



**Hawai'i**

Statewide Assessment Program



# Guide to Navigating Online HSAP Administration

2021–2022

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*Prepared by Cambium Assessment, Inc.*



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## Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in the Hawaii Statewide Assessment Program practice and training tests and operational tests.

### Organization of the User Guide

The guide includes the following sections:

- [How TAs Proctor Test Sessions in the TA Site](#)
- [How Students Sign in to the Student Testing Site and Complete Tests](#)

There is also an alphabetized [Appendix](#) with additional information and instructions about the TA Site, the Secure Browser, and more.

**NOTE:** Test Administrators who will be administering remote summative assessments should also review the [Quick Guide for Test Administrators for Remote Summative Administration](#) user guide available on the AlohaHSAP.org portal.

### Understanding the Online Testing System's Sites

The Online Testing System delivers Hawaii's online tests and consists of practice and training sites and operational testing sites. The practice and training sites function identically to the operational testing sites. However, the tests that are available in the practice and operational sites are different. Tests administered in the TA Training Site are for practice whereas the tests provided in the TA Live Site are operational and students' scores will be official.

- **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. Students can log in to the testing site with their name and ID or as guests. They can either take proctored tests in sessions created by TAs in the TA Training Site or they can take non-proctored tests.
- **Operational Testing Sites**
  - **TA Live Site:** Allows TAs to administer operational tests.
  - **Student Testing Site:** Allows students to take operational tests.

Throughout the rest of this user guide, "TA Site" refers to both the TA Live Site and TA Training Site.

## How TAs Proctor Test Sessions in the TA Site

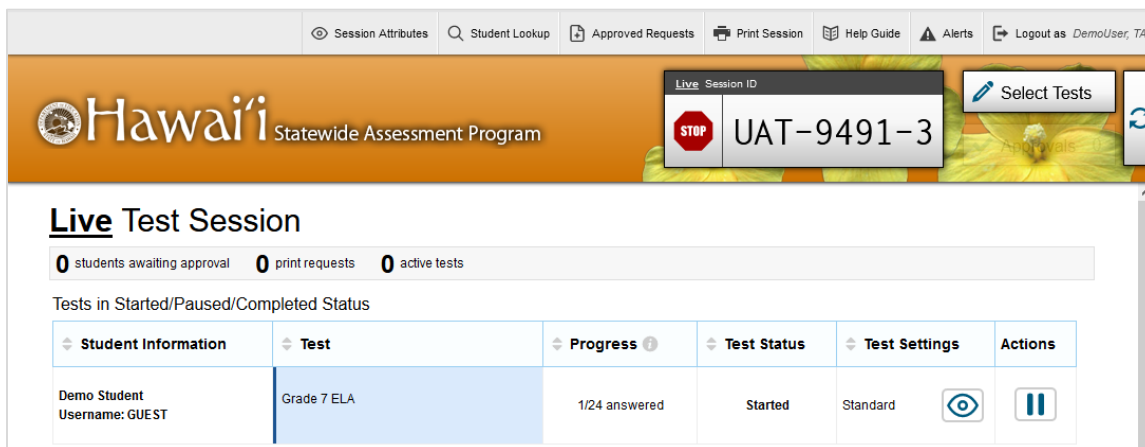
Administering tests in the Online Testing System is a straightforward process and the basic workflow is as follows:

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

This section describes how TAs perform the following tasks within the TA Site (see [Figure 1](#)) to successfully administer online tests:

- [How to Select Tests and Start a Test Session](#)
- [How to Approve Students for Testing](#)
- [How to Monitor an Ongoing Test Session](#)

Figure 1. TA Site During an Ongoing Test Session



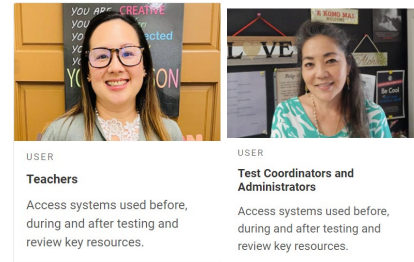
For information about the testing process from a student's perspective, see the section [How Students Sign in to the Student Testing Site and Complete Tests](#).

### Login Information for the TA Site

To be able to access the TA Sites, your TIDE administrator must first create your account in TIDE. Once your account is created, you receive an account activation email. You can log in to the TA Sites after activating your account.

1. Navigate to the HSAP Portal (<https://alohahsap.org>).
2. Select your user role.

Figure 2. Portal User Cards



3. Select the appropriate TA Site:
  - a. To access the TA Live Site, click **TA Live Site**.
  - b. To access the TA Training Site, click **Training Sites**, then select **TA Training Site**.

Figure 3. Cards for TA Live Site

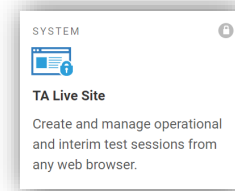
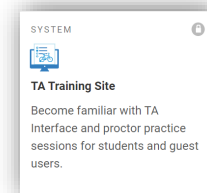


Figure 4. Cards for TA Training Site



4. The **Login** page appears. Enter your email address and password.
5. Click **Secure Login**. The selected TA Site appears.
  - a. If you have not logged in to TIDE using this computer or browser before, or if you have cleared your browser cache, the **Enter Code** page appears and an email is sent to your address. This applies every time you access TIDE using a new computer or a new browser. The email contains an authentication code, which you must use within 15 minutes of the email being sent.
    - In the *Enter Emailed Code* field, enter the emailed code.
    - Click **Submit** to view the TA Site.

Figure 5. Login Page

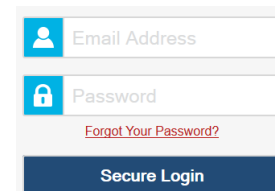
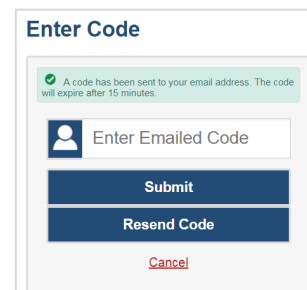


Figure 6. Enter Code Page



**Note:** If the code has expired, click **Resend Code** to request a new code.

6. If you receive a warning message about not being certified, you must complete the TA Certification Course and then log in again.
  - a. To complete the TA Certification Course, use your TIDE account to log into the certification course website at <https://ta-cert.cambiumast.com/courses/hawaii>.
7. 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.

## About Usernames and Passwords

Your username is the email address associated with your account in Test Information Distribution Engine (TIDE). If you are a user who was recently added to TIDE, you should receive an email from [DoNotReply@Cambiumassessment.com](mailto:DoNotReply@Cambiumassessment.com) that contains a link to the HSAP TIDE system, where you can set up your password and select and answer a security question to activate your account. You must use the link to activate your account within 15 minutes of receiving the email.

- **If your first activation link expires:**

If you did not activate your account within 15 minutes of receiving the first email containing the activation link, click the second link included in the activation email or select the **Request a new one for this school year** link in the **First Time Login This School Year?** section of the Login page. Enter your email address in the Email Address field and click Next. You will receive another email containing a new activation link, which also expires in 15 minutes.

- **If you forgot your password:**

If you forgot your password, you can reset it. Click the **Forgot Your Password?** link on the **Login** page. Enter your email address in the *Email Address* field and click **Submit** (Note: Ensure that the email address you use is the one that your Principal or Test Coordinator used to register you in TIDE). You will receive an email containing a link to set up a new password, which also expires in 15 minutes. (It may take up to 10 minutes to receive the new email.)

- **If you did not receive an email containing account activation or authentication code:**

Emails containing the account activation or password reset link come from [DoNotReply@Cambiumassessment.com](mailto:DoNotReply@Cambiumassessment.com). Check your spam folder to make sure your email provider did not categorize it as “junk” mail. If you still do not have an email, contact your Test Coordinator to make sure you are listed in TIDE. Only users who have been added to TIDE will receive an email with an activation or password reset link.

- **Additional help:**



If you are unable to log in, contact the HSAP Help Desk for assistance. You must provide your name and email address. Contact information is available in the User Support section of this user guide.

## How to Select Tests and Start a Test Session

The first step in administering online tests is to select the tests that you wish to administer and start a test session. You can select tests and start a test session from the **Test Selection** window that opens automatically when you log in to the TA Site.

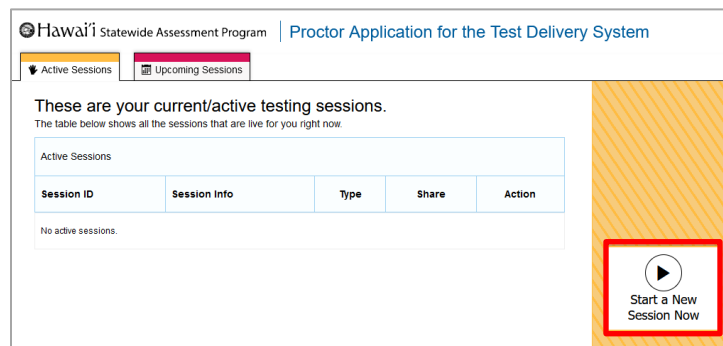
Please note that only the tests that you select will be available to students who join your session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test in a new session.

**NOTE:** Test Administrators who will be administering remote summative assessments should refer to the [Quick Guide for Test Administrators for Remote Summative Administration](#) user guide for information about setting up a remote summative test session. This additional user guide is available on the AlohaHSAP.org portal.

## How to Create a New Test Session

1. Log in to the TA Site. The *Test Administration* site appears, displaying the *Active Sessions* page. Select **Start a New Session Now**.

Figure 7. Test Administration Site




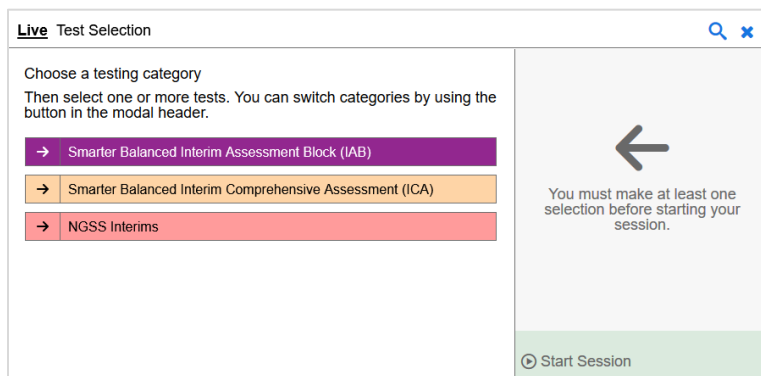
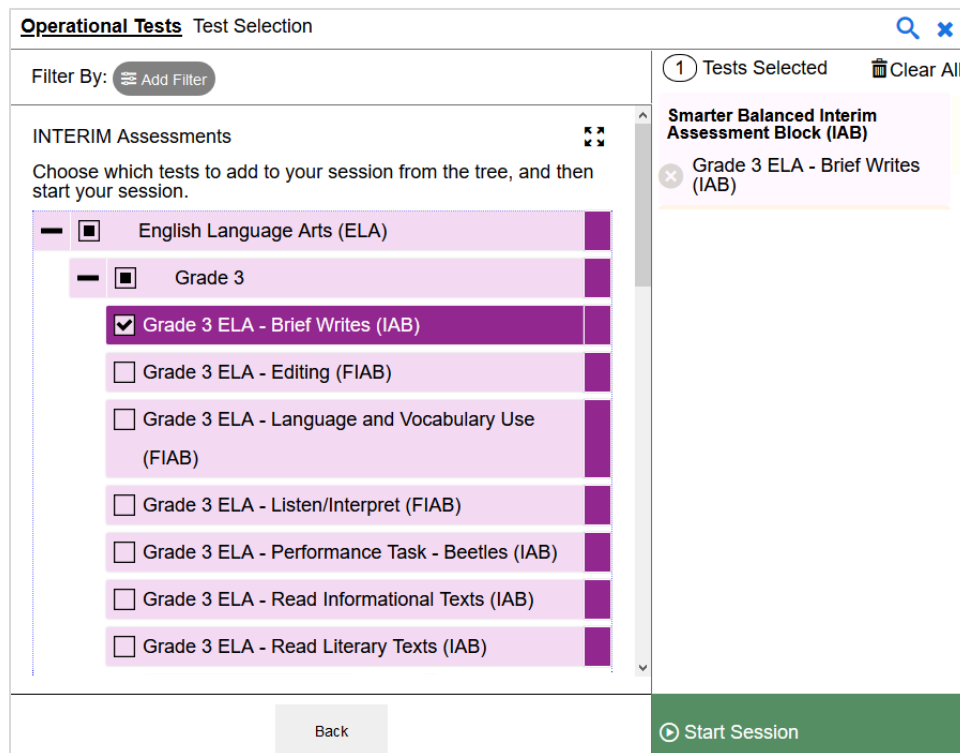
2. The **Test Selection** window (see [Figure 8](#)) opens automatically. If the **Test Selection** window is not open, select the **Select Tests** button  **Select Tests** in the upper-right corner of the TA Site.

Figure 8. Test Selection Window: Test Categories



- From the list of color-coded test categories, select the test category from which you wish to include tests. This will display the tests or test groups available for that test category (see [Figure 9](#)).

Figure 9. Test Selection Window: Test Category Subgroups



- Optional:* Expand a test subgroup to view the constituent tests. All test groups and sub-groups appear collapsed by default and you may have to expand the test group to view individual tests.

  - To expand a test group, select **+** (or **Expand All**).
  - To collapse an expanded test group, select **-** (or **Collapse All**).
  - To expand or collapse all the groups within a test category simultaneously, select **⌘**.

5. To select the tests you wish to administer, 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.


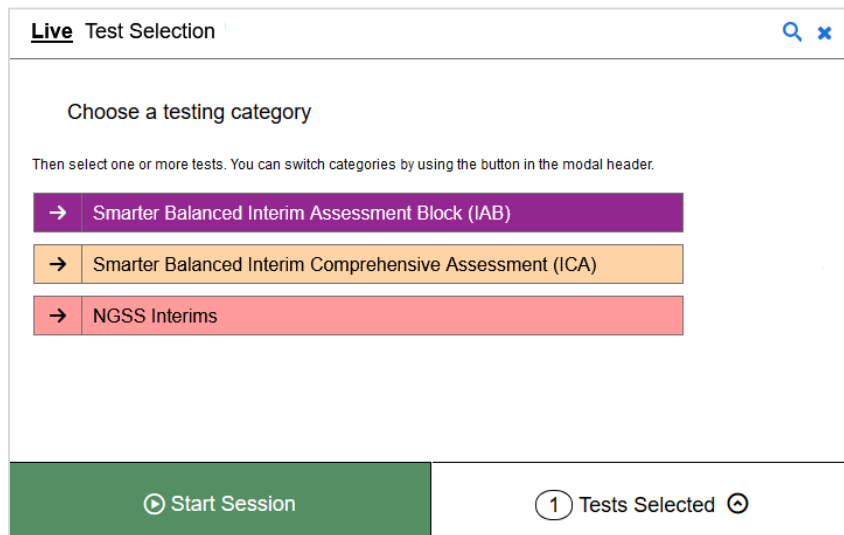
Once selected, tests are displayed under their respective test categories in the right-hand side panel of the **Test Selection** window (see [Figure 9](#)). If viewing on a smaller screen, the test selection count is displayed at the bottom of the **Test Selection** window (see [Figure 10](#)). To expand the selected tests section, select .

Figure 10. Test Selection Window: Tests Selected View for Small Screens





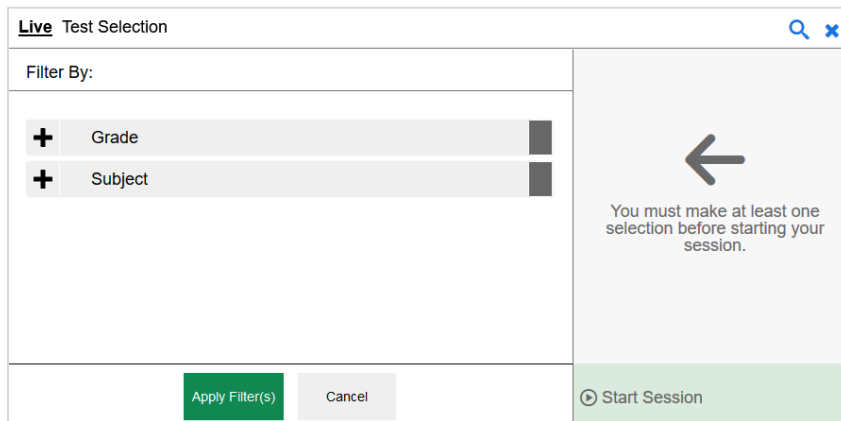
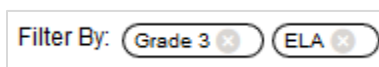
6. *Optional:* If you need to remove selected tests, do one of the following (see [Figure 9](#)):
  - To remove an individual test, select  for each test you want to remove.
  - To remove all the selected tests, select **Clear All**.
7. To add tests from a different test category, do the following:
  - a. Select **Back** at the bottom of the **Test Selection** window to return to the test categories view (see [Figure 8](#)).
  - b. Repeat steps [3](#)–[6](#) to select the necessary tests.
8. *Optional:* When adding tests to your session, you may filter available tests based on the grade level and subject associated with the tests. To filter tests:
  - a. Select . The filter panel appears.

Figure 11. Test Selection Window: Filter Panel



- b. Expand the available filter categories and check the necessary grades and subjects that you wish to filter by. The selected filters are listed on top (see [Figure 12](#)).

Figure 12. Filter Selections





- You can remove a selected filter by selecting  for the applicable filter.
  - c. Select **Apply Filter(s)** to apply your selected filters. The test list updates to display the tests that match your filter criteria.
9. *Optional:* You can also search for specific tests by their labels. To search for a test:
- a. Select  in the upper-right corner to bring up the search panel (see [Figure 13](#)).

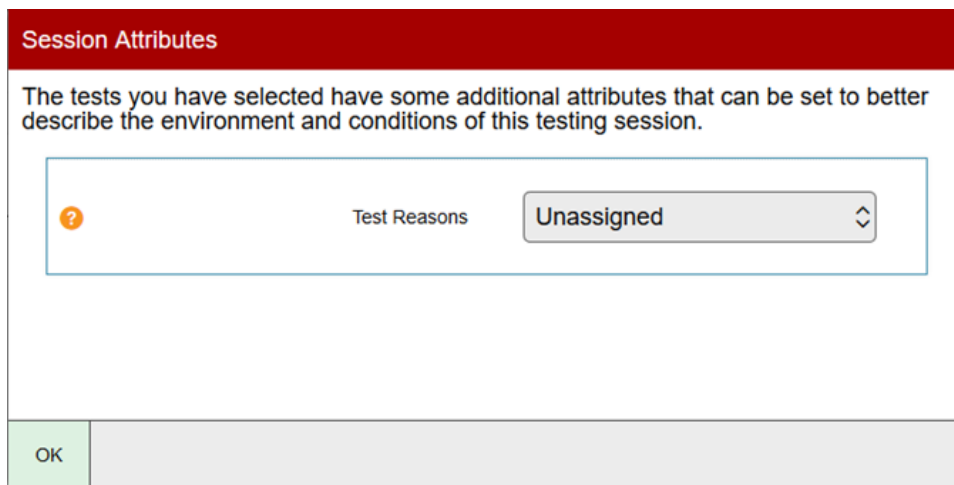
Figure 13. Test Selection Window: Search Panel



- b. In the *Search Term* field, enter the full or partial test label and select **Go**. The tests matching the entered label will be displayed. Note, the search term must be at least three characters long.
- c. To close the search panel, select **Close** at the bottom of the panel.

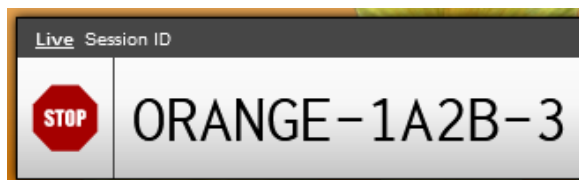
10. Once the required tests have been selected, select **Start Session**. The exact label for this button may vary depending on whether you are starting a practice and training or operational session. The button becomes active after you have selected a test.
11. The **Session Attributes** window will appear for Interim Assessments (see [Figure 14](#)). Select attributes for the session from the available drop-down lists and select **OK**.
  - The **Test Reason** attribute categorizes the test opportunities in your session for reporting purposes.

Figure 14. Session Attributes Window



12. The Session ID appears on the TA Site (see [Figure 15](#)). Provide the Session ID to your students. Please remember to write down the Session ID in case you accidentally close the browser window and need to return to the active test session.

Figure 15. Test Session ID

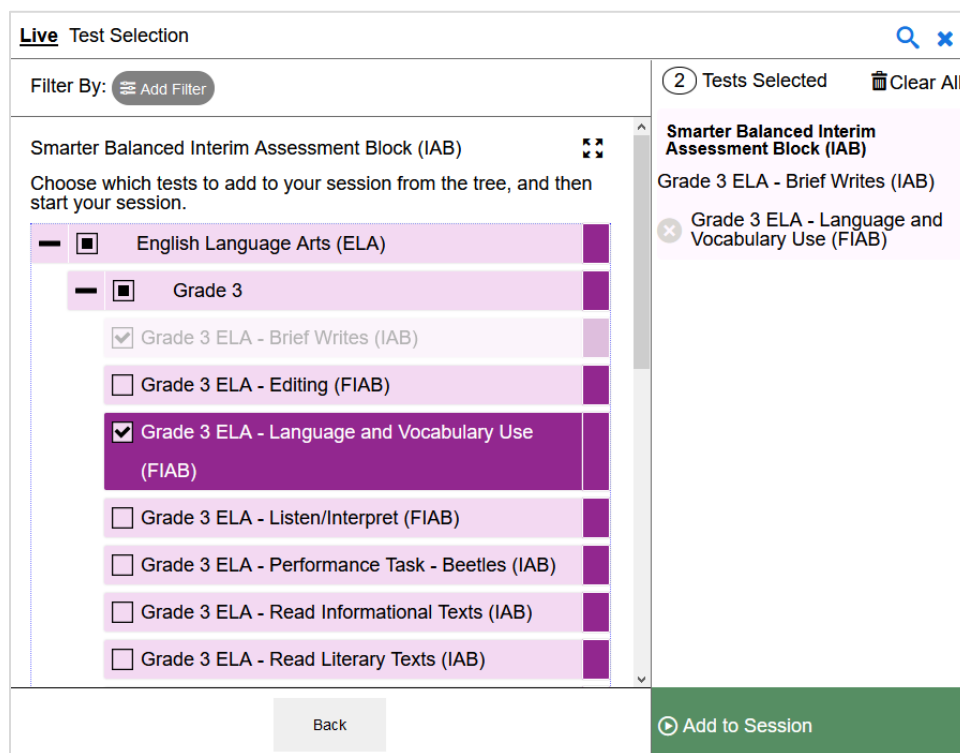



## How to Add Tests to an Active Test Session

If necessary, you can add additional tests to an ongoing test session. While you can add tests to an active test session, you cannot remove tests from an active test session.

1. In the upper-right corner of the TA Site (see [Figure 1](#)), select **Select Tests**. The **Test Selection** window (see [Figure 16](#)) opens to the page that you last viewed and shows the tests that are currently active in the session.
2. Mark the checkboxes of the tests that you wish to add to the session following the instructions in the [How to Create a New Test Session](#) section. Tests that are already active in the session or that cannot be added to the session are grayed out. If the active session includes a stand-alone test, the test categories themselves are disabled.

Figure 16. Test Selection Window: Add to Session



3. *Optional:* To remove a selected test:
  - To remove an individual test, select  for each test you want to remove. The button is only displayed for tests that are **not yet active** in the session.
  - To remove all the selected tests, select **Clear All**. All selected tests that are **not yet active** will be removed.
4. Select **Add to Session**. The exact label for this button may vary depending on whether you are starting a practice and training or operational session. The button becomes active after you have selected at least one new test.

5. In the confirmation message that appears, click **Yes**.
6. The **Session Attributes** window will appear for Interim Assessments. It displays the test reason you selected when you started the session.
  - To select a new test reason, select the test reason and click **OK**. The test reason changes for every test opportunity in the session. However, any test opportunities that were completed before you changed the test reason will be submitted with the original test reason selected for the session.

## How to Approve Students for Testing

After students sign in to the Student Testing Site and select tests, you must verify that their settings and accommodations are correct before approving them for testing. If a test contains segments requiring TA approval, you must also follow the same procedure when approving students' entry to test segments.


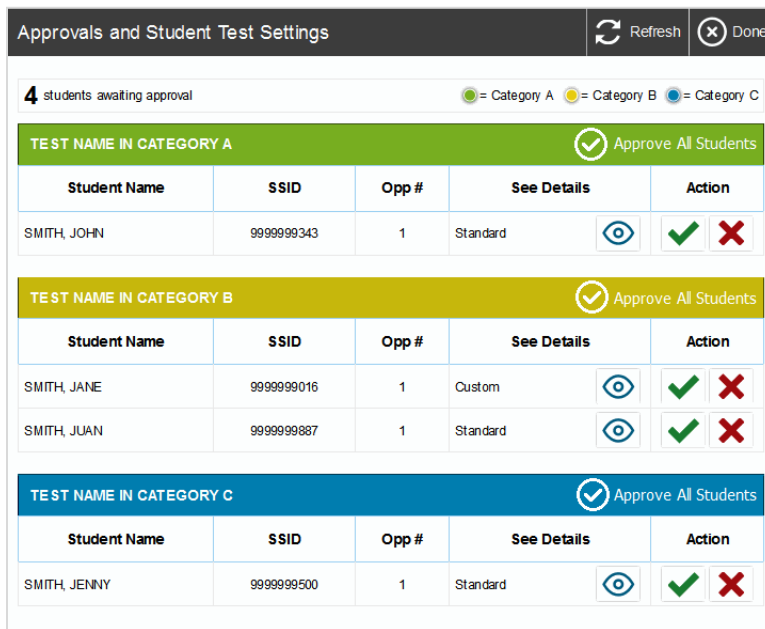
1. Select **Approvals** next to the Session ID (see [Figure 1](#)). The **Approvals and Student Test Settings** window (see [Figure 17](#)) appears displaying a list of students grouped by test (and test segment, if applicable). Note, the **Approvals** button becomes active when students are awaiting approval and shows you how many students are awaiting approval. The **Approvals** notification updates regularly, but you can also select  in the upper-right corner to update it manually.

Figure 17. Approvals and Student Test Settings Window



Approvals and Student Test Settings					Refresh	Done
4 students awaiting approval					<span style="color: green;">●</span> = Category A <span style="color: yellow;">●</span> = Category B <span style="color: blue;">●</span> = Category C	
TEST NAME IN CATEGORY A				Approve All Students		
Student Name	SSID	Opp #	See Details	Action		
SMITH, JOHN	9999999343	1	Standard		<input checked="" type="checkbox"/> <input type="checkbox"/>	
TEST NAME IN CATEGORY B				Approve All Students		
Student Name	SSID	Opp #	See Details	Action		
SMITH, JANE	9999999016	1	Custom		<input checked="" type="checkbox"/> <input type="checkbox"/>	
SMITH, JUAN	9999999887	1	Standard		<input checked="" type="checkbox"/> <input type="checkbox"/>	
TEST NAME IN CATEGORY C				Approve All Students		
Student Name	SSID	Opp #	See Details	Action		
SMITH, JENNY	9999999500	1	Standard		<input checked="" type="checkbox"/> <input type="checkbox"/>	


2. To check a student's test settings and accommodations, select  for that student. The **Test Settings** window appears (see [Figure 18](#)) displaying the student's test settings. This window groups test settings by their designation (universal tools, designated supports, and accommodations).

Figure 18. Test Settings Window for a Selected Student

Test Settings for: Demo Student

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: 9999999910 | Grade 5 Science Test | Opp # 1**

**Universal Tools**

Expandable Passages	<input checked="" type="checkbox"/> ON
Highlighter	<input checked="" type="checkbox"/> ON
Line Reader	<input checked="" type="checkbox"/> ON
Mouse Pointer	System Default
Strikethrough	<input checked="" type="checkbox"/> ON

- a. If any settings are incorrect, update them as required. Students should not begin testing until their settings are correct.
  - Editable settings must be updated in this window, while read-only settings must be updated in TIDE. See [Table 1](#) below for a list of read-only testing settings that must be updated in TIDE before a student may begin testing.
- b. Do one of the following:
  - To confirm the settings, select **Set**. You must still approve the student for testing (see step [6](#)).
  - To confirm the settings and approve the student, select **Set & Approve**.
  - To return to the **Approvals and Student Test Settings** window without confirming settings, select **Cancel**.
3. Repeat step [3](#) for each student in the **Approvals and Student Test Settings** list. Since the **Approvals and Student Test Settings** window does not automatically refresh, select **Refresh** at the top of the window to update the list of students awaiting approval.
4. If you need to deny a student access to testing, do the following (otherwise skip to step [6](#)):
  - a. Select  for that student.
  - b. *Optional:* In the window that appears, enter a brief reason for denying the student.
  - c. Select **Deny**. The student receives a message explaining the reason for the denial and is logged out. The student can still request access to the 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, select  for each student.
- To approve all students for a given test or segment, select **Approve All Students** for that test or segment.

Table 1. Read-Only Test Settings

Test Setting	Applicable Assessments
American Sign Language	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments
Closed Captioning (ELA CAT only)	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments
Language (including Braille)	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments HSA Science Assessment (NGSS) NGSS Interim Assessments End-of-Course Exams
Non-Embedded Accommodations	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments HSA Science Assessment (NGSS) NGSS Interim Assessments End-of-Course Exams
Permissive Mode	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments HSA Science Assessment (NGSS) NGSS Interim Assessments End-of-Course Exams
Print on Demand	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments HSA Science Assessment (NGSS) NGSS Interim Assessments End-of-Course Exams

Test Setting	Applicable Assessments
Streamline Mode	Smarter Balanced Summative Assessments Smarter Balanced Interim Comprehensive Assessments Smarter Balanced Interim Block Assessments HSA Science Assessment (NGSS) NGSS Interim Assessments End-of-Course Exams
Text-To-Speech Accommodation (ELA CAT only)	Smarter Balanced Summative ELA CAT Assessment

## How to Monitor an Ongoing Test Session

After you approve students for testing, you can monitor the testing progress for each student logged in to your session, approve a student’s print request, and pause a student’s test if necessary.

## How to Monitor Students’ Test Progress

You can monitor the testing progress for each student logged in to your session from the table(s) displayed on the TA Site.

At the start of the test, all the students in the session are listed in the **Tests without issues** table. If the Online Testing System detects that a student requires assistance, such as a student has a pending print request, or a student’s test has been paused due to an environment security breach or due to the launch of a forbidden application, the **Tests with potential issues** table appears at the top listing the students who need intervention.



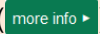


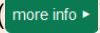

The table(s) refresh at regular intervals, but you can also refresh the table(s) manually by selecting  in the upper-right corner of the TA Site. You can also sort the tables by a given column by selecting  in that column’s header.

Figure 19. Table(s) for Monitoring Students’ Test Progress

Sample Test Session						
0 students awaiting approval		1 print requests		3 active tests		= Smarter Balanced Practice Tests
Tests with potential issues						
Student Information	Opp #	Test	Progress	Test Status	Test Settings	Actions
GUEST Student ID: GUEST	1	G3 ELA Practice Test	0/30 answered	Started <a href="#">more info</a>	Custom	
Tests without issue						
Student Information	Opp #	Test	Progress	Test Status	Test Settings	Actions
GUEST Student ID: GUEST	1	G3 ELA Practice Test	0/0 answered	Approved	Standard	
GUEST Student ID: GUEST	1	G3 ELA Practice Test	0/30 answered	Started	Custom	

[Table 2](#) describes the columns in the tables for monitoring students' test progress.

Table 2. Columns in the Table(s) for Monitoring Students' Test Progress

Column	Description
Student Information	The name and SSID of the student in the session.
Opp #	Opportunity number for the student's selected test.
Test	Name of the test the student selected. For segmented tests, this column also displays the name of the test segment that the student is currently testing.
Progress	Indicates the student's test progress. It may display how many questions the student has answered out of the total number of test questions or display a progress bar to indicate how far the student has progressed in the test.  The progress bar indicates the percentage of questions the students have answered out of the total number of questions, the percentage of questions the student has answered or viewed out of the total number of questions, or the percentage of questions the student has answered and the percentage of questions the student has viewed out of the total number of questions.
Test Status	Current status for each student in the session. For more information about the statuses in this column, see <a href="#">Table 3</a> .  If the Online Testing System detects that a student may be experiencing technical difficulties or requires assistance, such as the student may be experiencing connection issues, has a pending print request, or has paused his test, a more info icon (  ) is displayed in this column for the student. When you hover over the icon, a message is displayed providing details about the issue.
Test Settings	Displays one of the following: <ul style="list-style-type: none"> <li>• <b>Standard:</b> Default test settings are applied for this test opportunity.</li> <li>• <b>Custom:</b> One or more of the student's test settings or accommodations differ from the default settings.</li> </ul> To view the student's settings for the current test opportunity, select  .
Actions	Allows you to perform any available actions for an individual student's test.  The  button in this column allows you to pause the student's test. if a student pauses his test, a more info icon (  ) is displayed in the Test Status column that provides information about how the test became paused. However, the more info icon is not displayed when the TA pauses a student's test.  A  button appears in this column when the student requests a printout of test material. For information on how to approve students' print requests, see the section <a href="#">How to Approve a Student's Print Request</a> .

[Table 3](#) describes the codes in the Test Status column of the table(s) for monitoring students' test progress.

Table 3. Student Testing Statuses

Column	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 visited 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.
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.

## How to Approve a Student's Print Request

Students using the print-on-request tool can request printouts of test passages and questions. You must view and approve these print requests. When students send print requests, the request notification appears in the **Tests with potential issues** table.

You can also view a list of every print request you approved during the current session. For more information, see [Print Approved Requests Information](#).


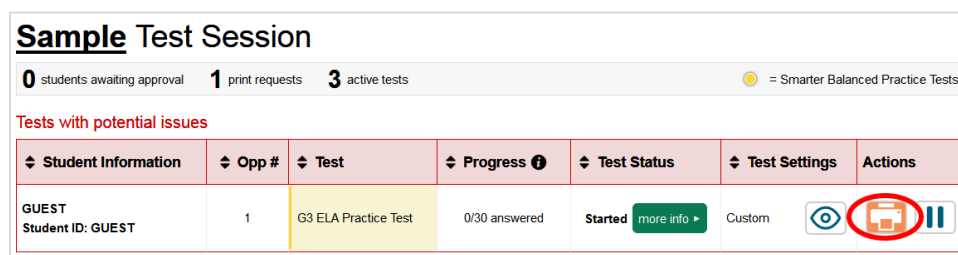


1. Select  (see [Figure 20](#)) in the Actions column of the **Tests with potential issues** table for a student. The request notification appears for students who have sent print requests.

Figure 20. Print Request Notification



Student Information	Opp #	Test	Progress	Test Status	Test Settings	Actions
GUEST Student ID: GUEST	1	G3 ELA Practice Test	0/30 answered	Started <a href="#">more info</a>	Custom	 

2. Review the request in the **Student Print Request** window and do one of the following:







- To approve the request, select . A cover sheet appears in a new browser window.

Figure 21. Student Print Request Window

Student Print Request(s)		Close	
Name: Lastname, Firstname, Student ID: 99999991234			
Print Requests			
New Request	Date and Time	Action	
Passage for Item 5	6/3/2015 8:00:21 PM		
Passage for Item 7	6/3/2015 8:04:17 PM		


- To deny the request, select . In the window that appears, enter a brief reason for denying the request and select Deny. Do not proceed to step 3.
3. In the window displaying the cover sheet, select **Print** to open the printer dialog box.
  4. Select **OK** to print the requested test elements.



**Note:** Test Administrators should make sure their computer is connected to a working printer located in the testing room prior to testing a student with the print-on-demand accommodation enabled. TAs should also review the relevant sections of the *HSA Science and EOC Exams Test Administration Manual* and the *Smarter Balanced Summative Test Administration* manual regarding the handling and destruction of secure test materials. These documents can be found on the [alohahsap.org](http://alohahsap.org) portal website.

### How to Pause a Student’s Test

You can pause a student’s test if necessary.

1. In the Actions column of the table(s) for monitoring students’ test progress, select  for the student whose test you wish to pause.
2. Select **Yes** to confirm. The Online Testing System logs the student out.

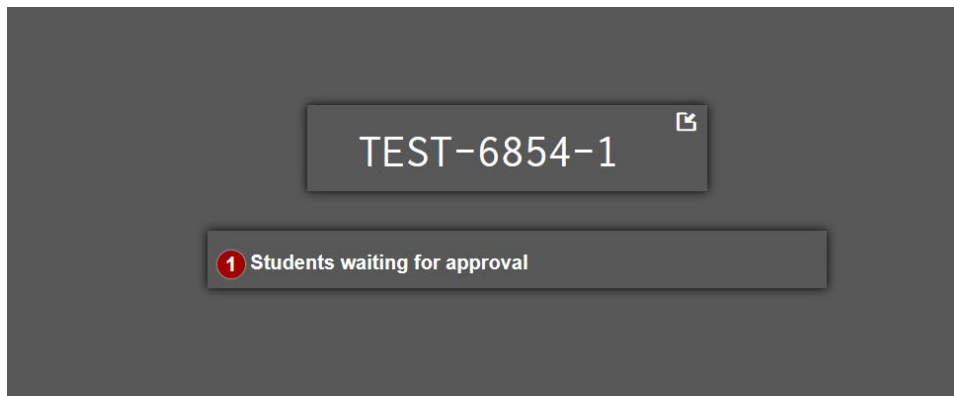
### How to Enable Screensaver Mode


Since the student test progress tables in the TA Site often contain sensitive student information, such as student IDs, the TA Site consists of an in-built screensaver to hide the data from view. If the screensaver mode is auto-enabled, the screensaver will automatically turn on if you are not active in the TA Site for 5 minutes. If the screensaver mode is not auto-enabled, it is strongly recommended that you manually turn on the screensaver mode when stepping away from your device.

1. To turn on screensaver mode, select  in the upper-right corner of the Session ID (see

2. [Figure 1](#)). A masking screen appears over the TA Site (see [Figure 22](#)). The screensaver displays the Session ID. It also displays notifications if students are awaiting approval, there are pending print requests, or if students require other interventions.

Figure 22. Screensaver Mode Enabled




3. To turn off the screensaver mode, select  in the upper-right corner of the Session ID on the screensaver window. The button is only displayed if the screensaver mode is not set to auto-disable upon activity. If the screensaver mode is set to auto-disable upon activity, the screensaver will automatically turn off if any mouse or keyboard activity is detected. It will also turn off automatically if the test session times out due to TA or student inactivity or once the allotted time expires for a timed test.

## How to Stop 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. Please note, 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.

1. To stop a test session, select  next to the Session ID (see [Figure 1](#)).
2. Next, select **OK** in the confirmation message that appears. The test session stops.

## How to Log Out of the TA Site

You should log out of the TA Site only after stopping a test session to prevent stopping a test session that is in progress. Please note that navigating away from the TA Site also logs you out. If you need to access another application while administering tests, open it in a separate browser window.

1. Select  in the upper-right corner of the TA Site (see [Figure 1](#)). A warning message appears.
2. In the warning message, select **Log Out**. The HSAP portal appears.



**Alert:** Navigating away from the TA Live 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.

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 Live 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.

## How Students Sign in to the Student Testing Site and Complete Tests

This section describes the student sign-in process for the Student Testing Site that students follow when starting a new test or resuming a paused test. It also describes how students can view stimuli, respond to questions, pause a test, review previously answered questions, and submit a test.

### How Students Sign in and Select Tests

When testing, students must sign in to the appropriate testing site. For sessions created in the TA Live Site, students sign in to the Student Testing Site on the Secure Browser or Take a Test app.

Students may also take practice tests in the Student Training Site to familiarize themselves with the online testing process. Aside from the sign-in process, the Student Training Site has the same appearance and functionality as the Student Testing Site. For information on how students sign in to the Student Training Site, see [Practice and Training Test Site Student Sign-in Process](#).

### How to Sign in to the Secure Browser or Take a Test App

1. Launch the Secure Browser or Take a Test app on the student's testing device. The **Student Sign-In** page appears.
2. Next, students enter the following information:
  - a. In the *First Name* and *SSID* fields, students enter their first name and SSID as they appear in TIDE.
  - b. In the *Session ID* field, students enter the Session ID as it appears on the TA Site. The first part of the three-part session ID that indicates whether a student is on the Student Testing Site or the Student Training Site is pre-filled.

Figure 23. Student Testing Site Student Sign-In Page

The screenshot shows a sign-in page with the following elements:

- Title:** Please Sign In
- First Name:** Input field with a person icon and example text "EX: JORDAN".
- Student ID:** Input field with a TIDE icon and example text "EX: 123456789".
- Session ID:** Input field with a key icon and example text "ORANGE - -".
- Navigation:** A blue box on the left contains the text "This is the Live Test Site. If you want to go to the Practice Test Site click the button below" and a "Go to the Practice Test Site" button.
- Buttons:** A "Sign In" button is located at the bottom right.




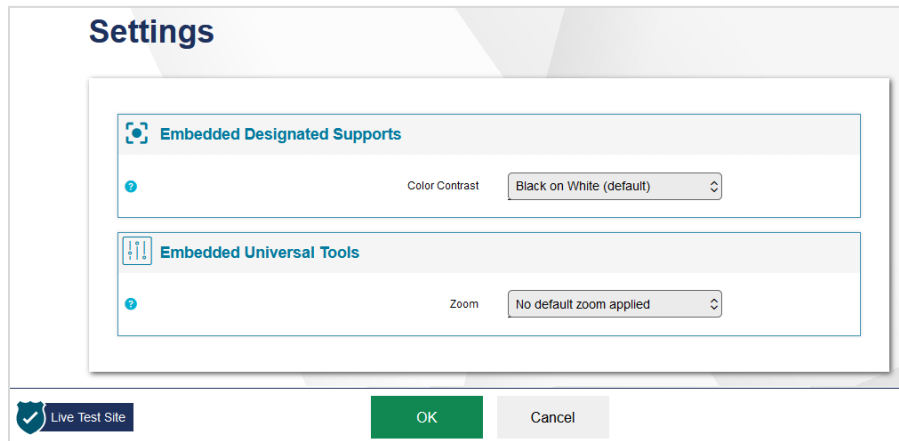
3. *Optional:* Students can modify test settings (such as background and text color) for the sign-in process, which persist until you set the actual test settings during the TA approval process:
  - a. Students select the cog wheel  in the upper-right corner of the **Student Sign-In** page to open the **Settings** page.
  - b. Next, they select their preferred options from the available drop-down lists and select **OK**.

Figure 24. Settings Page



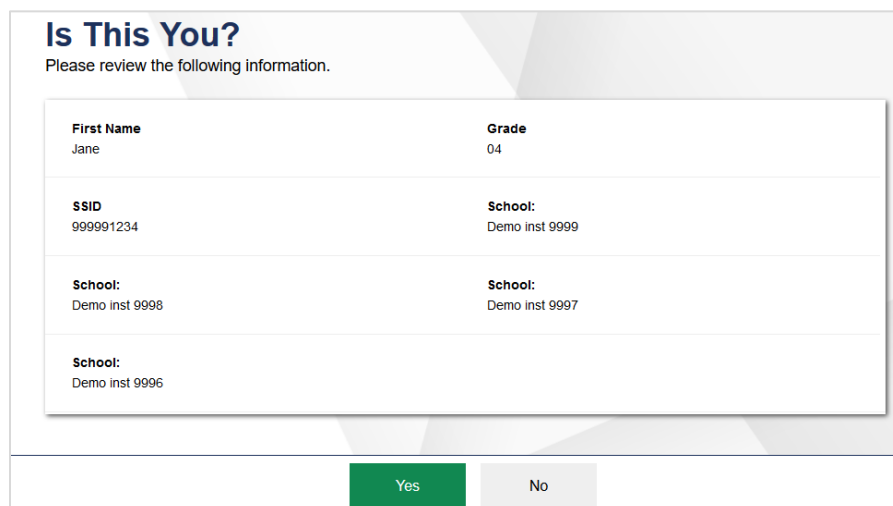
## How to Verify Student Information

After signing in to the Student Testing Site, students must verify their personal information on the **Is This You?** page.

- If all the information on the **Is This You?** page is correct, the student selects **Yes** to proceed.
- If any of the information is incorrect, the student must select **No**.

You must notify the appropriate school personnel that the student’s information is incorrect. Incorrect student demographic information must be updated before the student begins testing

Figure 25. Is This You? Page



## 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 Live Site.

- **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 [Student Lookup Feature](#).

- **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 [How to Select Tests and Start a Test Session](#).

- **Student is not associated with the school:**

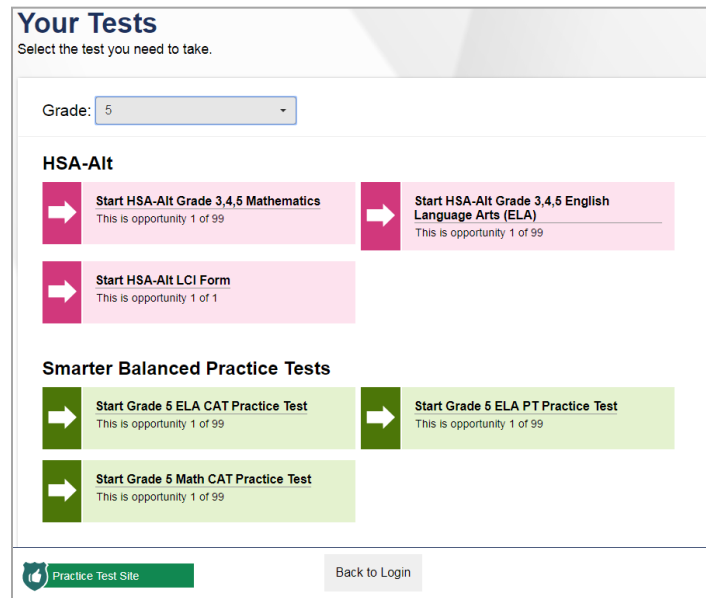
The student is not associated with your school, or you are not associated with the student's school.

## How to Select a Test

Students can select their tests from the **Your Tests** page that appears after students verify their personal information. The **Your Tests** page displays all the tests that a student is eligible to take. Students can only select tests that are included in the session and still need to be completed.

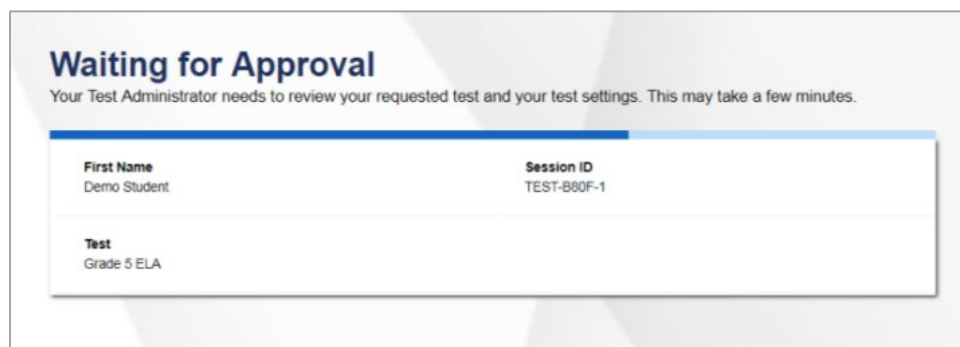
1. From the **Your Tests Page** that lists a student's eligible tests in color-coded categories, the student selects the name of the test.
  - If a student's required test is inactive or not displayed, the student should log out. You should verify the test session includes the correct tests and add additional tests, if necessary.
  - If the student has not started a test opportunity, the button for that test is labeled **Start [Test Name]**. If the student has started and paused a test opportunity, the button for that test is labeled **Resume [Test Name]**.
  - The button also indicates the test opportunity number. For example, if the student is on the second opportunity of a test, the test button will indicate that it is the student's second opportunity.

Figure 26. Your Tests Page



2. The student’s request is sent to the TA for approval and the student is taken to the **Waiting for Approval** page. After you approve the student for testing, the student can proceed to the next step:
  - If starting a new test, a student must complete the login process before beginning testing.
  - If resuming a paused test, the student will be directly taken to the test page where the student stopped the test based on the applicable pause rules.

Figure 27. Waiting for Approval Page



Please note that once the TA approves the test, the test content will be displayed to the student in the language specified for the student’s test. This includes the instructions on the remaining login pages, the button names, tool names, context menu options, tutorials and even the item/stimuli content where applicable. For example, if the language for a student’s Grade 5 mathematics test is set to Spanish, the test content will be displayed in Spanish.

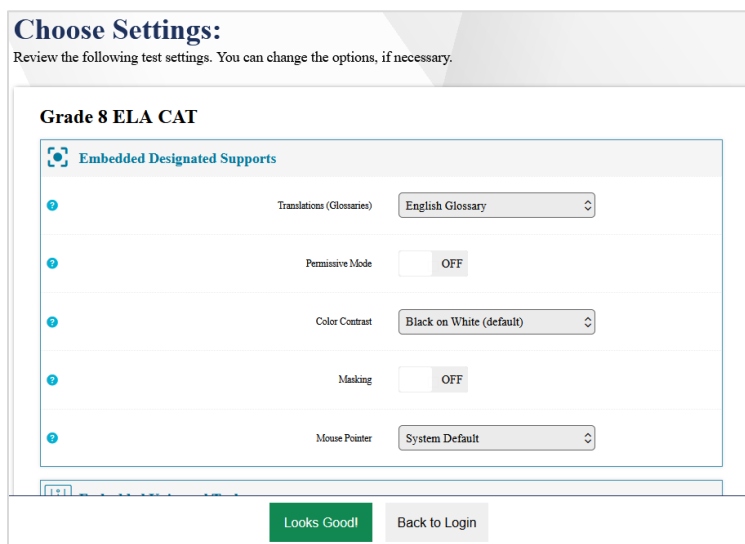
## How to Verify Test Setting Information

Once students have been approved for testing, they can verify their test settings from the **Your Test Settings** page. At this point, the student's actual test settings override any settings selected earlier in the sign-in process.

- If the settings are correct, the student selects **Looks Good** to continue.
- If the settings are incorrect, the student should select **Back to Login** to log out of the Student Testing Site.

After you correct the student's test settings, the student must sign in and request approval again.

Figure 28. Your Test Settings Page

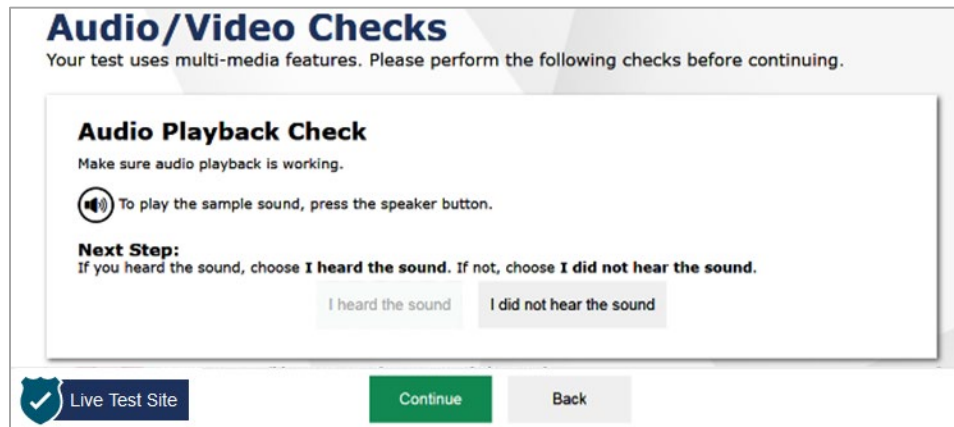


## How to Check Student Device Functionality

Depending on the test content and the specified test settings, students may need to verify that their testing device is functioning properly from the **Audio/Video Checks** page. If a test does not require functionality checks, this page is skipped.

1. From the **Audio/Video Checks** page that displays each required functionality check in its own panel, the student verifies each functionality as explained below.
2. Once all functionality checks have been verified, the student selects **Continue** at the bottom of the page to proceed to the **Instructions and Help** page.

Figure 29. Audio/Video Checks Page



### 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 plugged in correctly.
- If the headphones have a volume control, ensure the volume is not muted.
- Ensure that the audio on the device is not muted.

### How to Check Text-To-Speech Functionality

The **Text-to-Speech Sound Check** panel appears if a student has the text-to-speech (TTS) setting. Students can only use TTS within the Secure Browser, a supported Chrome or Firefox browser, or the Take a Test app.

If TTS does not work, students should log out. You can work with students to adjust their audio or headset settings or move them to another device.



**Alert:** Students approved to use the Text-to-Speech designated support must be supplied with working headphones prior to logging into the student testing site.



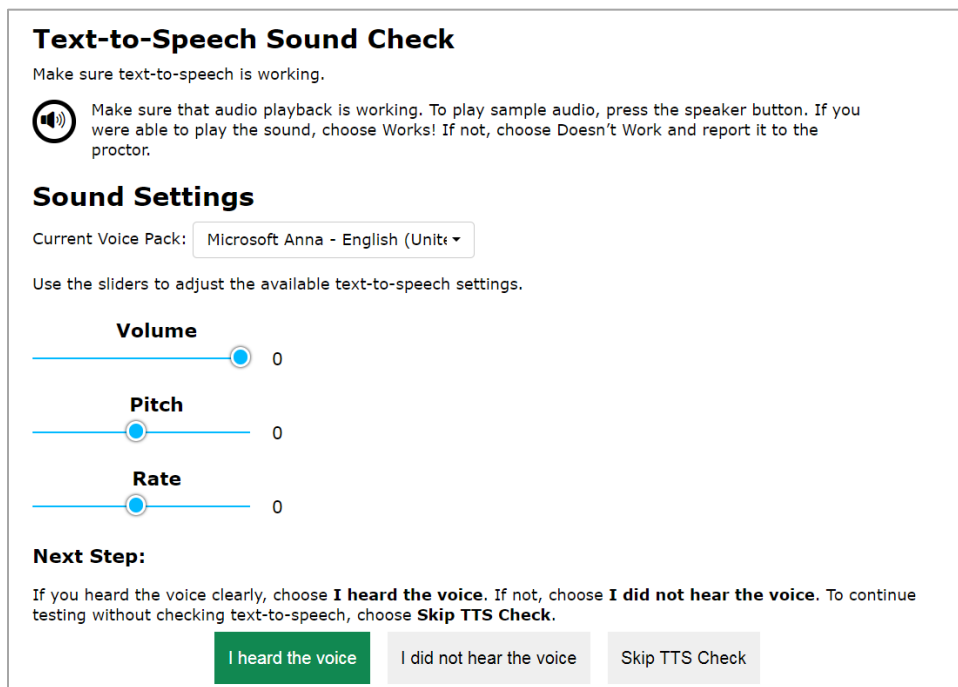
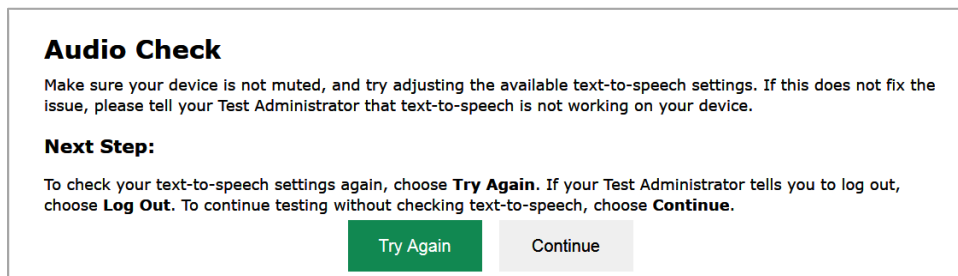
- From the **Text-to-Speech Sound Check** panel, students select  and listen to the audio.
  - If the voice is clearly audible, students select **I heard the voice**. A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.
  - If the voice is not clearly audible, students adjust the settings using the sliders and select  to listen to the audio again.

Figure 30. Text-to-Speech Sound Check Panel



- If students still cannot hear the voice clearly, they select **I did not hear the voice** to open the **Audio Check** panel.
  - Students can select **Try Again** to return to the **Text-to-Speech Sound Check** panel and retry.

Figure 31. Audio Check Panel



- Students can select **Continue** to skip verifying the text-to-speech functionality. Students can also do this from the **Text-to-Speech Sound Check** panel by selecting **Skip TTS Check**.

## How to Check Audio Playback Functionality

The **Audio Playback Check** panel appears for tests with listening questions and allows students to verify that they can hear the sample audio.

If the audio does not work, students should log out. You should troubleshoot the device and headphones or move the student to another device with working audio.


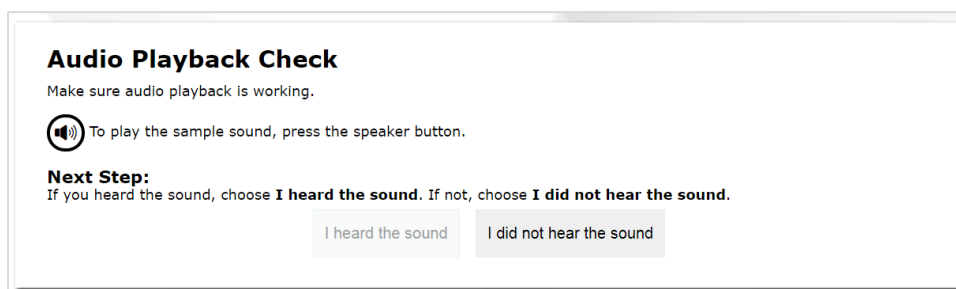
- From the **Audio Playback Check** panel, students select  and listen to the audio.
  - If the sound is clearly audible, students select **I heard the sound**. A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.

Figure 32. Audio Playback Check Panel



- If the sound is not clearly audible, students select **I did not hear the sound** to open the **Sound Check: Audio Problem** panel.
  - Students can select **Try Again** to return to the **Audio Playback Check** panel and retry.

## How to Check Sound and Video Playback Functionality

The **Sound and Video Playback Check** panel appears for tests with video content and allows students to verify that they can view the sample video and hear its associated sound.

If the video or audio does not work, students should log out. You should troubleshoot the device and headphones or move the student to another device with working audio and video.


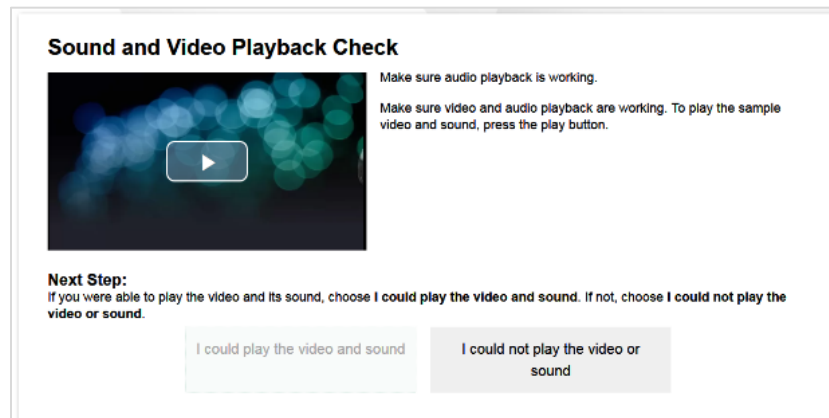
- From the **Sound and Video Playback Check** panel, students select  to play the video and sound.
  - If the video can be played and the sound is clearly audible, students select **I could play the video and sound**. A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.

Figure 33. Sound and Video Playback Check Panel



- If students are not able to play the video or hear the sound, students select **I could not play the video or sound** to open the **Video Playback Problem** panel.
  - Students can select **Try Again** to return to the **Sound and Video Playback Check** panel.

### How to Check Recording Device Functionality (for remote summative test administration only)

The **Recording Device Check** panel appears for students who are taking a Smarter Balanced summative test or the Biology 1 End-of-Course exam using the remote test administration option in spring 2021. On this panel, students record their voice and verify that they can hear the recorded audio. Only students who are being approved into a remote administration testing session will be required to complete this recording device check. The student must be using a device with either a built-in microphone or with an external microphone (such as a headset) that is plugged into their device.




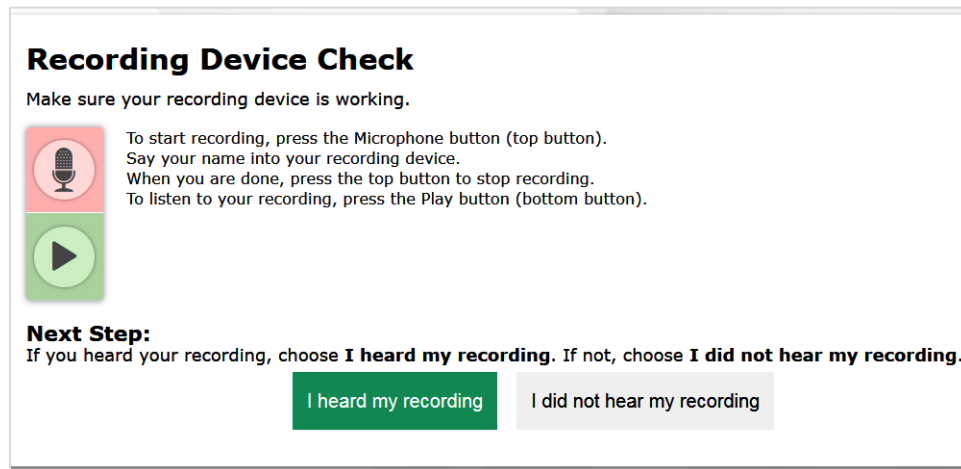
1. From the **Recording Device Check** panel, students select  to begin recording their voice.
  - a. A pop-up message may appear asking the student to allow the testing site access to the microphone on their device. Click **Allow**.
2. Students speak into their recording device, and then select  to stop recording.
3. Next, students select  to listen to their recorded audio:



Figure 34. Recording Device Check Panel



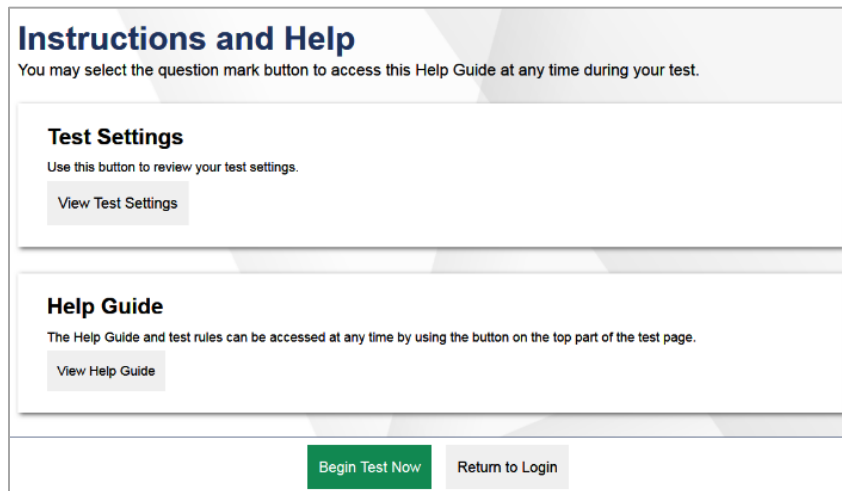
- If the recorded audio is clearly audible, students select **I heard my recording**. A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.
- If the recorded audio is not clearly audible, they select **I did not hear my recording** to open the **Problem Recording Audio** panel.
  - Students can select **Try Again** to return to the **Recording Device Check** panel and retry.
  - Students can select **Select New Recording Device** (which only appears for students testing on computers or tablets with multiple recording devices) to open the **Recording Input Device Selection** panel and select a different recording device.

## How to View Instructions and Begin Testing

The **Instructions and Help** page is the last step of the sign-in process. Students may review this page to understand how to navigate the test and use test tools as well as review their test settings. This page may also contain additional test instructions or acknowledgements that a student need to review in order to proceed.

1. *Optional:* To review their test settings, students select **View Test Settings**. To close the window, students select **OK**.
2. *Optional:* To view the help guide, students select **View Help Guide**. To close the window, students select **Back**.
3. To start the test, students select **Begin Test Now**.

Figure 35. Instructions and Help Page



## How Students Navigate the Student Testing Site

A test page can include the following sections:

- The *Global Menu* section displays the global navigation and tool buttons. It also includes the Questions drop-down, test information, test tools, help button, and pause button.
- The *Stimulus* section, which appears only for questions associated with a stimulus, contains the stimulus content, context menu, and the expand passage button.
- The *Question* section contains one or more test questions (also known as “items”). Each question includes a number, context menu, stem, and response area.

Figure 36: Sample Test Layout

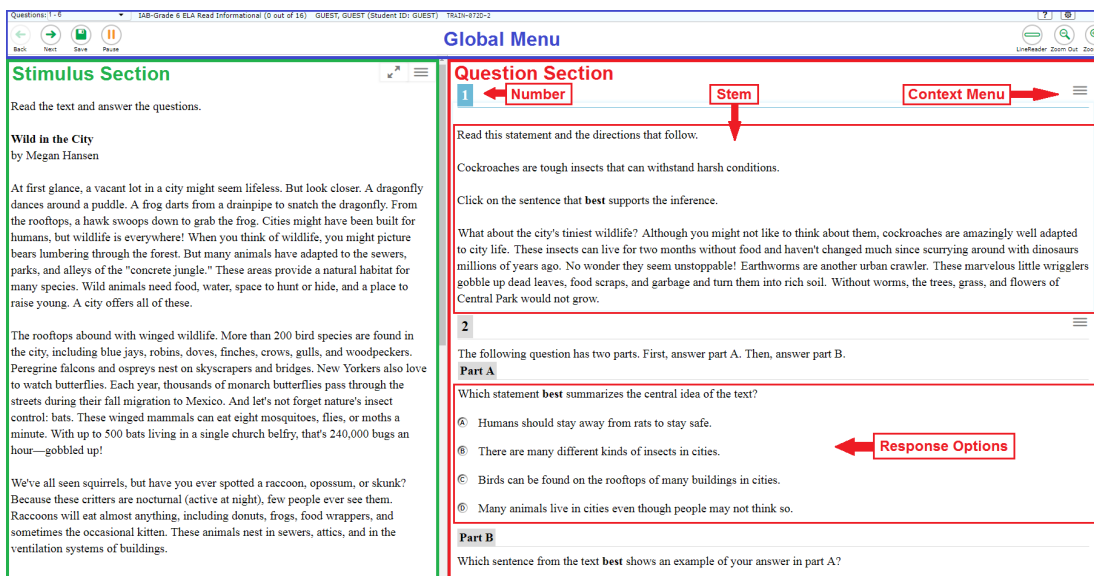
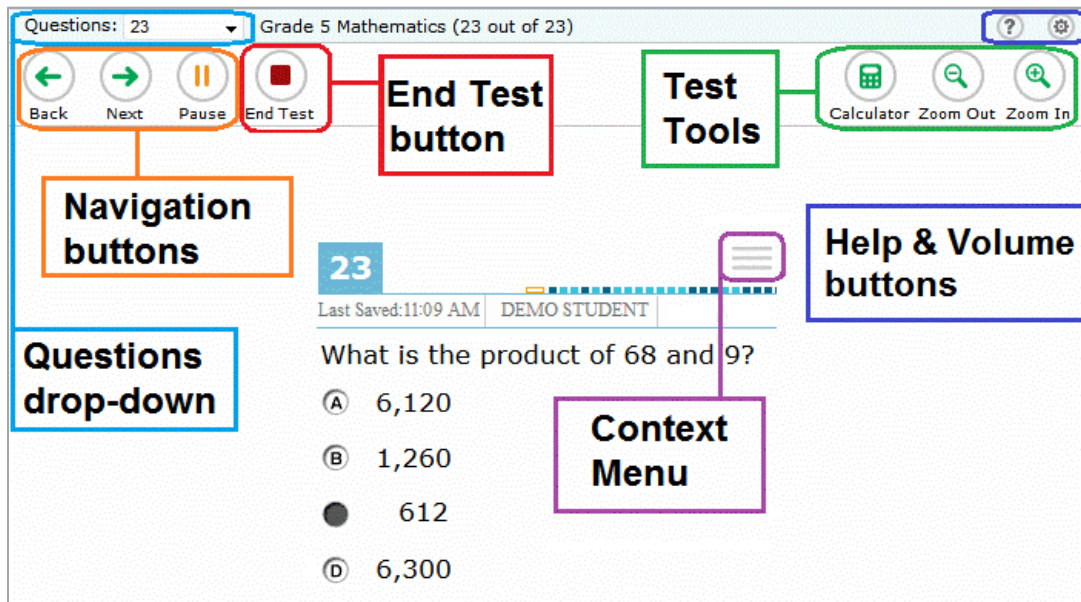


Figure 37. Test Page



The following sections provide details about how to navigate the Student Testing Site.

### How to Navigate between Items


- Some test pages may have only one question and others may have more or may consist of multiple parts that students must answer.
  - After students respond to all the questions on a page, they select **Next** in the upper-left corner to proceed to the next page.
  - To navigate to a previous question in a test, students select **Back**.

Figure 38. Navigation Buttons



### How to View Stimuli




When a test question is associated with a stimulus, students should review that stimulus before responding to the question. A stimulus is a reading passage or other testing material (such as a video or graphic) that students review in order to answer associated questions.

- *Videos*: When the stimulus is a video, students can use standard video features to control the playback.
  - To play a video, select  in the lower-left corner.
  - To jump to a different point in the video, drag the slider to the required location.

- To adjust the speed at which the video plays, select **1x**, and then select the required speed from the menu that appears.

Figure 39. Video Playback Features



- To mute or unmute the video, select  in the lower-right corner.
- To expand the video to full screen mode, select  in the lower-right corner. To exit full screen mode, select  again.


## How to Respond to Test Questions

The items presented in TDS are of various types and students may need to respond to them differently. Students can use the Student Training Site to familiarize themselves with the question types that may appear on tests.

All responses are saved automatically. Students can also manually save their responses to questions by selecting **Save** in the upper-left corner.

Test questions may require students to do any of the following tasks:

- Select one or more choices from a list of answer options.
  - For multiple choice type items, students can re-click a selected radio button to deselect the response option provided this feature is enabled.

- Use an on-screen keypad to generate an answer. Students can select  in the answer space to open the keypad.
- Select graphic objects or text excerpts.
- Place points, lines, or bars on a graph.
- Drag and drop text or graphic objects.
- Enter text in a text box or table.
- Match answer options together.
- Modify a highlighted word or phrase in a reading selection.
- Enter input parameters to run an on-screen simulation.
- Copy content from a passage to a text box.
- Expand categories and select options within them.
- Create graphs and charts out of unstructured data sets and draw inferences.

## How to Pause Tests

Students can pause the test at any time. Pausing a test logs the student out. To resume testing, students must repeat the sign-in process.

- To pause a test, students select **Pause** in the global menu and then select **Yes** in the confirmation message that appears.

If students are testing on Chromebooks, please ensure that they pause the test before closing the lid of the Chromebook. If the lid is closed before the test pauses, whoever opens the Chromebook next will be able to see the last question that the student was viewing (and any response they entered).

## How Students Use Test Tools

A number of testing tools are available for students in TDS. Some tools are available for all tests, while others are only available for a particular subject, accommodation, or type of question. There are primarily two types of test tools available:

- **Global Tools:** These tools appear in the global menu at the top of the test page and are available for all items in a test.
- **Context Menu Tools:** These tools are specific to the passage or question being viewed.

Students can access tools using a mouse or keyboard commands. For information about keyboard commands, please see [Keyboard Commands in the Student Testing Site](#).

## How to Use Global Tools

The global menu consists of navigation buttons on the left and tool buttons on the right (see [Figure 40](#)).

- To use a global test tool, select the button for the tool. The selected test tool activates.

[Table 4](#) lists the tools available in the global menu.

Figure 40. Global Menu

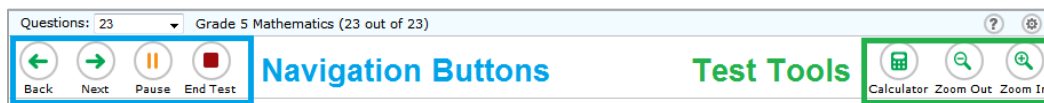


















Table 4. Global Tools

Tool Name	Instructions
Calculator 	To use the on-screen calculator, select <b>Calculator</b> in the global menu.
Dictionary 	To look up definitions and synonyms in the Merriam-Webster dictionary or thesaurus, select <b>Dictionary</b> in the global menu.
Formula 	To view the on-screen formula sheet, select <b>Formula</b> in the global menu.
Global Notes  (ELA PT only)	To enter notes in an on-screen notepad, select <b>Notes</b> in the global menu. These notes are available globally and can be accessed from any page in the test.  The copy/paste feature allows the text entered in the Global Notes tool to be copied and pasted into text response areas or comment fields of items displayed on that page.
Help 	To view the on-screen <b>Help Guide</b> window, select the question mark  button in the upper-right corner.
Line Reader 	To highlight an individual line of text in a passage or question, select <b>Line Reader</b> in the global menu. If the enhanced line reader mode is enabled, all content except for the line in focus is grayed out for greater emphasis.  This tool is not available while the Highlighter tool is in use.
Masking 	The Masking tool temporarily covers a distracting area of the test page. To use this tool: <ul style="list-style-type: none"> <li>• Select <b>Masking</b> in the global menu.</li> <li>• Click and drag across the distracting area.</li> <li>• To close the Masking tool, select <b>Masking</b> again. To remove a masked area, select  in the upper-right corner of that area.</li> </ul>
Pause 	To pause a test, select  . If you pause the test, then you will be logged out.
Periodic Table 	To view the on-screen periodic table, select <b>Periodic Table</b> in the global menu.

Tool Name	Instructions
Spanish Language Toggle 	<p>For students who have Spanish Language selected in TIDE for the Smarter Balanced Mathematics test, the Grade 5 and Grade 8 Science tests, or the Biology EOC Exam. Items and stimuli that have content in two languages, such as English and Spanish, a student can select the language in which to display the content for easier readability.</p> <p>By default, the item will be presented in the language specified at the beginning of the test. To switch the language, select <b>Language Toggle</b> in the global menu.</p>
System Settings 	<p>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.</p> <p>Students testing on mobile devices cannot use this tool to adjust volume. To adjust audio volume on mobile devices, students must use the device's built-in volume control.</p>
Zoom buttons 	<p>To enlarge the text and images on a test page, select <b>Zoom In</b>. Multiple zoom levels are available. To undo zooming, select <b>Zoom Out</b>.</p>

### How to Use the Spanish Language Toggle Tool

The Spanish Language Toggle tool allows students to switch between the two languages in which test content is available. When switching languages, the test content and all the elements on the screen, such as button labels and dialogs, switch to the selected language. Students can view the content in the chosen language and even respond to items in that language, if applicable.

Some important things to keep in mind when using the Spanish Language Toggle tool are:

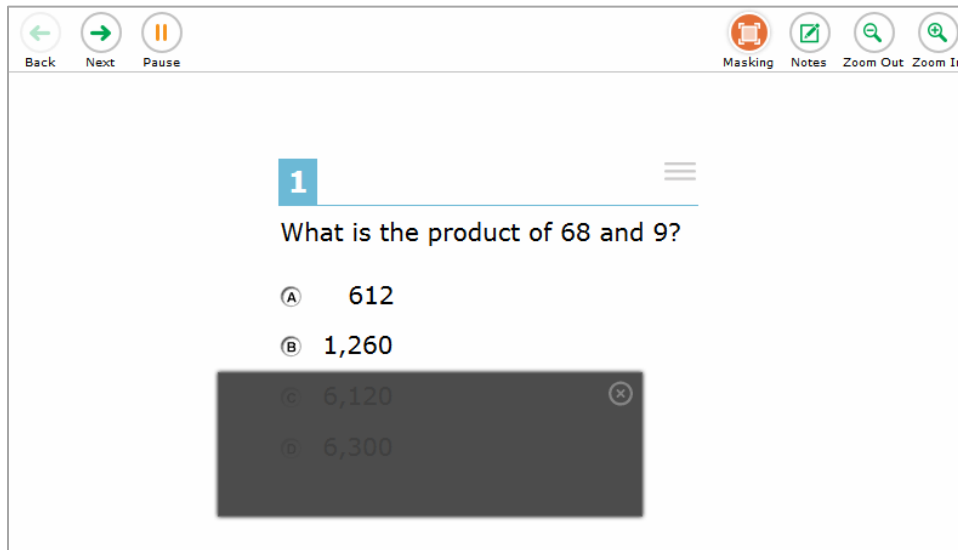
- To be able to use the Spanish Language Toggle tool, item content must be available in two languages. Furthermore, the default presentation/language must be set to Spanish and the tool must be enabled in the test settings.
- By default, items are presented in the default language specified in the test settings. If a student toggles the language for an item and then proceeds to the next item, the next item will be displayed in the default language. If the student returns to the previous item, the previous item will continue to be displayed in the language to which the student had toggled until the student switches the language again.
- If a student highlights or masks text in one language and then switches to a different language, the corresponding sections will not be highlighted or masked. If the student switches back to the first language, the original highlighting or masking will be displayed provided the student has not highlighted or masked sections in the alternate language.

### How to Use the Masking Tool

The Masking tool allows students to hide distracting areas of the test page.

- To mask an area of a test page:
  - a. Select **Masking** in the global menu. The button becomes orange.
  - b. Click and drag across the distracting area of the test page. The selected area becomes dark gray. The tool remains active until you deactivate it.
- To deactivate the masking tool, select **Masking** in the global menu again. The button becomes green. Please note that masked areas will remain on the screen until you remove them.

Figure 41. Test Page with Masked Area



- To remove a masked area from a test page, select  in the upper-right corner of a masked area.

## How to Use Context Menu Tools

A test page may include several elements, such as the question, answer options, and stimulus. The context menu for each element contains tools that are applicable to that element (see [Figure 42](#) and [Figure 43](#)). [Table 5](#) lists the available context menu tools.

Figure 42. Context Menu for Questions

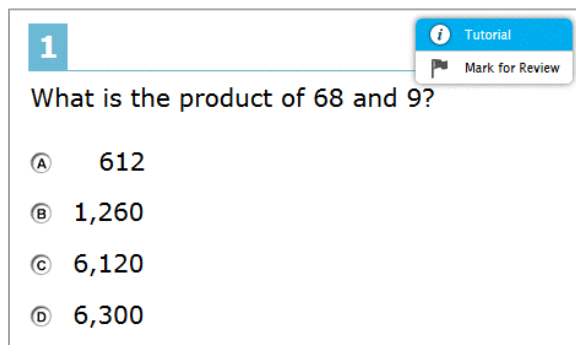
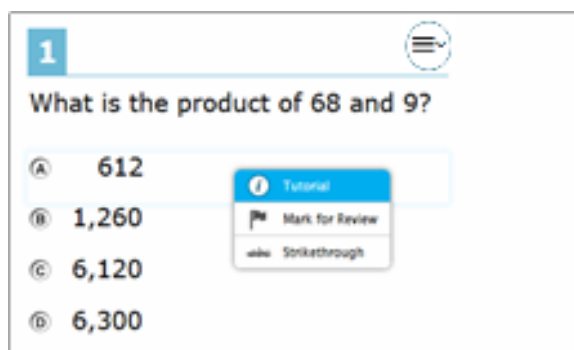




Figure 43. Context Menu for Answer Options



If a question has multiple parts, a context menu may be available for each part of the question. In such cases, the active context menu (that is, the context menu for the item or stimulus currently in focus) appears enabled while the other context menus look grayed out. Furthermore, if this feature is enabled, the item number and context menu of the item a student is attempting remains visible on the screen even when scrolling through the item’s content to allow easy access to an item’s context menu.

To use the context menu, do one of the following:




- To use a context menu tool for a stimulus or question, open the context menu by clicking the context menu  or by right-clicking the required elements, and then select the tool.
- To use a context menu tool for answer options, open the context menu for answer options and select the required tool. To open the context menu for answer options, 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.

Table 5. Context Menu Tools

Tool Name	Instructions
American Sign Language	You can watch videos that translate test content into American Sign Language (ASL). <i>To view ASL videos:</i> <ul style="list-style-type: none"> <li>• From the context menu, select <b>American Sign Language</b>.                             <ul style="list-style-type: none"> <li>▪ If only one ASL video is available, the video opens automatically.</li> <li>▪ If multiple ASL videos are available, sign language (  ) icons appear next to the test content for each video. Select the icon for the test content you wish to translate into ASL.</li> </ul> </li> </ul>
Glossary (Word List)	To open the glossary, click a word or phrase that has a border around it.

Tool Name	Instructions
Highlighter	<p>To highlight text, select the text on the screen and then select <b>Highlight Selection</b> from the context menu. If multiple color options are available, select an option from the list of colors that appears.</p> <p>To remove highlighting, select <b>Reset Highlighting</b> from the context menu.</p> <p>Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use.</p>
Mark for Review	<p>To mark a question for review, select <b>Mark for Review</b> from the context menu. The question number displays a flap  in the upper-right corner.</p>
Notepad	<p>To enter notes for a question, select <b>Notepad</b> from the context menu. You can only access your notes for a question on that question's test page.</p>
Print Item	<p>To send a print request for an individual question, select <b>Print Item</b> from the context menu.</p>
Select Previous Version	<p>To view and restore responses previously entered for a Text Response question, select the <b>Select Previous Version</b> option from the context menu. A list of saved responses appears. Select the appropriate response and click <b>Select</b>.</p>
Strikethrough	<p>For selected-response questions, you can cross out an answer option to focus on the options you think might be correct.</p> <p>There are two options for using this tool:</p> <ul style="list-style-type: none"> <li>• Option A: <ul style="list-style-type: none"> <li>a. To activate Strikethrough mode, open the context menu and select <b>Strikethrough</b>.</li> <li>b. Select each answer option you wish to strike out.</li> <li>c. To deactivate Strikethrough mode, press <b>Esc</b> or click outside the question's response area.</li> </ul> </li> <li>• Option B: Right-click an answer option and select <b>Strikethrough</b>.</li> </ul>
Text-to-Speech	<p>To listen to passages and questions, select a <b>Speak</b> option from the context menu.</p>
Tutorial	<p>To view a short video demonstrating how to respond to a particular question type, select <b>Tutorial</b> from the context menu.</p>

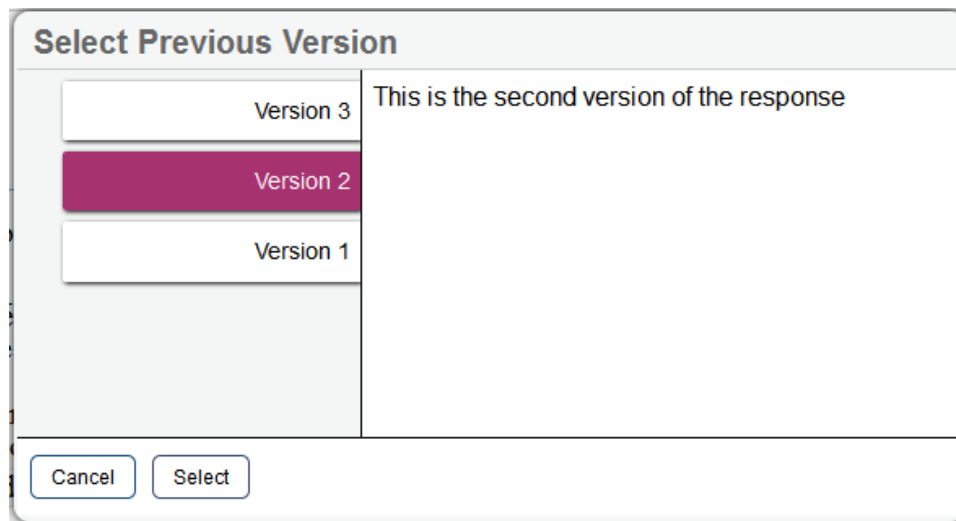
### How to Use the Select Previous Version Tool

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, select **Save**, delete the text, and enter new text, they can use this tool to recover the original response. Please note that if the student's

test pauses, any responses entered prior to pausing will no longer appear in the **Select Previous Version** window.

1. To recover a previously entered response, 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.
2. Select a response version from the left panel. The text associated with that response appears in the right panel.
3. Select **Select**. The selected response appears in the text box for the question.

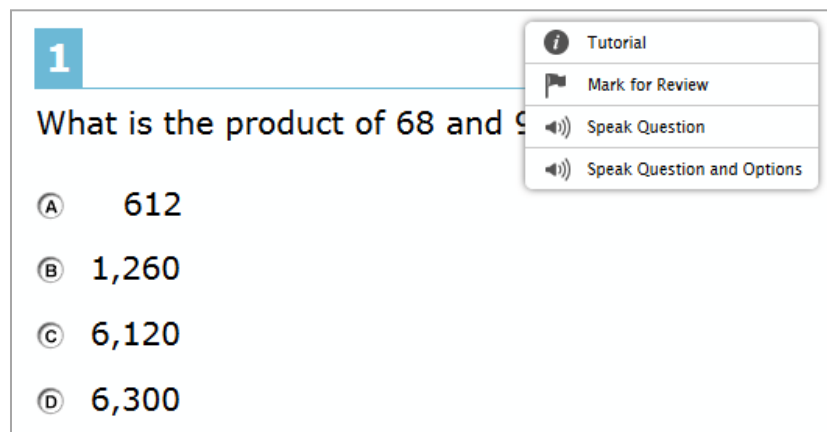
Figure 44. Select Previous Version Window



### How to Use the Text-To-Speech Tool

Students testing with TTS can listen to passages, questions, and answer options using the TTS options available in the selected element's context menu. A test may include text that are not permissible to be read aloud. This text will be skipped when using TTS.

Figure 45. TTS Options for Questions












- 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**.
  - Please note that when listening to passages, students can pause TTS and then resume it at the point where it was paused. While this functionality is available on Windows, Mac, and iOS, it is not available on Chrome OS. Students testing on a Chrome OS 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**.

## How to Use Other Tools

In addition to the global tools and context menu tools, there are some additional tools that may be available to students based on their accommodations or the test page layout. [Table 6](#) lists the additional tools available in the Student Testing Site.

Table 6. Other Tools

Tool Name	Instructions
Closed Captioning	Questions and stimuli with audio elements automatically display closed captions for students testing with the appropriate accommodations. You can select the up arrow  to move the closed captioning to the top of the screen or the down arrow  to move it to the bottom of the screen. You can also close the closed captioning by selecting  .
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.
Expand buttons	You can expand the passage section or the question section for easier readability. <ul style="list-style-type: none"> <li>• To expand the passage section, select the right arrow icon  below the global menu. To collapse the expanded passage section, select the left arrow icon  in the upper-right corner.</li> </ul> To expand the question section, select the left arrow icon  below the global menu. To collapse the expanded

Tool Name	Instructions
	question section, select the right arrow icon  in the upper-left corner.

## How Students Complete a Test

After students have completed their test, they need to submit their test.

### How to Complete a Test Segment

In segmented tests, the **End Segment** page appears after students finish the last question in a segment where students can review questions from the current segment (and earlier segments, if allowed) or proceed to the next segment.


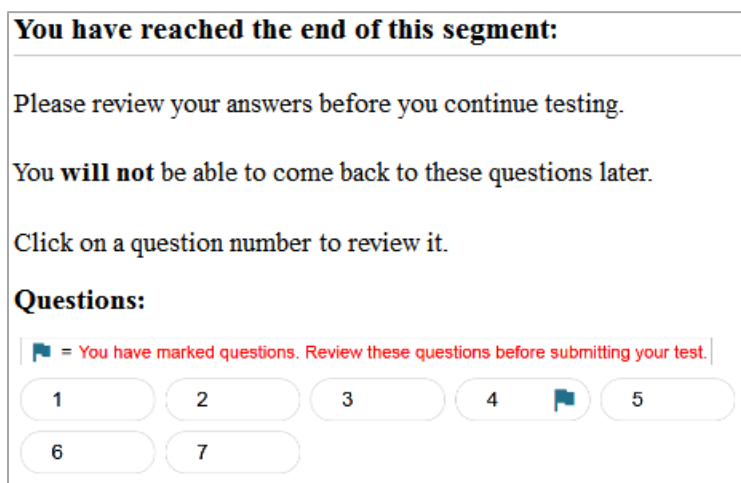
- To review questions, students select a question number.
  - A flag  icon appears for any questions marked for review.
- To move to the next segment, students select **Next** in the global menu. Please note that if the test blocks access to completed segments, students cannot return to the segment after selecting **Next**.

Figure 46. End Segment Page



### How to Submit a Test

To complete the testing process, students must submit their tests when they are done answering questions. Please note that once students submit their tests, they cannot return to the test or modify answers.

- Students select **End Test** in the upper-left corner, which appears after students respond to the last test question. A confirmation message appears.

Figure 47. Global Menu with End Test Button




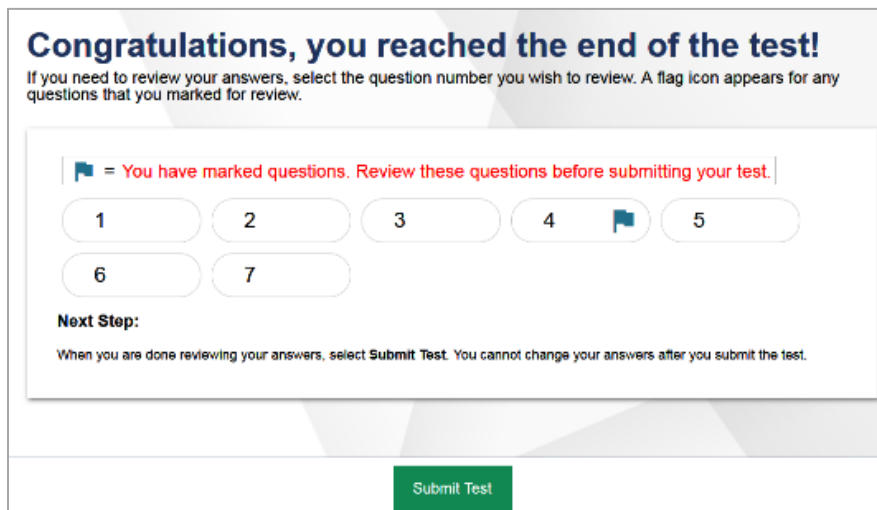
2. Students select **Yes**. The **End Test** page appears, allowing students to review answers and submit the test for scoring.
  - A flag  icon appears for any questions marked for review.

Figure 48. End Test Page



3. *Optional:* To review previous answers, students select a question number. When done reviewing, they can return to the **End Test** page by selecting **End Test** again.
4. To submit the tests, students must answer the five required Opportunity to Learn survey questions that will appear below the list of items. See the *Smarter Balanced Test Administration Manual* and/or the *HSA Science/EOC Exams Test Administration Manual* for additional information about these survey questions. These manuals are available on the <http://alohahsap.org> portal website.
5. Once the survey questions have been answered, students select **Submit Test**, then select **Yes** in the confirmation message that appears. The **Your Results** page appears displaying the student’s name, the test name, and the completion date.
  - If no confirmation message appears when the student selects **Submit Test**, the student should check and confirm that all five required Opportunity to Learn survey questions have been answered.

Figure 49. Your Results Page

**Your Results**  
Your test was submitted. You may review the test details below.

<b>Student Name:</b> Smith, John (SSID: 999999123)	<b>Test Name:</b> Grade 3 Math Practice Test
-------------------------------------------------------	-------------------------------------------------

**Test Completed On:**  
8/1/2018

You have finished the test. You may now log out.

To log out of the test, select **Log Out**.

In accordance with the Family Educational Rights and Privacy Act (FERPA), the disclosure of personally identifiable information is prohibited by law.

[Log Out](#)

6. To exit the Student Testing Site, students select **Log Out**, and then close the Secure Browser.

# Appendix

## A

### Alert Messages

The Hawaii Department of Education can send statewide alerts that appear as pop-up messages on the TA Site.

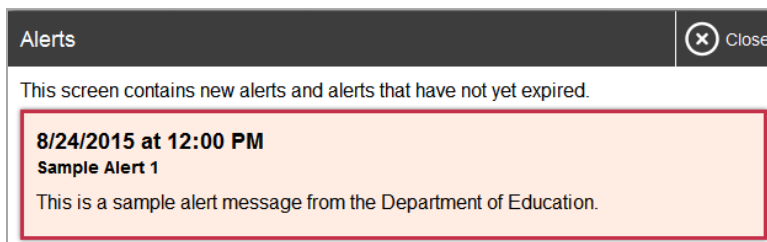
1. In the banner, select **Alerts**. The **Alerts** window appears listing all the active alert messages.

Figure 50. Alerts Button



2. Click **Close** to close the window and return to the TA Site.

Figure 51. Record of Alerts



## E

### Expiration Rules for Test Opportunities

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.

## K

### Keyboard Commands in the Student Testing Site

Students can use keyboard commands to navigate between test elements, features, and tools. Some important things to note about keyboard commands are:



## Online Testing System Test Administrator User Guide

- Keyboard commands require the use of the primary keyboard, so please do not use keys in a numeric keypad.
- Some keyboard commands (such as the commands for using the Line Reader) may not work when testing on iOS devices connected to an external keyboard.
- When Permissive Mode is enabled for a test, keyboard commands are blocked and will not work.

### Keyboard Commands for Sign-In Pages and In-Test Pop-ups

[Table 7](#) lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

Table 7. Keyboard Commands for Sign-In Pages and Pop-Up Windows

Function	Keyboard Commands
Move to the next option	• <b>Tab</b>
Move to the previous option	• <b>Shift + Tab</b>
Select the active option	• <b>Enter</b>
Mark checkbox	• <b>Space</b>
Scroll through drop-down list options	• <b>Arrow Keys</b>
Close pop-up window	• <b>Esc</b>

### Keyboard Commands for Test Navigation

[Table 8](#) lists keyboard commands for navigating tests and responding to questions.

Table 8. Keyboard Commands for Test Navigation

Function	Keyboard Commands
Scroll up	• <b>Up Arrow</b>
Scroll down	• <b>Down Arrow</b>
Scroll to the right	• <b>Right Arrow</b>
Scroll to the left	• <b>Left Arrow</b>
Move to the next element	• <b>Tab</b>
Move to the previous element	• <b>Shift + Tab</b>
Select an answer option	• <b>Space</b>
Go to the next test page	• <b>Ctrl + Right Arrow</b>
Go to the previous test page	• <b>Ctrl + Left Arrow</b>
Open the global menu	• <b>Ctrl + G</b>
Open a context menu	• <b>Ctrl + M</b>

## 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 the section [How Students Use Test Tools](#).

### Global Menu

1. To access the global menu tools using keyboard commands, 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

1. To open the context menu for an element (question, answer options, or stimulus), navigate to the element using the **Tab** or **Shift + Tab** command.
2. Press **Ctrl + M**. The context menu for the selected element opens.
3. To move between options in the context menu, use the **Up** or **Down** arrow keys.
4. To select an option, press **Enter**.
5. To close the context menu without selecting an option, press **Esc**.

## Keyboard Commands for 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.

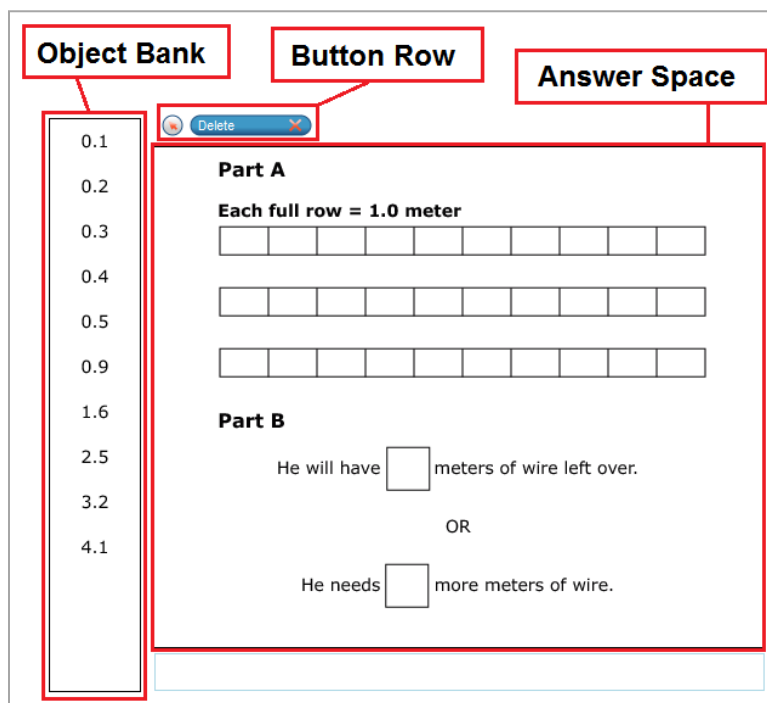
1. To select text and highlight it, navigate to the element containing the text you want to select.
2. Press **Ctrl + M** to open the context menu and navigate to **Enable Text Selection**.
3. Press **Enter**. A flashing cursor appears at the upper-left corner of the active element.
4. To move the cursor 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 may have up to three main sections – an answer space, which is the grid area where students enter the response; an object bank, which is a panel containing objects you can move to the answer space; and a button row, which appears above the answer space and may

include **Delete**, **Add Point**, **Add Arrow**, **Add Line**, **Add Circle**, **Add Dashed Line**, and **Connect Line** buttons.

Figure 52. Grid Question



- To move between the main sections, do the following:
  - To move clockwise, press Tab. To move counterclockwise, press Shift + Tab.
- To add an object to the answer space, do the following:
  - a. With the object bank active, use the arrow keys to move between objects. The active object has a blue background.
  - b. To add the active object to the answer space, press **Space**.
- To use the action buttons, do the following:
  - a. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
  - b. To select a button, press **Enter**, and then press **Space** to apply the point, arrow, or line to the answer space.
- To move objects and graph elements in the answer space, do the following:
  - a. With the answer space active, press **Enter** to move between the objects, and then press **Space**. The active object displays a blue border.
  - b. Press an arrow key to move the object. To move the object in smaller increments, hold **Shift** while pressing an arrow key.

## Keyboard Commands for Equation Questions

Equation questions allow students to use keyboard commands to open a menu listing the special characters they can insert into the response area.

1. To insert special characters in the response area, with the focus in the text field of the response area, press **Alt + 7**. The *Special Characters* window opens.
2. To move between options in the context menu, use the **Up** or **Down** arrow keys.
3. To add the selected option to the response area, press **Enter**.

## P

### Pause and Test Timeout Rules

#### 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.

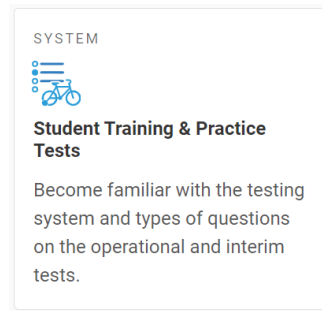
### Practice and Training Test Site Student Sign-in Process

The Student Training Site allows students to take practice tests. Aside from the sign-in process, the Practice Test Site has the same appearance and functionality as the Student Testing Site. For information on how to sign in to the Student Testing Site, see [How Students Sign in and Select Tests](#).

Students can take practice tests in proctored sessions created in the TA Training Site or in non-proctored/guest sessions. Students also have the option to sign in to the test sessions with their real identities to take tests specific to their grades or sign in as guests to take tests for any grade-level.

1. To access the Student Training Site, do one of the following:
  - From the HSAP portal (<https://alohahsap.org>), select the **Practice Test** card.

Figure 53. Practice Test Card



- In the Secure Browser, select the **Go To The Practice Test Site** button.
- 2. To sign in, students do the following:
  - To sign in as a guest, students set the Guest User toggle to **On**. Otherwise, to use their real credentials, students set the Guest User toggle to **Off** and then enter their first name and SSID.
  - To join a guest session, students set the Guest Session toggle to **On**. Or else, to join a proctored session, students set the Guest Session toggle to **Off** and enter the Session ID from the TA Training Site.
  - Students select **Sign In**.
    - If signed in with their real identities, the **Is This You** page appears. Students verify their information and click **Yes** to proceed to the **Your Tests** page.
    - If signed in as guest users, students are directly taken to the **Your Tests** page.

Figure 54. Student Training Site Login Page

**Please Sign In**

OFF **Guest User**  
Toggle to sign in as yourself

**First Name:**  
JOHN

**SSID:**  
1234567890

OFF **Guest Session**  
Toggle to join an active session

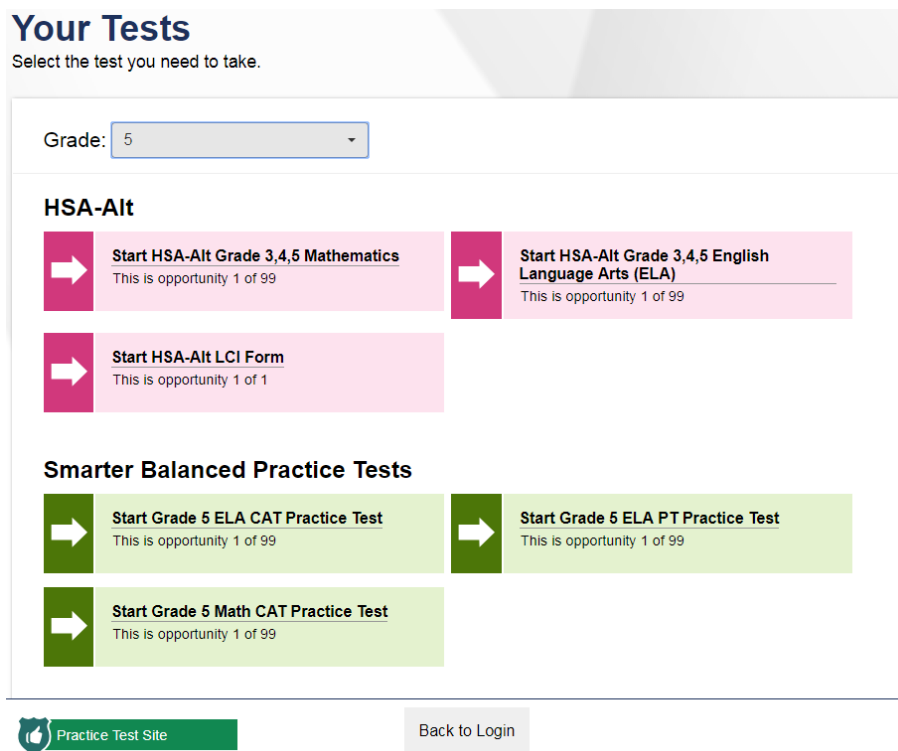
**Session ID:**  
UAT - -

[Run Diagnostics](#) Browser: Firefox v68

**Sign In**

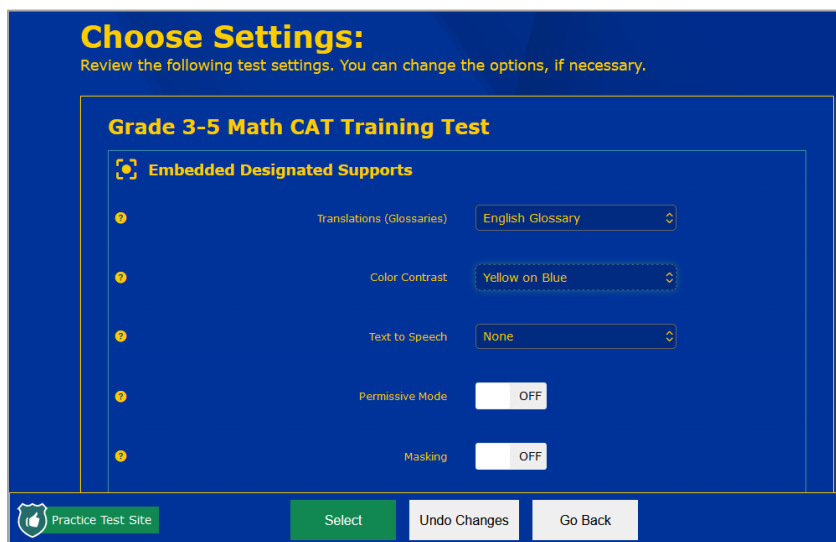
3. On the **Your Tests** page, students do one of the following:
  - If signed in with their real identities, students select a test from the ones available for their grade.
  - Students signed in as guests select their grade level from the drop-down list to view the tests available for that grade and then select a test.

Figure 55. Your Tests Page



4. If the students signed in to a guest session, they must select the test settings they wish to use from the **Choose Settings** page and then select the **Select** button. When selecting the color of the text and background, mouse-pointer, and print size settings, students can see a live preview of their selected settings.

Figure 56. Choose Settings Page



5. If the test includes audio content or text-to-speech settings, the **Audio/Video Checks** page appears displaying the functionality checks that need to be performed. Students must follow the instructions on this page to ensure their device is working properly.
6. On the final sign-in page, students may review the help guide and their test settings, then select **Begin Test Now** to start or resume their test opportunity.

## Prefetch Item Rules

A test can be configured to prefetch items to ensure that students do not experience delay when testing. For example, a test can be configured to prefetch two items so that while the student is attempting the first question, the second and third items are retrieved and ready to be presented to the student. Item prefetch values can be configured by test language. Hence, the same test can be set to have different prefetch values based on whether the student is testing in English, Spanish, or Braille. Tests can also be configured to prefetch items across test segments.

Depending on how a test has been configured, for students testing in Braille, item embossing requests are automatically sent to the TA Site before the student reaches the items in question. You can emboss items for an entire segment at a time and thereby reduce the time and preparation required to emboss Braille items.

## Print 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. Please note that Federal law prohibits the release of students' personally identifiable information. All printouts must be securely stored and then destroyed when no longer needed.

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

## Print Approved Requests Information

You can view and print a list of every print request you approved for students during the current session. For information on how to approve a print request, see [How to Approve a Student's Print Request](#).

1. In the banner, select **Approved Requests**. The **Print Requests** window appears listing all the approved print requests.



Figure 57. Print Requests Window

Print Requests			
			Print
			Close
<b>GUEST Student ID GUEST</b>			
Test	Request	Question #	Approved On
Grades 2 - 3 ELPA	Passage for Item 5		6/3/2015 9:24:38 PM
Grades 2 - 3 ELPA	Passage for Item 7		6/3/2015 9:27:38 PM

2. Select **Print** to print the list.

## S

### Session Attributes

When starting a session, you may need to select certain attributes for that session. To review the selected attributes for a session, select **Session Attributes** in the banner.

Please note that if you modify a session's attributes after the session begins, the new attributes are applied to every test opportunity in the session. However, if a student completed a test before you changed the session attributes, that test is submitted with the original session attributes. You may change the test reason for an active session, but not the time limit.

### Secure Browser

The Secure Browser ensures test security by prohibiting access to external applications and navigation away from the test. 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.

Some additional measures you can implement to ensure the test environment is secure are:

- **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 Screen Savers and Timeout Features**

On all testing devices, be sure to disable any features that display a screensaver 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.

## **Resolving Secure Browser Error Messages**

This section provides possible resolutions for the following messages that students may receive when signing in to tests using the Secure Browser.

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

This message occurs when the student is not using 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 log the student out, restart the device, and try again.

- **Looking for an internet connection...:**

This message appears when the Secure Browser cannot connect with the Online Testing System. This can occur if there is a network-related problem. Make sure that either the network cable is plugged in (for wired connections) or 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 specified as options when configuring the Secure Browser. If connection issues persist, contact a network technician.

- **Test Environment Is Not Secure:**

This message can occur when the Secure Browser detects a forbidden application running on the device. If this message appears on an iPad, ensure that either Autonomous Single App Mode or Automatic Assessment Configuration is enabled.

## Using the Secure Browser with Accessibility Software

For students with special needs or administrators seeking to accommodate students using accessibility features, the Secure Browser provides the option for assessments to be taken in less restrictive environments. This feature is known as Permissive Mode.

Permissive Mode is an accommodation option that allows students to use accessibility software in addition to the Secure Browser. Offered on MacOS and Windows, students testing in Permissive Mode can have moderated access to the system outside of the Secure Browser. This allows students who need accessibility tools to seamlessly navigate between the Secure Browser and approved applications that suit their test taking needs.

Please note that accessibility software must be certified for use with the Online Testing System and forbidden applications will still not be allowed to run. For information about supported operating systems, see the *Quick Guide for Setting Up Your Online Testing Technology*, available on the AlohaHSAP portal website at <https://alohahsap.org>.

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.
  - **Windows:** On Windows, the Secure Browser resizes, and the taskbar remains visible inside the test in its usual position. Students can execute the keyboard shortcut ALT+TAB to switch between the Secure Browser and accessibility applications, such as JAWS and NVDA, that they are permitted to use in their test session. Please note that 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.
  - **Mac:** On MacOS, the Secure Browser resizes, and students can view the dock in its usual position inside the test. If the dock is set to autohide, no resizing occurs, and the dock is only visible when the mouse is moved toward the bottom of screen. Students can execute the keyboard shortcut **CMD+TAB** to switch between the Secure Browser and permitted accessibility applications.
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.

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- **Mac:** To switch to the accessibility software application, click the application in the dock.
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.

As soon as Permissive Mode is turned off, the Secure Browser reoccupies the whole screen so that the taskbar or dock is no longer visible, and the student's ability to switch between any applications and Secure Browser is suppressed.

### Accessing the Secure Browser on Mobile Devices

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the OS and platform specific technical documents on the HSAP Portal.

*To configure iOS devices:*

- Tap the **SecureTest** (formerly **AIRSecureTest**) Secure Browser icon.

*To configure Chromebooks:*

- From the **Apps** link on the Chrome OS login screen, select **SecureTest** (formerly **AIRSecureTest**) Secure Browser.

### Closing the Student Testing Site on Tablets

After a test session ends, close the **SecureTest** (formerly **AIRSecureTest**) application on student tablets.

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

1. Double-tap the Home button. The multitasking bar appears.
2. Locate the **SecureTest** (formerly **AIRSecureTest**) app preview and slide it upward.

*To close the Student Testing Site on Chromebooks:*

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

### Force-Quitting the Secure Browser

In the rare event that the Secure Browser or test becomes unresponsive, you can force-quit the Secure Browser. Please note that 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.

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.

Table 9, Force Quit Secure Browser Keyboard Commands

Operating System	Key Combination
Windows*	• <b>Ctrl + Alt + Shift + F10</b>
Mac OS X*	▪ <b>Ctrl + Alt + Shift + F10</b> . The <b>Ctrl</b> key may appear as <b>Control</b> , <b>Ctrl</b> , or <b>^</b>
Linux	• <b>Ctrl + Alt + Shift + Esc</b>

\* If you are using an Apple keyboard, you may need to press **Ctrl + Shift + Option + F10**. If you are using a laptop or notebook, you may also need to press **Function** before pressing **F10**.

Force-quit commands do not exist for the Secure Browser for iOS and Chrome OS devices.

- **iOS:** Double-tap the Home button, then close the app as you would any other iOS app.
- **Chrome OS:** To exit the Secure Browser from the sign-in screens, press **Ctrl + Shift + S**. You cannot force quit once the test begins.

## Student Lookup Feature

You can use the student lookup feature in the TA Site 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.

1. To perform a quick search:
  - a. In the banner, select **Student Lookup**.
  - b. Enter a student’s full SSID and click **Submit SSID**. Search results appear below the search field.

Figure 58. Student Lookup: Quick Search

Enter the student's full Student ID and click [Submit Student ID] to search for that student's record. Searches by partial Student ID are not permitted.

Student ID:

**Search Results**

First Name: Alec  
 Last Name: Belmont  
 SSID: 8888880020  
 Grade: 03  
 Date of Birth: 11/18/1995  
 Gender: M  
 Complex Area: Training Complex Area - A  
 Complex: Demo School Group 2  
 School Name: Kula a'o Hawai'i  
 LEP: N  
 Ethnicity:

2. To perform an advanced search:

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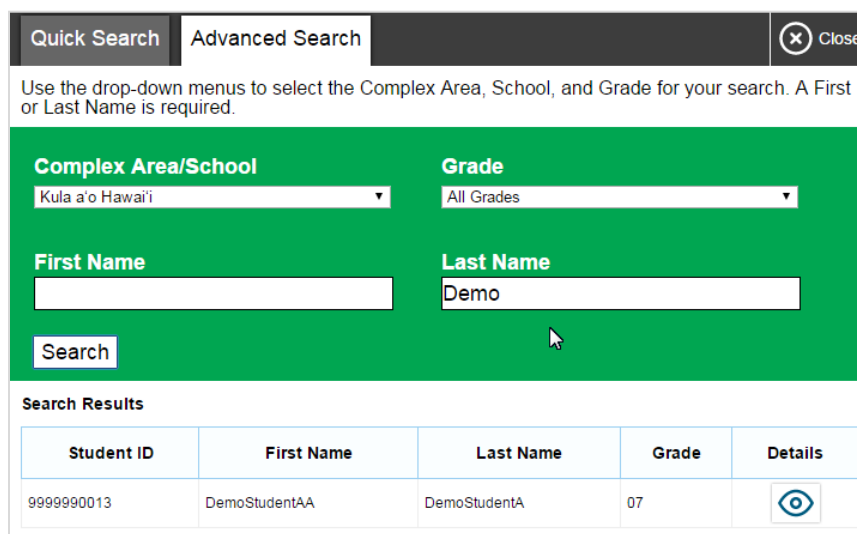

- In the banner, select **Student Lookup**, and then select **Advanced Search**.
- Select the appropriate complex area and complex and school from the drop-down lists.
- Select the appropriate grade.
- Optional:* Enter a student's exact first or last name. Partial names are not allowed.
- Select **Search**. Search results appear below the search fields.
- To view a student's information, click  in the Details column.

Figure 59. Student Lookup: Advanced Search



Use the drop-down menus to select the Complex Area, School, and Grade for your search. A First or Last Name is required.

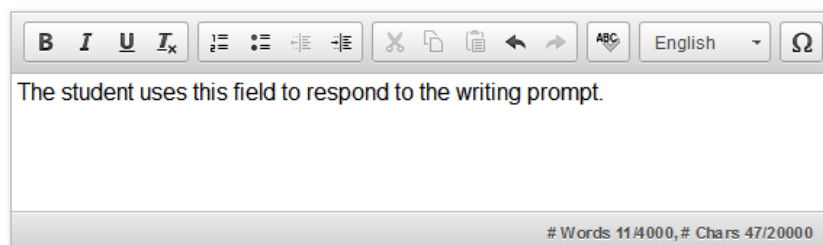
Student ID	First Name	Last Name	Grade	Details
9999990013	DemoStudentAA	DemoStudentA	07	

## T

## Text-Response Questions

For text-response item types in the Student Testing Site, students can use a formatting toolbar. This toolbar is available above the response field for text response questions (see [Figure 60](#)) and also appears whenever students right-click anywhere in the text area. The formatting toolbar allows students to apply styling to text and use standard word-processing features. The lower-right corner of the response field displays the word count and character count for the student's response. [Table 10](#) provides an overview of the formatting tools available












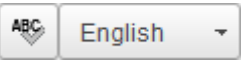

Figure 60. Text Response Question with Formatting Toolbar



The student uses this field to respond to the writing prompt.

# Words 11/4000, # Chars 47/20000

Table 10. Description of Formatting Tools

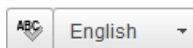
Tool	Description of Function
	<ul style="list-style-type: none"> <li>Print the entered text.</li> </ul>
	<ul style="list-style-type: none"> <li>Bold, italicize, or underline selected text.</li> </ul>
	<ul style="list-style-type: none"> <li>Remove formatting that was applied to the selected text.</li> </ul>
	<ul style="list-style-type: none"> <li>Insert a numbered or bulleted list.</li> </ul>
	<ul style="list-style-type: none"> <li>Indent a line of selected text.</li> </ul>
	<ul style="list-style-type: none"> <li>Decrease indent of text.</li> </ul>
	<ul style="list-style-type: none"> <li>Cut selected text.</li> </ul>
	<ul style="list-style-type: none"> <li>Copy selected text.</li> </ul>
	<ul style="list-style-type: none"> <li>Paste copied or cut text.</li> </ul>
	<ul style="list-style-type: none"> <li>Undo the last edit to text or formatting in the response field.</li> </ul>
	<ul style="list-style-type: none"> <li>Redo the last undo action.</li> </ul>
	<ul style="list-style-type: none"> <li>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.</li> </ul>
	<ul style="list-style-type: none"> <li>Add special characters in the response field.</li> </ul>



### Spell Check Feature

The spell check tool identifies words in the response field that may be misspelled.

1. Select a language for the spell check tool from the Spell Check drop-down list, if necessary.

Figure 61. Spell Check Drop-Down List




2. In the toolbar, select . Potentially incorrect words change color and become underlined.
3. To exit spell check, select  again.

### Special Characters Feature

Students can add mathematical, accented, and other symbols.

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1. To add a special character, in the toolbar, select .
2. In the window that pops up, select the required character.

## Transfer a Test Session

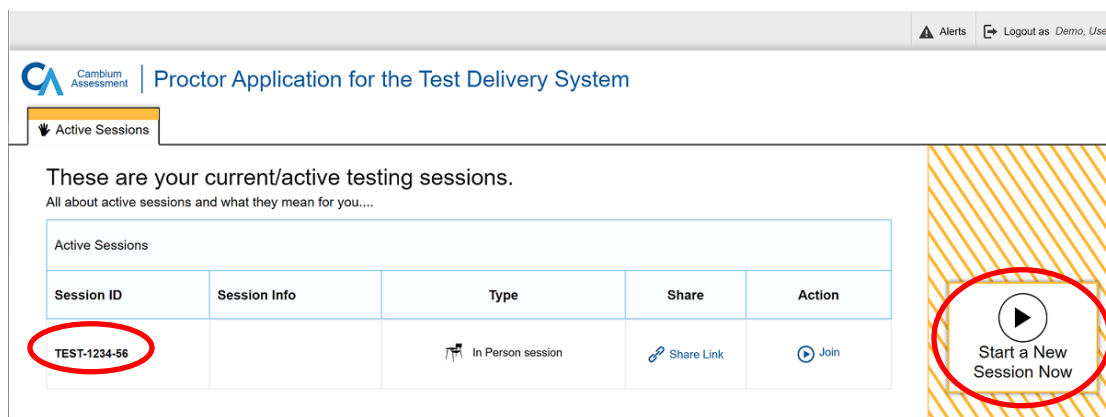
You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful in scenarios when your computer malfunctions or if you accidentally close the browser while a session is in progress. Please note that to transfer a test session, you must enter the active Session ID.

Your session remains open until it times out. 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.

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.

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 screen listing your current/active test sessions will appear.
2. Click **Join**. The TA Site appears, allowing you to continue monitoring your students' progress. The test session on the previous computer or browser automatically closes.

Figure 62. Join Active Session Prompt



Please note that the Session ID prompt appears any time you access the TA Site during an active session. If you do not wish to return to the active session, you can select **Start a Different Session** to create a new session or **Logout** to close the active session and log out of the TA Site.



## U

### User Support and Troubleshooting Information

#### User Support

For information and assistance in using the Online Testing System, contact the HSAP Helpdesk. The Helpdesk is open Monday–Friday 7:30 a.m. to 4:00 p.m. HST (except holidays or as otherwise indicated on the HSAP portal).

**Hawaii Statewide Assessment Program Helpdesk**

Toll-Free Phone Support: 1-866-648-3712

Email Support: [hsaphelpdesk@cambiumassessment.com](mailto:hsaphelpdesk@cambiumassessment.com)

If you contact the Help Desk, you will be asked to provide as much detail as possible about the issues you encountered. You may choose to use the *Help Desk Intake Form*, available on the [alohahsap.org](http://alohahsap.org) portal website in the **Resources >> Technology** section.

Include the following information:

- Test Administrator name and IT/network contact person and contact information
- If the issue pertains to a student, provide the student’s SSID and associated complex area and complex or school. Do not provide the student’s name.
- Results ID for the affected student tests
- Affected test ID and question number, if applicable.
- If the issue pertains to a TIDE user, provide the user’s full name and email address.
- Operating system and browser version information, including version numbers (for example, Windows 10 and Firefox 60 or Mac OS 10.14 and Safari 11)
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
  - Secure Browser installation (to individual machines or network)
  - Wired or wireless Internet network setup

## Change Log

This Change Log can be used to identify specific changes that are made to any of the information included in the original document throughout the current school year.

Change	Section	Date