

## Appendix D: What to Do When — Troubleshooting for 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.

#	Description	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 <a href="http://oh.tide.cambiumast.com">oh.tide.cambiumast.com</a> , click [Forgot Your Password?]. Enter your username (your e-mail address), then [Next].
3	A student cannot sign into the Secure Browser or SecureTestBrowser app	Make sure the student is entering his or her first name and SSID or student ID <b>exactly</b> as it is in TIDE. If the student's name contains an apostrophe and the student is testing on a Chromebook, ensure the keyboard setting is set to <b>US</b> , not international.
4	A student's accessibility features are not listed correctly under Test Settings in the TA Interface	The test administrator should update the student's accessibility features under Test Settings in the TA Interface before approving the student to test.
5	There are no tests available for the student to select on the "Your Tests" screen  Tests on the "Your Tests" page are grayed out and cannot be selected by the student	Verify that a test for which the student is eligible is selected in the TA Interface. Verify the student's group oral setting. Verify that the student has been identified as an online tester for the appropriate enrolled grade level, subject and test mode in his or her Pre-ID record. Verify that the student's test eligibility was not set as "yes" for the alternate assessment (AASCD). If the student sees the tests are grayed out and cannot be selected, verify that the student has not already taken the test. Students can take each test only once.

#	Description	What to Do
6	A student's "Is This Your Test?" page shows the wrong accessibility features	The test administrator should have the student sign out and then sign in again. <b>Before</b> the test administrator approves the student 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 student to test. The student will be able to continue his or her test with the appropriate features.  <b>Important:</b> A reset is required if: a student starts the test with the Bilingual English-Spanish accommodation and wants an English-only version of the test instead (or vice versa); a student starts the test with the Group Oral Administration flag turned off but needs the Group Oral Administration test setting turned on (spring administrations only). When the test is reset, it is removed from the system and no responses are retained. The student will start a new test.
7	A student needs to leave the computer for some reason	Have the student click the [Pause] button, which will sign the student out of the test. If the student leaves the room without pausing the test, the test administrator should pause it from the TA Interface. When the student returns, have the student sign in to the correct active session and continue testing.
8	A student starts or takes a test for which the student is not eligible	See the information on <a href="#">Test Status Requests</a> in this manual.
9	A student is cheating	See <a href="#">Section 3</a> of this manual for guidance on reporting test security violations.
10	A new student is enrolled at the school	The district test coordinator, district administrator, EMIS coordinator, Information Technology Center (ITC) or building test coordinator must preidentify the new student in TIDE.  If the student began taking a test at his or her previous school but did not submit the test, review the information on test status requests if the student needs to be able to access test items in order to complete the test.
11	A student moves out of the district during testing	If the student moves out of the district, no action is required by the district from which the student moved.
12	A student is absent on the day of testing	See the "Make-Up Testing" information in the <a href="#">Schedules</a> section of this manual.