For this group of testers	Use this script to orient testers to the administration
For testers who will be released immediately after they submit their tests	If administering two tests to a tester during the same session, SAY: **You need to complete all the items on the first test and submit that test before you can start the other test. After you submit the first test, log out and go back to the sign-in screen. Type your name, SSID (or Student ID) and the same Session ID. If you need help signing in again, raise your hand. After you submit the second test, please log off your computer. You will then** (provide instructions to testers who are released after testing). If administering only one test during the session, SAY: **After you submit your test, please log off your computer. You will then** (provide instructions to testers who are released after testing).
For all testers	SAY: **Does anyone have any questions?** Answer any questions. SAY: **I will now walk you through the steps for starting the test. If someone is having trouble during the test, I will help that tester. Testers are not allowed to work together.** Proceed to the student sign-in step.

Step 4. Student Sign-In

In order to sign in and take a test, each tester must enter his or her first name (as it appears in TIDE), his or her SSID (or Student ID for testers who do not have an SSID) and the Session ID. Follow the script below to start the student sign-in process.

4a. SAY: **You should see the test sign-in screen. If you do not see the test sign-in screen, raise your hand.**

Launch the Secure Browser or SecureTest app on the tester's device if needed.

4b. SAY: **You should see a box in the lower left that states, "This is the Operational Test Site". If your box does not say this, raise your hand.**

If the tester's box says "Practice Test Site" instead, have the tester click "Take an Operational Test" button.

4c. SAY: **Before you can start the test, you must type in three things.**

In the First Name box, type your first name only.

In the Student ID box, type your SSID (or Student ID).

In the Session ID box, type the Session ID exactly as it appears on the board. The Session ID is (provide Session ID from Step 2).

Once you have typed in your information, click [Sign In]. After you sign in, you will see a page that says, "Is This You?" Raise your hand if you do not see a page that says, "Is This You?"

If a tester is unable to sign in, a message will appear that describes the reason for sign-in failure. Refer to the troubleshooting section for possible resolutions.

4d. SAY: **Read the "Is This You?" screen. Make sure the information is correct. If the information is correct, click [Yes]. If your information is not correct, raise your hand.**

If any of the tester's information is not correct, the tester may not continue.

Contact your test coordinator, who will need to update the tester's demographic information in TIDE prior to testing.

Your Tests

Select the test you need to take.

Ohio Graduation Tests

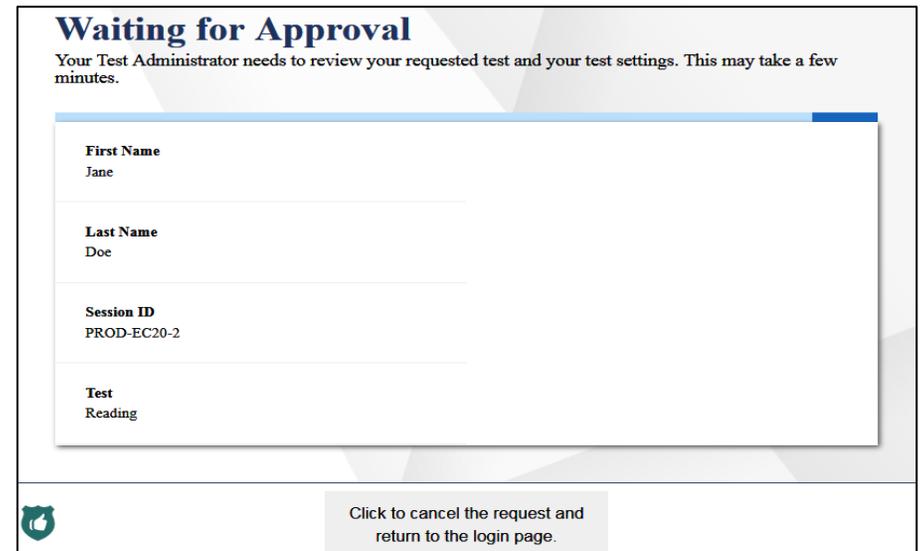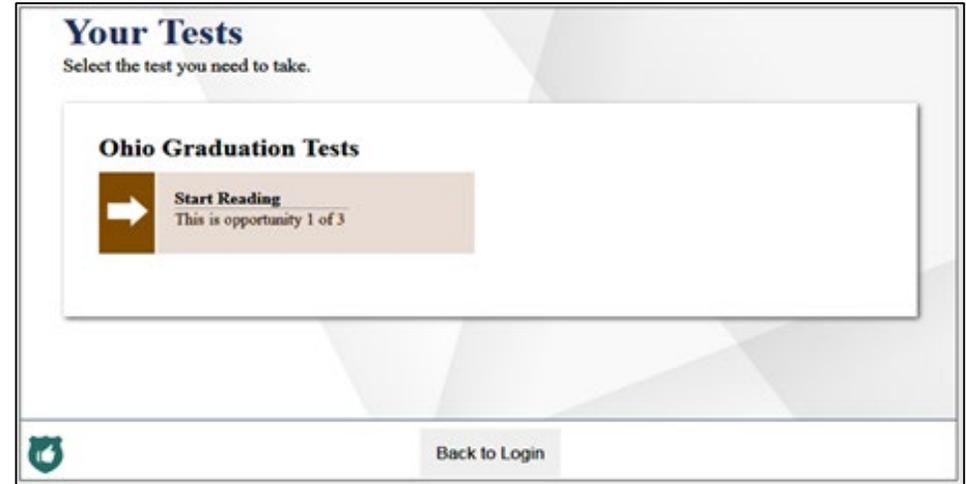→ **Start Reading**
This is opportunity 1 of 3

Back to Login

4e. SAY: **The next screen shows "Your Tests." Click on** [provide the test name]**. If you need help, raise your hand.**

Testers can select only one test at a time. If testers will take more than one subject test during the session, they will select one test (e.g., science). After they submit that test, they will sign in again using the same session ID and select the remaining test (e.g., writing).

If the correct test is not available, see the troubleshooting section for possible resolutions.

SAY: **After you have clicked on your test, you will see a message that says you are waiting for approval. Please wait for approval and the next set of instructions.**

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
PROD-EC20-2

Test
Reading

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

Step 5. Approve Students for Testing

5a. Once testers begin appearing in the approvals queue, click the [Approvals (#)] button at the top of the TA Interface to open the Approvals and Student Test Settings pop-up window.

<u>Note</u>: The location of the Approvals box may vary depending on your device and width of your browser window. See two examples at right.
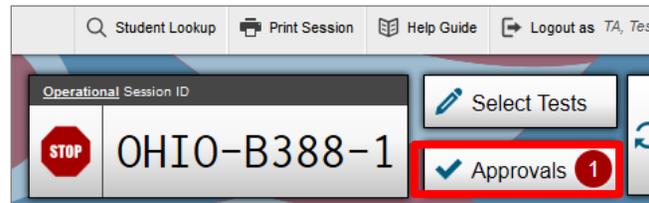
5b. Confirm that the testers listed in the Approvals and Student Test Settings window are the testers who will be testing during the test session. Make sure each tester is listed under the correct test.

Click the lookup icon to review a tester's accessibility features. (Accessibility features are described in the *Test Settings and Accommodations* table at the end of this document.)
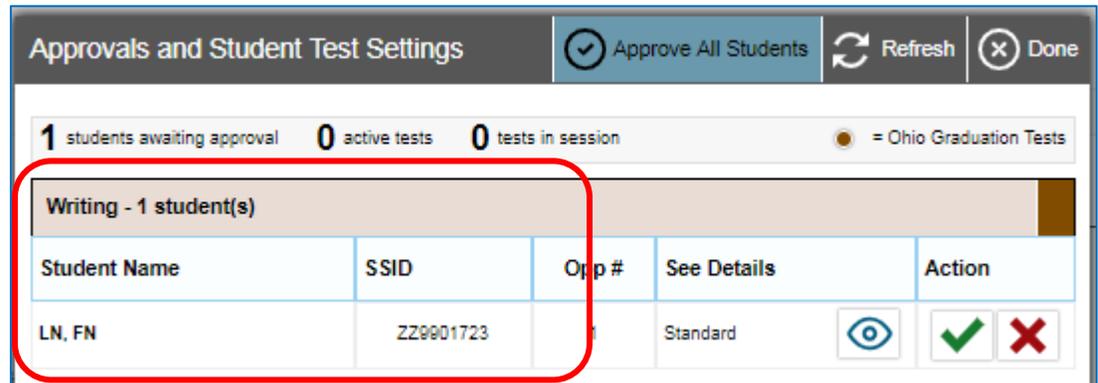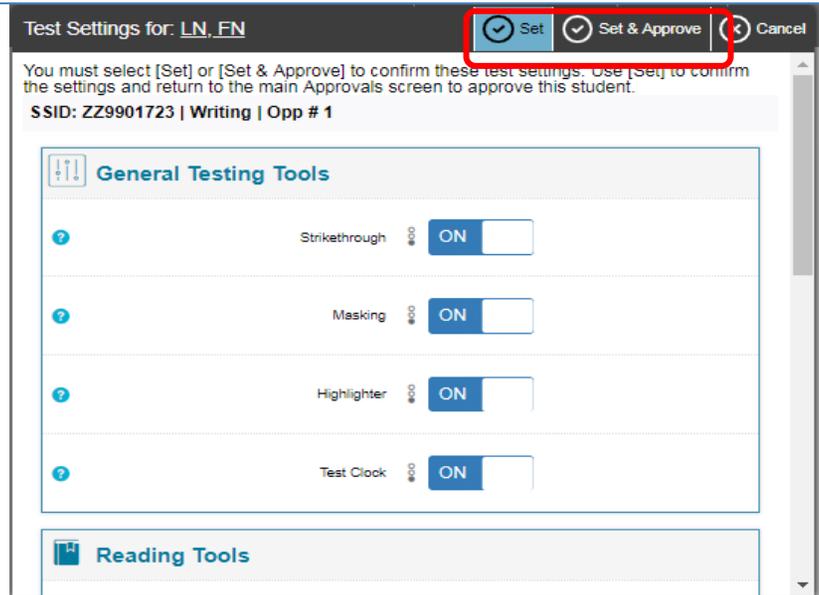
5c. Review and edit a tester's accessibility features and accommodation codes within the Test Settings window.

Do not approve a tester if the incorrect features or accommodation codes are marked.

For a complete guide of test settings and accommodations, refer to the *Test Settings and Accommodations* table at the end of this document.
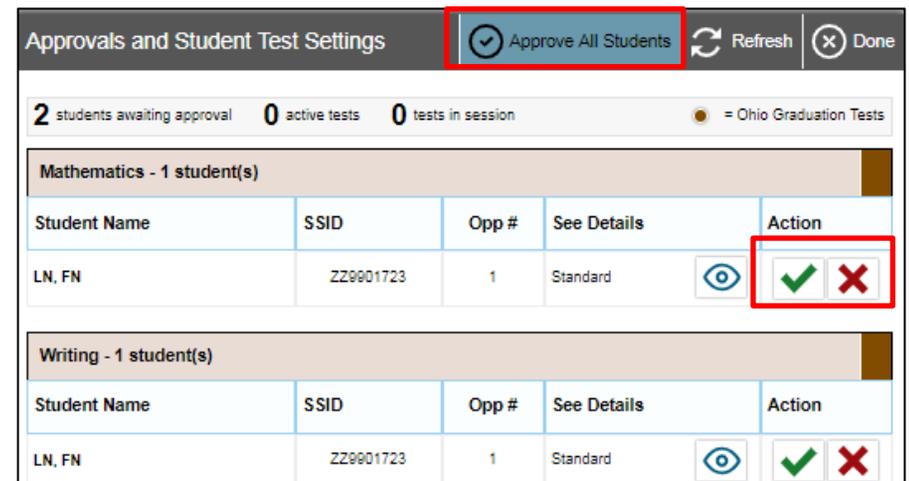
Click [Set] to confirm the settings and return to the Approvals and Student Test Settings box.

Click [Set & Approve] to confirm the settings and approve the test.

Test Settings for: LN, FN   Set   Set & Approve   Cancel

You must select [Set] or [Set & Approve] to confirm these test settings. Use [Set] to confirm the settings and return to the main Approvals screen to approve this student.

SSID: ZZ9901723 | Writing | Opp # 1

General Testing Tools

- Strikethrough — ON
- Masking — ON
- Highlighter — ON
- Test Clock — ON

Reading Tools

5d. If a tester's test settings do not require updating, click the green check box to approve an individual tester (recommended) or click [Approve All Students] within Approvals and Student Test Settings. After doing so, each approved tester will advance to the "Is This Your Test?" screen.

Click the red X to deny a tester's request to access the test. You will be prompted to enter a reason why the tester's request was denied (e.g., the tester selected the wrong test).

Approvals and Student Test Settings   Approve All Students   Refresh   Done

2 students awaiting approval   0 active tests   0 tests in session   ● = Ohio Graduation Tests

Mathematics - 1 student(s)

Student Name	SSID	Opp #	See Details		Action	
LN, FN	ZZ9901723	1	Standard	👁	✔	✘

Writing - 1 student(s)

Student Name	SSID	Opp #	See Details		Action	
LN, FN	ZZ9901723	1	Standard	👁	✔	✘

Step 6. Review the Instructions and Help Information

Testers will see the instructions and help screen.

SAY: **The Instructions and Help page provides a link to view your test settings. To review your test settings, click the View Test Settings button. Under the Additional Test Information heading is a message regarding test security; please review this message. At the bottom of the screen is a link to the Help Guide, which has information about test navigation, tools and features. You may review this now by clicking the View Help Guide button. If you want to refer to this information during the test, click on the question mark in the top right corner of your screen.**

If you have any questions regarding the Help Guide, the Additional Testing Information or if any of your test settings are incorrect, raise your hand.

If any settings are incorrect, the tester should click [Return to Login]. When the tester logs back in, correct the test settings when approving the tester to test.

The availability of Student Testing Site tools depends on whether certain accessibility features, such as masking, are turned on and which test the tester is taking. More detailed information on the Student Testing Site tools is available in the *Test Administrator User Guide*.

Test administrators may prefer that all testers start the test at the same time. Note, however, the bandwidth requirements of the test are greatest when testers click [Begin Test Now]. If all testers click [Begin Test Now] at the same time, it may temporarily affect the speed of the network.

SAY: **When you are ready to start your test, click [Begin Test Now].**

When testers click [Begin Test Now], the Student Testing Site will present the first question.
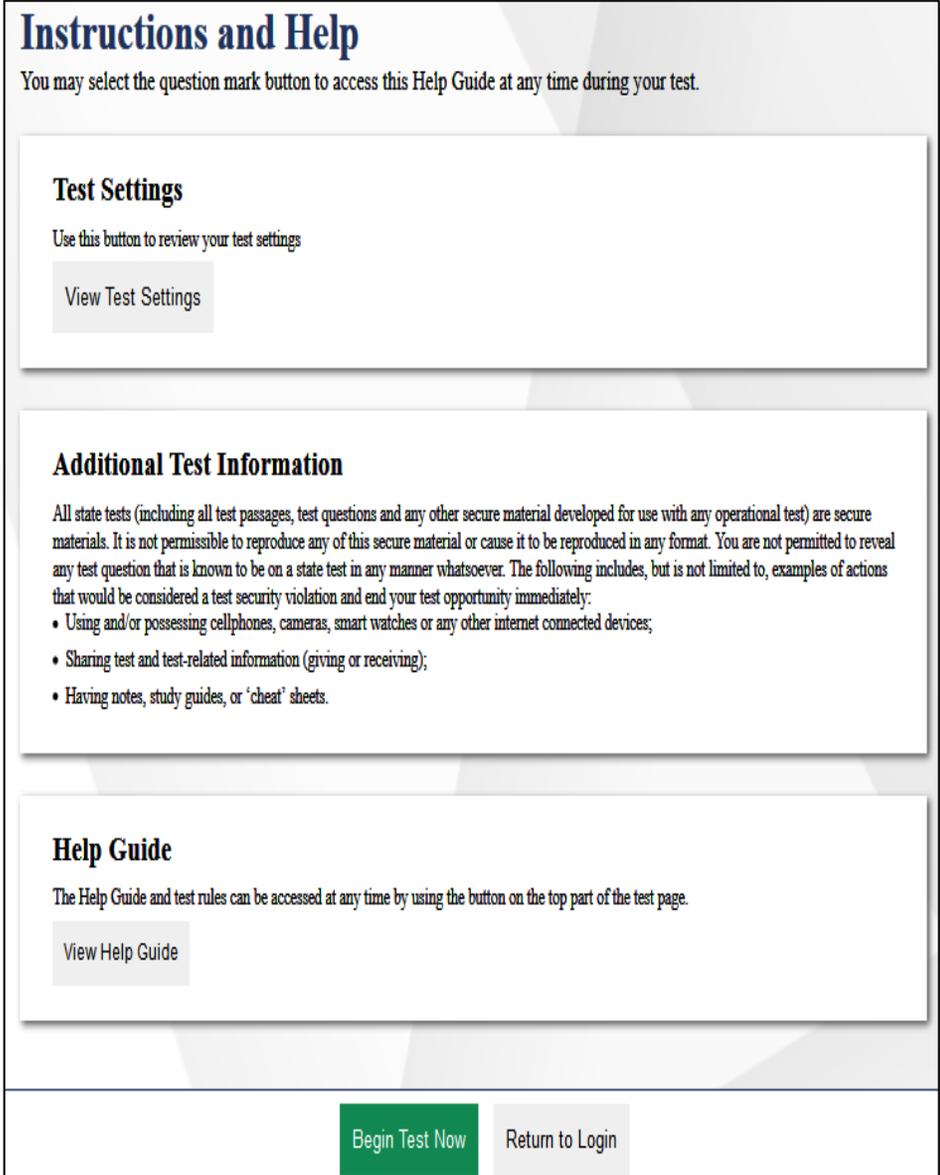
Instructions and Help

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]
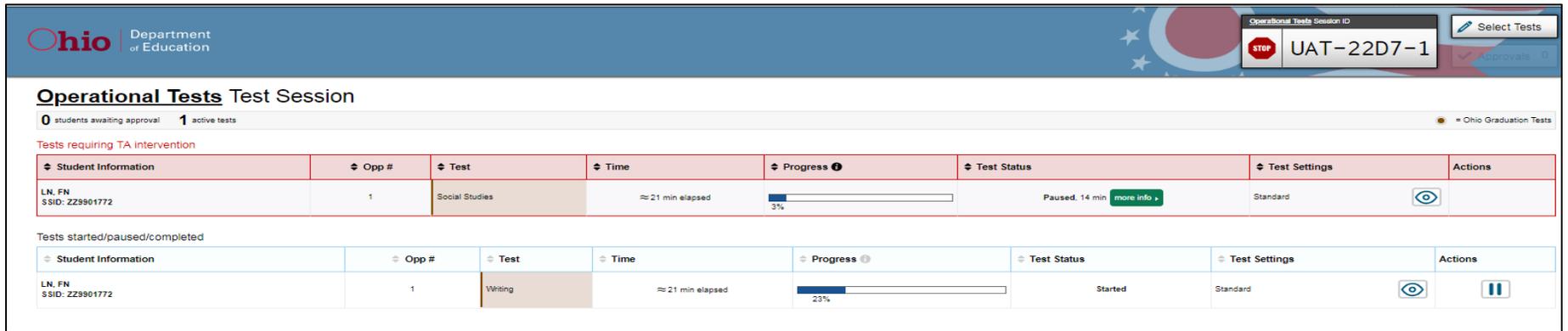
Step 7. Monitor the OGT Administration

7a. Monitor Testing and Ensure Test Security

Use the TA Interface to view the testing progress of any tester. The site will not show test questions or scores, but the student *Progress* column shows you a bar graph of your tester's testing progress. The student *Time* column displays the **approximate** time each tester has been in the test. The timer only runs while the tester is viewing test content. The timer does not count the time when the tester is on log-in pages, the review page or when the test is paused. When a test is resumed after a pause or re-open, the time will continue from the time the test was paused or closed. **The online system will not enforce a time limit.** Test administrators are responsible for ensuring that testers complete each of their tests within 2½ hours.

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.

When the test session first begins, all students will appear under the *Tests started/paused/completed* heading on the TA Interface. If the system notices an irregularity (example: system crash or student inactivity) the student will show under the *Tests requiring TA intervention* heading which will appear at the top of the TA Interface, flagging the student for the test administrator's attention. Click the [more info] button associated with the student on the screen to see details about this identification. You can provide this information to the Ohio Help Desk for assistance in troubleshooting issues.

Note: A test that is paused by the student will appear in the TA Interface under the *Test Status* column. Next to the "Paused" status there will be a [more info] button. Click this button to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk for assistance in troubleshooting issues.

Circulate through the room periodically. Make sure that all conditions of test security are maintained. Assist testers with test navigation, as needed, but do not answer questions about test content.

Check the TA Interface at least every 20 minutes to ensure that the session does not close out due to inactivity.

7c. Pausing a Test (if needed)

It may be necessary to pause an individual test (e.g., the tester needs a break). Testers can pause their tests from the Student Testing Site, or you can click the pause icon ❚❚ in the *Pause Test* column to sign the tester out of the test.

Reminder: Once a test has been paused, the tester will not have access to the Select Previous Version tool to select prior essay responses.

If a situation requires all testers to stop testing, you can pause all tests by stopping the session. If you stop the session, all in-progress tests will be paused, and the system will sign testers out of their tests. Testers will not be able to review answers before the system signs them out. If a session is stopped, it cannot be resumed. You will have to create a new session and give the new Session ID to testers so that they can sign in and resume testing.

Reminder: The time a test is paused does not reduce the tester's testing time and the test timer will not include the time elapsed while the test is paused.

7d. 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 testers' in-progress tests. 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 all tests, signing testers out of their tests. Reminder: Once a test has been paused, the tester will not have access to the Select Previous Version tool to select prior essay responses.

- 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 tests.

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]. Testers should pause their tests and sign in again with your new Session ID. Remind testers that once they pause their test, they will not be able to select prior essay responses from the Select Previous Version tool.

Step 8. Notify Testers about the End of the Test

If administering only one subject test to each tester during the session, when there are approximately 10 minutes left for the test session, let testers know they are nearing the end of the testing session.

SAY: **There are 10 minutes left in the test session.**

If administering more than one subject test to a tester during the session, testers must not test beyond the allotted 2 ½ hours per subject test. Test administrators must keep track of time and let testers know when they only have 10 minutes left to complete each subject test.

Note: It is permissible to notify testers of the time remaining in the test session prior to the last 10 minutes (e.g. "There are 30 minutes left in the test session"). Test administrators still must notify testers when 10 minutes are remaining in the test session.

Step 9. Ending the Administration

A test ends if the tester submits the test. If the tester reaches the maximum allowable time of 2 ½ hours for the test but has not submitted his or her test, the test administrator must pause the test to end the tester's administration for that test.

The test administrator ends a test session if all testers have submitted their tests or if the maximum allowable 2 ½ hour testing time has been reached.

Tester Submits the Test

When the tester clicks [End Test] in the online Student Testing Site, then [yes] in the subsequent pop-up window to continue, he or she will then view a screen similar to the one shown on the right.

All items (marked and unmarked) are available for the tester to review. As a reminder, the tester will not be able to select the prior essay response using the Select Previous Version tool.

After a tester clicks [Submit Test], there will be one last pop-up window: Are you sure you want to submit the test? Once the tester clicks [Yes], they will not be able to review test questions or responses.

Congratulations, you reached the end of the test!
If you need to review your answers, select the question number you wish to review. A flag icon appears for any questions that you marked for review.

> You have marked questions. Review these questions before submitting your test.

> ⚠ Please review your unanswered questions before submitting the test.

Questions:

1	5	9 ⚠	13	17	21	25 🚩
2	6	10	14	18	22	26
3	7	11	15 🚩⚠	19	23	27
4	8	12	16	20	24	28

Next Step:
When you are done reviewing your answers, select **Submit Test**. You cannot change your answers after you submit the test.

Submit Test

Tester Reaches the Testing Time

If a tester reaches the maximum allowable amount of time for a test, let the tester know you will end the test. Pause the test from the TA Interface. The test will remain in paused status; the testing system will force paused tests through to scoring at the end of the day.

Test Administrator Ends the Test Session

If all testers within the session submit their tests before the maximum allowable time of 2 ½ hours elapses, then end the session. If the maximum testing time of 2 ½ hours is reached, let testers know that the test session is ending.

Click the red [Stop] button next to the Session ID to end the test session. If a tester does not submit his or her test, the test will remain in paused status; the testing system will force paused tests through to scoring at the end of the day.

Logout of the TA Interface by clicking [Logout]. A message will appear, asking you to confirm that you want to logout.

Immediately after testing, collect any used and unused scratch paper and reference sheets from testers. Securely shred the paper containing the testers' writing. If testers taking the mathematics or science test used a red TI-30X IIS OGT handheld calculator, confirm that the memory on all calculators is clear.
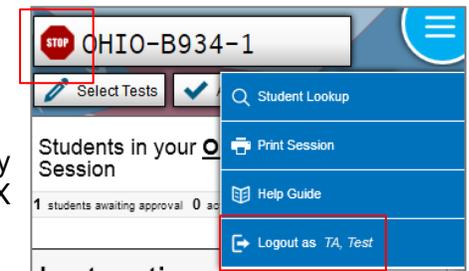
Test Settings and Accommodations for the OGT

Guidelines and policies governing accessibility features can be found in _Ohio's Accessibility Manual_. A summary of the accessibility features available in the Student Testing Site is available below.

Test Setting	Description
Accommodation Codes	Test administrators should mark **accommodation codes** for testers who are eligible to receive accommodations on the test. The accommodation codes do not turn on or off any features in the Student Testing Site. All testers have "None" as the default value. The following accommodation codes are available for each OGT subject test. Accommodation codes cannot be indicated in TIDE. ▪ Read-Aloud ▪ Scribe ▪ Other ▪ None
General Testing Tools	
Highlighter	**Highlighter** is set to "On" by default and allows the tester to highlight text. This setting can be changed in TIDE and the TA Interface.
Masking	**Masking** is set to "On" by default and allows the tester 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 tester to cross out answer options for selected response items. This setting can be changed in TIDE and the TA Interface.
Test Clock	The tester **Test Clock** is set to "On" by default and displays the amount of time the tester has been in the test. The clock only runs while the tester is viewing test content. The clock does not count the time when the tester is on log-in pages, the review page or when the test is paused. When a test is resumed after a pause or re-open, the time will continue from the time the test was paused or closed. This setting can be changed in TIDE and the TA Interface. The tester can collapse or un-collapse the test clock by clicking on it.

Reading Tools	
Paginated Stimuli*	**Paginated Stimuli**, when enabled, allows a tester to read a passage by flipping pages, similar to a book or e-reader. This eliminates vertical scrolling on passages. Paginated stimuli is set to "On" by default for reading, writing and social studies tests. It is not available for mathematics or science tests. This setting can be changed in TIDE and the TA Interface. *This feature is not compatible with Screen Reader Mode.*
Line Reader	**Line Reader** is set to "On" by default and allows the tester to highlight lines of text as they read. This setting can be changed in TIDE and the TA Interface.
Visual Tools	
Color Choice	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. *The background color of some graphics will not change.* - Light Yellow - Light Blue - Light Magenta - Reverse contrast (black background with white text) - White on Navy (navy background with white text)
Mouse Pointer	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. - 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.

Screen Reader Mode*	This mode is an accommodation for testers with visual impairments who use screen readers. The default setting is "Off".

This mode changes the presentation of items. See an example below. <u>Note:</u> This mode offers a vertical presentation (rather than displaying item elements side-by-side) and offers more white space.
This feature is not compatible with Paginated Stimuli.

IMPORTANT:

- Testers who are working in this mode must use the context menu (☰) to access tools such as highlighting.

- This setting can be changed manually in TIDE and the TA Interface. It is not available to turn on via a test settings upload file.

Standard Mode and **Screen Reader Mode** example comparison |

Other Tools

Permissive Mode	**Permissive Mode** cannot be enabled from the TA Interface. For those few students with disabilities who need to use specialized software or assistive technology in the Secure Browser, permissive mode enables them to do so. This requires approval by the Department prior to testing **(request at least 72 hours prior to testing by contacting the Ohio Help Desk at (877) 231-7809).** For additional information, refer to the Assistive Technology Manual and the Assistive Technology Guidelines in *Ohio's Accessibility Manual* (with appendices).

OGT Troubleshooting

Description	What to Do
During tester sign-in, the following message displays: *Please check that your information is entered correctly. If you need help, ask your test administrator.*	Verify that the tester has entered the correct first name and SSID or Student ID as they are entered in TIDE. If necessary, use the Student Lookup tool located in the TA Interface to verify that the tester is preidentified.
During tester sign-in, the following message displays: *Session ID does not exist.*	Verify that the tester has entered the correct Session ID with no extra spaces or characters. Verify that the session was created in the TA Interface (not the TA Practice Site) and that the tester is logging into the Student Testing Site (not the Student Practice Test Site).
During tester sign-in, the following message displays: *The testing session is closed.*	Verify that the tester entered the correct Session ID for the session that is active in the TA Interface. Verify that the Session ID is active in the TA Interface.
There are no tests available for the tester to select on the "Your Tests" screen. A test is grayed out and cannot be selected.	Verify that a test for which the tester is eligible is selected in the TA Interface (e.g., science has been selected for inclusion in the test session). Verify that the tester is identified as "Y" in his or her Pre-ID record in TIDE for the OGT subject. Verify that the tester's enrolled grade is 12, 13 or 14 in his or her Pre-ID record in TIDE. Verify that the tester's test eligibility was not set as "Yes" for the alternate assessment. Verify that the tester has not already taken all three opportunities/forms for that subject. Verify that the tester has not already tested in that subject today. Testers must wait at least one day before taking their next opportunity in a given OGT subject.
A test the tester is eligible for was not included in the session.	Click [Select Tests] in the TA Interface to add additional tests to the session.
The wrong accessibility features are listed for the tester on the "Your Test Settings" page.	The test administrator should have the tester sign out and then sign back in. 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.
An Android message indicates a keyboard change is needed.	Refer to Configurations and Troubleshooting for Android for detailed instructions on setting up Android tablets.

Description	What to Do
A Chromebook message indicates that Kiosk Mode is needed.	Refer to Configurations, Troubleshooting and Advanced SB Installations for ChromeOS for Chromebook guidance.
A session ends before the allowable testing time elapses.	Log in and start a new session. Provide the testers with the new Session ID.
A tester gets signed out of a test while a session is still active.	If a test is interrupted, the tester should sign back in and rejoin the session.
A pop-up message says, "Forbidden applications are running".	The Secure Browser will not allow the tester to begin testing if forbidden applications are running. Close any open applications then re-launch the Secure Browser.
A test freezes.	Force quit the Secure Browser or SecureTest app and re-launch it. Have the tester sign back in. If another device is available, the tester can sign in on that device. Force quit commands include: • 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] No force quit commands exist for mobile devices. Instead do the following: • 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.
The tester has difficulty signing into a test.	Try each of the following steps. If the tester continues to experience the issue after trying each step, contact the Ohio Help Desk at (877) 231-7809 or OHHelpDesk@cambiumassessment.com. • Use the Student Lookup icon on the TA Interface to verify student information for login purposes only. It does not indicate whether a tester is eligible to test. To verify a tester's eligibility for a specific online assessment, please check TIDE. • Stand over the tester as they are logging in or log in on behalf of the tester. • Ensure the tester's device is using a supported operating system and has the latest version of the Secure Browser or SecureTest app. • Test the tester on a different device of the same operating system. • Test the tester on a different device of a different operating system.

Description	What to Do
A tester reports being kicked out of a test.	Try each of the following steps. If the tester continues to experience the issue after trying each step, contact the Ohio Help Desk at (877) 231-7809 or OHHelpDesk@cambiumassessment.com. • Ensure the tester's device is using a supported operating system and has the latest version of the Secure Browser or SecureTest app. • Stand over the tester as they are logging in or log in on behalf of the tester. • Actively monitor the tester during testing to see if he or she is pausing the test. A test that is paused by the student will appear in the TA Interface under the *Test Status* column. Next to the "Paused" status there will be a [more info] button. Click this button to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk for assistance in troubleshooting the issue. • Test the tester on a different device of the same operating system. • Test the tester on a different device of a different operating system.
A tester receives an error message (usually five digits) while taking the operational administration. Additional Assistance	Record the error message and check the Message Codes guidance document for additional information. Contact the Ohio Help Desk at (877) 231-7809 or OHHelpDesk@cambiumassessment.com. If you experience technical issues during a test session, have this information available: 1) Test administrator name or information technology/network contact person and contact information; 2) SSID(s) of affected tester(s); 3) Test name and form number 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.
A test has been inadvertently paused and the tester wants to restore a previous essay response. Reminder: The Select Previous Version tool will not allow access to prior essay responses if a test has been paused or if the [Submit Test] button has been pressed.	Call the Ohio Help Desk at (877) 231-7809 to request that a prior essay response be restored. Provide the SSID, test name and the question number. NOTE: The response may not be able to be restored on the same day. The tester may need to return on another day (no later than one week after the test has been started) to complete his or her response to the question using the restored version.