



# Quick Guide for Test Administrators for Remote Summative Administration

2022–2023

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*Prepared by Cambium Assessment, Inc.*



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## Introduction

This guide explains how to help Test Administrators (TAs) administer tests to students who are at home

- The same online testing system that TAs and test administrators have used to administer tests in the classroom has been upgraded to allow TAs to administer tests to students who are off site and not in the classroom.
- Features built into the online testing system allow TAs and students to communicate with each other during a test. There are multiple communication methods, all explained in the pages below.
- TAs and students do not need to buy or install any additional software to enable all the remote testing options.
- Students use the Secure Browser to access the same testing website they would access in school, and the test takes place the same way it would if everyone were together in the classroom.
- TAs and students will not be asked to provide any more personally identifiable information than they would in an ordinary test session in a classroom. For additional information, please see HIDOE's remote summative test administration policies on the AlohaHSAP.org portal: <https://smarterbalanced.alohahsap.org/resources/resources-2022-2023/remote-summative-test-administration-2022-2023>.

**NOTE:** This *Quick Guide for Test Administrators for Remote Summative Administration* is a supplemental user guide specific to using the online Test Delivery System for remote summative administration. Test Administrators who will be administering remote summative assessments should also review the following resources on the AlohaHSAP.org portal site at <https://alohahsap.org>.

For Smarter Balanced and HSA Science assessments and EOC Exams:

- *Smarter Balanced Summative Test Administration Manual*; or
- *HSA Science and End-of-Course Exams Summative Test Administration Manual*
- *HIDOE Remote Test Administration Guidelines Spring 2023*
- *Guide to Navigating the Online HSAP Administration*

For HSA-Alt Assessments:

- *HSA-Alt Summative Test Administration Manual*
- *HIDOE Remote Test Administration Guidelines Spring 2023*
- *Guide to Navigating the Online HSA-Alt Administration*

## How to Prepare Before the Day of the Test

To ensure TAs can administer a test to a student when that student is not in the school, there are a number of tasks that need to be completed before the day of testing. The checklist below is designed to help TAs complete these tasks in advance of the day of the test.

The sections below explain how to complete each task on the checklist, including the following:

- How to prepare the TA's computer to administer tests to students at home
- How to have adequate staffing for the number of students scheduled to test
- What technology TAs need to administer a test to students who are at home
- How to take the remote testing certification course
- How to access the test administration site from home
- How to schedule a test session to start in the future
- How to join a test session that was scheduled in advance
- How to modify test sessions that were scheduled in advance but have not started yet
- How to communicate session information securely to students
- How to administer a test to students in a classroom and students at home at the same time

Task	Status
Make sure the TA's computer has the Chrome web browser installed so they can access the test administration site. <b>TAs must use the Chrome web browser to access the test administration site for remote summative test administration.</b>	
Make sure the TA's computer has a built-in or plug-in webcam, microphone, and speaker. This hardware is required for remote summative test administration.	
Make sure each student's testing device has the current version of the <a href="#">Secure Browser</a> installed so they can access the testing website.	
Make sure each student's testing device has a built-in or plug-in webcam, microphone, and speaker, and the device has internet connectivity. This hardware is required for remote summative test administration.	
Make sure student has second device available that has a built-in or plug-in webcam, microphone, and speaker, and the device internet connectivity to be used for remote monitoring of the student.	
Use the diagnostic checker to make sure the TA's webcam, microphone, and speaker are working properly: <a href="https://bit.ly/check_my_speed">https://bit.ly/check_my_speed</a> .	
Make sure the diagnostic checker has been run on each student's testing device to test their internet speed, webcam, microphone, and speaker: <a href="https://bit.ly/check_my_speed">https://bit.ly/check_my_speed</a> .	

Make sure the TA has completed the Test Administrator Certification Course for remote testing prior to the scheduled test session.

Schedule a test session in advance and share the session ID with students.

Notify the HDOE Assessment Section that the remote test session has been scheduled using the [Remote Testing Student List](#) Google form (listing date and students by SSID number).

## How to Prepare the TA's Computer to Administer Tests to Students at Home

To prepare the TA's computer to administer tests to students who are at home, TAs should have the proper hardware and software and a strong internet connection.

### What Technology TAs Need

The technology requirements to administer a test to students when they are at home are almost exactly the same as those used for testing done in a classroom, except TAs and students also need a means of securely communicating with each other, and need a webcam, microphone, and speaker to use the required video feature.

The charts below describe the hardware and software requirements for the TA's machine.

### Hardware Requirements for TAs

Type	Required Hardware
Desktop or laptop	Any supported desktop or laptop computer running any supported version of Windows, macOS, Ubuntu, Fedora, or Chrome OS. For a list of supported operating systems, see: <a href="https://smarterbalanced.alohasap.org/tech-guide.html#Supported_Devices">https://smarterbalanced.alohasap.org/tech-guide.html#Supported_Devices</a> .
Webcam	Any built-in or plug-in webcam.
Microphone	Any built-in or plug-in microphone.
Speaker	Any built-in or plug-in speaker, headphone, or headset.

### Software Requirements for TAs

Type	Required Software
Operating System	Any supported version of Windows, macOS, Ubuntu, Fedora, or Chrome OS. For a list of supported operating systems, see: <a href="https://smarterbalanced.alohasap.org/tech-guide.html#Supported_Devices">https://smarterbalanced.alohasap.org/tech-guide.html#Supported_Devices</a> .
Web Browser	Any supported version of Chrome. <b>TAs must use the Chrome web browser to access the test administration site for remote summative test administration.</b> Refer to <a href="#">this portal page</a> for the latest supported versions of Chrome web browser

## Before Testing Day: How to Check TAs' Internet Speed and Technology Prior to Administering Tests from Home

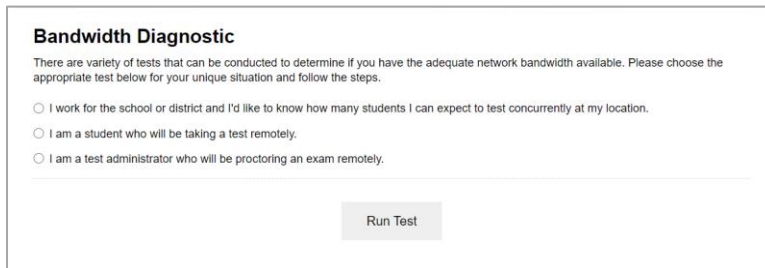
Before testing day, TAs must check to make sure their internet speed is fast enough to administer a test from home. They should also check to make sure the camera, microphone, and speaker are working properly.

### How to Check Internet Speed Using the Bandwidth Diagnostic Check

The bandwidth diagnostic check ensures the speed of the TA's internet connection is fast enough to allow them to administer a test from home and to observe and video conference with students while they take the test.

To check internet speed using the bandwidth diagnostic check, follow the steps below:

1. In a supported Chrome web browser, go to [https://bit.ly/check\\_my\\_speed](https://bit.ly/check_my_speed)



**Bandwidth Diagnostic**

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

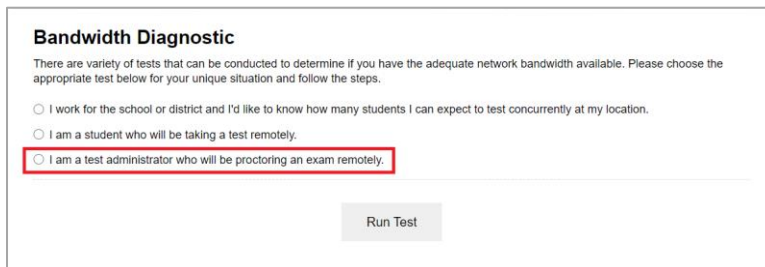
I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Run Test

2. From the bandwidth diagnostic check, select **I am a test administrator who will be proctoring an exam remotely.**



**Bandwidth Diagnostic**

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Run Test

3. In the **Will your webcam be enabled?** options, select **Yes**.
4. In the *How many students will be in your session at once?* field, enter the number of students who will be taking the test.
5. Select **Run Test**.

**Bandwidth Diagnostic**

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.  
 I am a student who will be taking a test remotely.  
 I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes  
 No

How many students will be in your session at once?

6. After you run the test, one of the following messages will appear:

- If your internet speed is fast enough, you will see the message below, indicating you have sufficient bandwidth to administer the test from home.

Given the current network conditions, your available bandwidth meets or exceeds the necessary requirements. (Please note: The throughput estimates include the encryption/decryption overhead for data transfer. Throughput estimates change as the network conditions change and can vary from run to run.)

- If your internet speed is not fast enough, you will see the message below, indicating you do not have sufficient bandwidth to administer the test from home.

Given the current network conditions, you do not have enough available bandwidth. Try running the test again or closing any video streaming applications that may be running on your network right now. (Please note: The throughput estimates include the encryption/decryption overhead for data transfer. Throughput estimates change as the network conditions change and can vary from run to run.)

At this point, there are a few things you might try, including the following:

- Move closer to your router or, if you can, connect your device directly to your router or modem with an ethernet cable.
- Disconnect other devices connected to the Internet in your home until the test is complete. Other devices on your network may be using some of your available bandwidth. Disconnecting them will allow all your bandwidth to be used for the test.

After completing any or all the troubleshooting steps above, run the speed test again. If the speed test still indicates your speed is not fast enough to administer a test from home, contact your school to make other arrangements.

Internet speed is measured in two ways: download and upload. Download speed is the speed at which data are transferred from the Internet to your computer or tablet. Upload speed is the speed in which data is transferred from your computer or tablet to the Internet. The chart below lists recommended download and upload speeds for remote proctoring and video conferencing with your students. Remember to multiply the speeds listed by the number of students who will be taking the test. Note that the tool above does this automatically when you enter the number of students who will be taking the test. If your internet speed does not meet the minimum recommended speed, video conferencing may still work, but video quality will be automatically reduced, which means the video image may not be as clear.

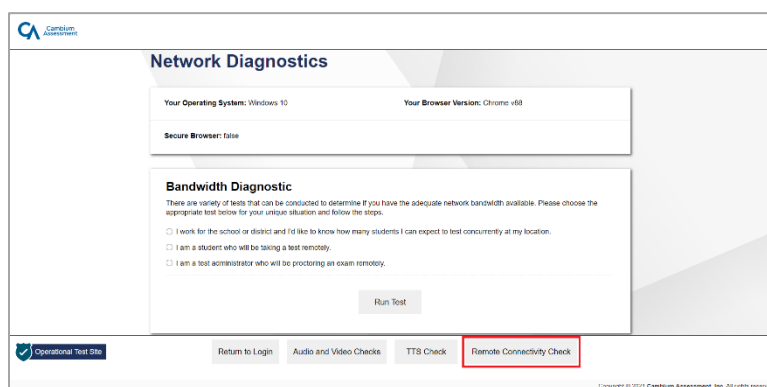
	While the TA is administering a test and observing all students in snapshot mode*:	While the TA is administering a test and observing one student in real-time high resolution:	While the TA is administering a test and conducting a one-on-one video conference with a student:
<b>Recommended Download Speed</b>	20 kilobits per second per student	20 kilobits per second per student plus 1.8 megabits per second for the student you are observing	20 kilobits per second per student plus 1.8 megabits per second for the student with whom you are video conferencing
<b>Recommended Upload Speed</b>	20 kilobits per second	20 kilobits per second	1.8 megabits per second

\*Snapshot mode shows lower-resolution video of all students in a session. TAs can use snapshot mode from the *Approvals and Student Test Settings* window or from the test administration site.

## How to Check the Connection to the Test Delivery System’s Remote Proctoring Application

Before the day of testing, the TA must run the connectivity check to make sure their device, web browser, and network are properly configured to administer a test from home. When running the check, they must use the same device, web browser, and network they will be using to administer the test.

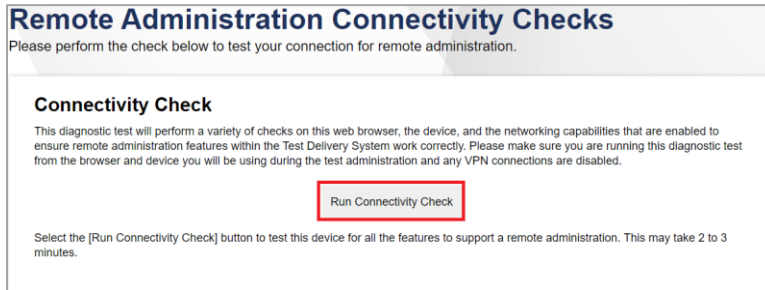
To run the connectivity check, go to [https://bit.ly/check\\_my\\_speed](https://bit.ly/check_my_speed) and select **Remote Connectivity Check**.





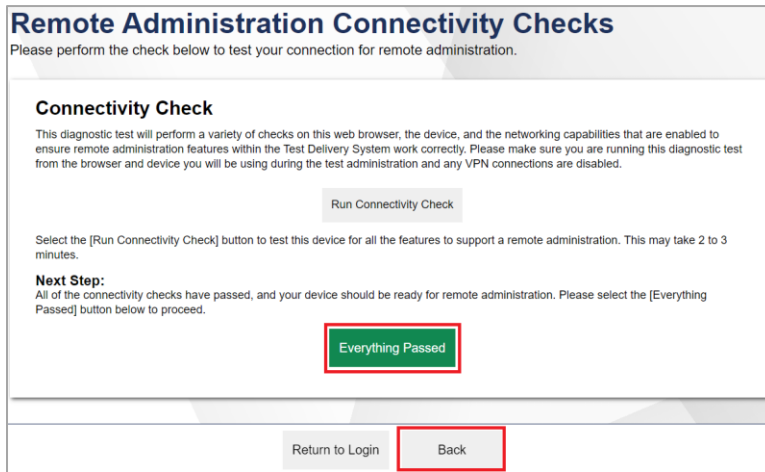
The *Remote Administration Connectivity Checks* page appears. Follow the steps below:

1. From the *Remote Administration Connectivity Checks* page, click **Run Connectivity Check**.

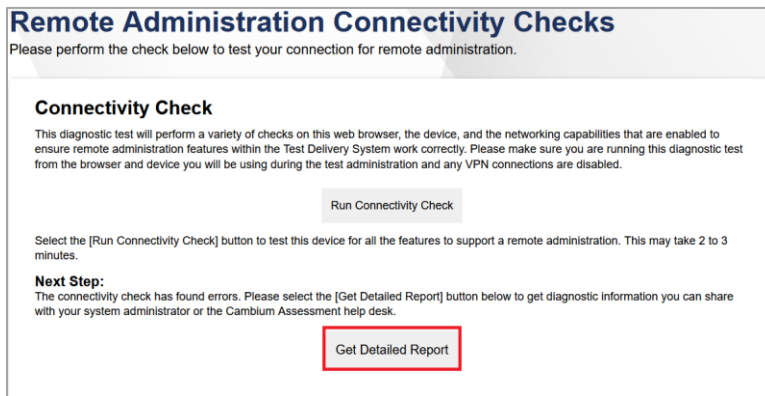


2. After the connectivity check is completed, do one of the following:

- If your device, web browser, and network pass the connectivity check, you should be ready to administer a test from home. Select **Everything Passed**, and then select **Back** to return to the diagnostic page.



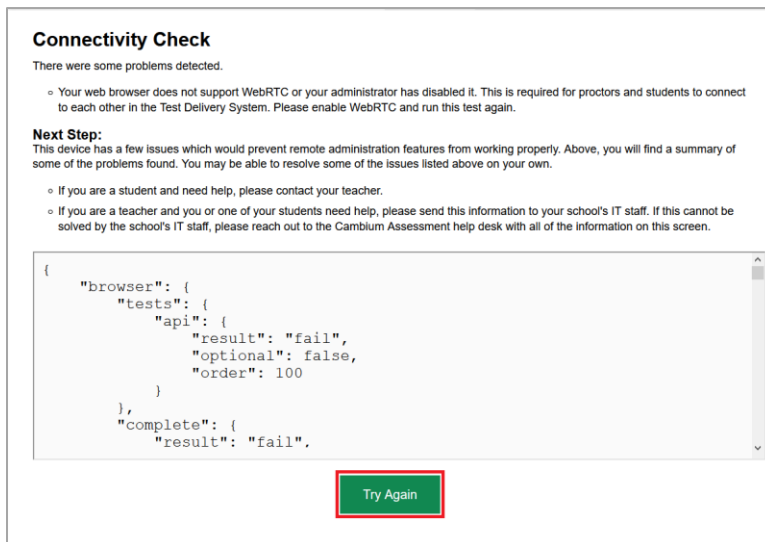
- If your device, web browser, and/or network fail the connectivity check, select **Get Detailed Report**.



A report appears. At the top of the screen, a summary of problems detected provides some information. Below, a more detailed report is generated.

Do one of the following:

- If you can fix any or all these issues, do so and select **Try Again** to run the check again.
- If you cannot fix any or all these issues yourself, copy the information provided and send it to your school's technology coordinator or IT staff. If you cannot resolve the issues, contact the HSAP Help Desk at 1-866-648-3712 or [hsaphelpdesk@cambiumassessment.com](mailto:hsaphelpdesk@cambiumassessment.com) and provide all of the information from the check results.




## How to Check the TA's Webcam, Microphone, and Speaker for Remote Test Administration

When using the video feature, the TA should use the network diagnostics checker to ensure that their webcam, microphone, and speaker are functioning properly and meet the requirements for remote testing. Students will be able to use the same diagnostics checker.

To do this, run the audio and video checks at [https://bit.ly/check\\_my\\_speed](https://bit.ly/check_my_speed). From this site, select **Audio and Video Checks** to access audio and video checks for your device.





## How to Check the Webcam

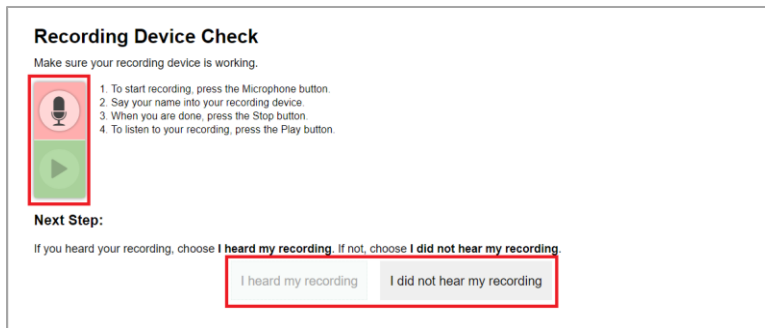
TAs can ensure their webcam is working properly by following the steps below:

1. In the *Camera Check* field, mark the **I agree to grant the browser permission to access the camera.** checkbox.
2. Select the **Camera** icon (  ).
3. A pop-up window appears in your web browser, requesting access to your camera. Select **Allow**. If you do not select Allow, the online testing system will not be able to access your camera and you will not be able to proceed with the remote summative test administration.
4. Do one of the following:
  - If live video from your webcam appears, select **I see myself**. A checkmark appears in the upper right corner of the *Camera Check* field. Your camera works.
  - If live video from your webcam does not appear, select **I cannot see myself** and contact your school's technology coordinator to troubleshoot the problem.

## How to Check the Microphone


TAs can ensure their microphone is working properly by following the steps below:

1. In the *Recording Device Check* field, select the **Microphone** button ().
2. A pop-up window appears in your web browser, requesting access to your microphone. Select **Allow**. If you do not select **Allow**, the online testing system will not be able to access your microphone and you will not be able to proceed with the remote summative test administration.
3. Speak into your microphone.
4. When you are done speaking, select the **Stop** button ( ) to stop recording.
5. To listen to your recording, select the **Play** button ().
6. To stop listening to your recording, select the **Stop** button ().
7. Do one of the following:
  - If you hear the audio you recorded from your speaker, select **I heard my recording**. A checkmark appears in the upper right corner of the *Recording Device Check* field. Your microphone works.
  - If you do not hear the audio you recorded from your speaker, select **I did not hear my recording** and contact your school's technology coordinator to troubleshoot the problem.



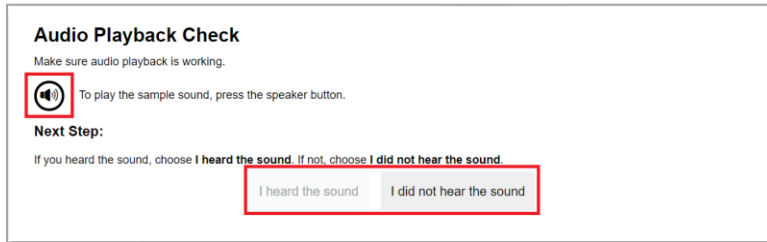
## How to Check the Speaker

TAs can ensure their speaker is working properly by following the steps below:

1. In the *Audio Playback Check* field, select the **Play Audio** button ().

2. Do one of the following:

- If you hear the sound from your speaker, select **I heard the sound**. A checkmark appears in the upper right corner of the *Audio Playback Check* field. Your speaker works.
- If you do not hear the sound from your speaker, select **I did not hear the sound** and contact your school’s technology coordinator to troubleshoot the problem.



## How to Prepare a Student’s Computer or iPad to Take a Test from Home

To prepare the student’s computer to take a test while the student is at home, students should have the proper hardware and software and a strong internet connection.

### What Technology Do Students Need?

The technology requirements to take a test at home are almost exactly the same as those used to take a test in a classroom, except students will also need a webcam, microphone, speaker, and any necessary assistive technology.

The webcam, microphone, and speaker will allow students and TAs to communicate with each other during a remote test session. These features have been built into the existing online testing system and work in the Secure Browser.

If students do not have access to a computer or other accessories that meet the requirements listed in the table below, they should contact their school to make alternate arrangements to take a test.

### Hardware Requirements for Students

Type of Hardware	Required Hardware
Desktop, laptop, or iPad (Student test device)	Students can take tests using any supported desktop, laptop, or iPad running any supported version of Windows, macOS, Ubuntu, or Fedora, iPadOS, or Chrome OS. For a list of supported desktops, laptops, iPads, and operating systems, see: <a href="https://smarterbalanced.alohasap.org/secure-browsers.html">https://smarterbalanced.alohasap.org/secure-browsers.html</a> . <b>Students taking tests from home on an iPad must update their iPad to at least version 14.8.</b>

Type of Hardware	Required Hardware
Second desktop, laptop, or iPad (Student monitoring device)	<p>Student must have a second internet-enabled device with camera and microphone/speaker available as a monitoring device.</p> <ol style="list-style-type: none"> <li>Must have current webinar application (e.g., WebEx, Zoom) installed or browser capable</li> <li>Must pass any system readiness checks prior to testing</li> <li>Can be a cell phone (with ringer and notifications turned off), iPad, tablet, Chromebook or computer that the parent, student, or school may have that is compatible with the preferred webinar platform</li> <li>Should be plugged in to a power source during testing to prevent shutdown due to loss of power</li> </ol>
Webcam (Camera)	To take a test while at home, students also need a webcam (for both test device and monitoring device) that is built into their computer or one that plugs into their computer. This will allow the student's TA to see the student while the student is testing and during one-on-one video conference sessions.
Microphone	To take a test while at home, students also need a microphone that is built into their computer or one that plugs into the computer. This will allow the student to speak to their TA during one-on-one video conference sessions.
Speaker	To take a test while at home, students also need a speaker that is built into their computer or one that plugs into the computer. This will allow the student to hear their TA during one-on-one video conference sessions. Students may also use headphones, headsets, or earbuds during a test as they would during an in-person administration. Students may not use their headphones or headset for other purposes such as phone calls or listening to music.
Assistive Technology	Students in need of assistive technology like text-to-speech software or screen readers need this as well.

### Software Requirements for Students

Whether students are testing in a classroom or at home, they need to use the Secure Browser to access the testing website to take a test. Technology coordinators should ensure each student's computer has the Secure Browser installed. For instructions to install the Secure Browser, see: <https://smarterbalanced.alohahsap.org/secure-browsers.html>.

### How to Prepare a Student's iPad to Take a Test at Home Using the Secure Browser

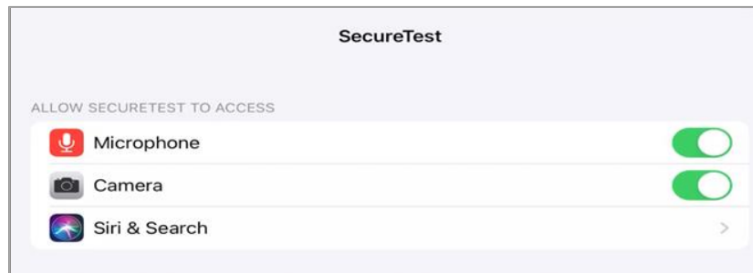
Students testing on iPads running iPadOS 14.8, 15.4, or 16 can use the Secure Browser to take a test from home. Students must allow the Secure Browser app access to their iPad's microphone and camera. If they do not allow access, they will be unable to take the test.

The first time a student launches the Secure Browser on their iPad and it attempts to access their microphone and camera, they will be prompted to allow access. If they do not allow access at that time, they can enable access later through their iPad's settings by following the steps below.

Allowing access only needs to be done once. After access is allowed, it will always be allowed unless the Secure Browser app is removed from the iPad and reinstalled or the student goes into their iPad's settings and disallows access.

Instructions for allowing the Secure Browser app access to a student's microphone and camera through iPad settings appear below. Note you must first launch the Secure Browser on your iPad and the Secure Browser must attempt to access the iPad's microphone and camera before the option to allow access through settings appears. This is because the app must request access before access can be granted.

1. On the iPad, students should open **Settings**.
2. Students should then open **SecureTest** settings.
3. Students should then enable access to **Microphone** and **Camera**.

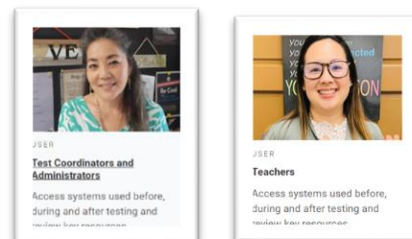


## How to Take the Remote Testing Certification Course

TAs should pass a remote testing certification course before they become eligible to administer a test to students who are testing off site. If a TA does not complete the course, they will not be able to sign in to the online testing system and administer a test remotely.

TAs can complete the remote testing certification course by following the steps below:

1. Navigate to the HSAP Portal ([alohahsap.org](http://alohahsap.org)).
2. Select your assessment program and then select your user role.



3. Select the Online TA Certification Course card.



4. The *Online TA Certification Course* login page opens in a new window. Enter the same credentials you would use in school and select **Secure Login**. If you have forgotten your password, select **Forgot Your Password?** and follow the on-screen instructions to set a new password.
5. Select the *Remote Summative Test Administration Certification Training* card on the Online TA Certification Course landing page: <https://ta-cert.cambiumast.com/courses/hawaii>.
6. The *Test Administration Certification* page opens. Complete the course to earn your certification.

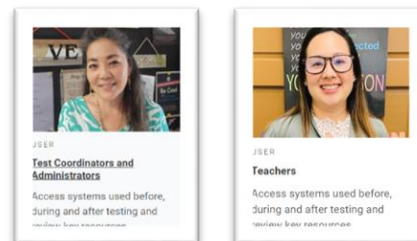
**NOTE:** Test administrators must also complete the appropriate Online TA Certification Course(s) for the summative test(s) they plan to administer remotely, in addition to the *Remote Summative Test Administration Certification Training*.

## How to Log in to the Test Administration Site from Home

TAs access the test administration site from home the same way they would access it in a classroom. From the test administration site, TAs can start a test session immediately or schedule a test session, assignment, or quiz to start in the future.

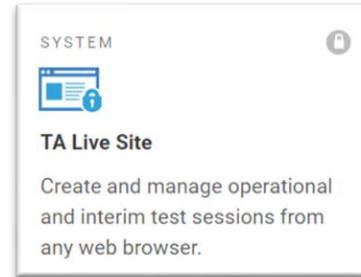
TAs can access the test administration site from home by following the steps below:

1. Navigate to the HSAP Portal ([alohahsap.org](http://alohahsap.org)).
2. Select your assessment program and then select your user role.



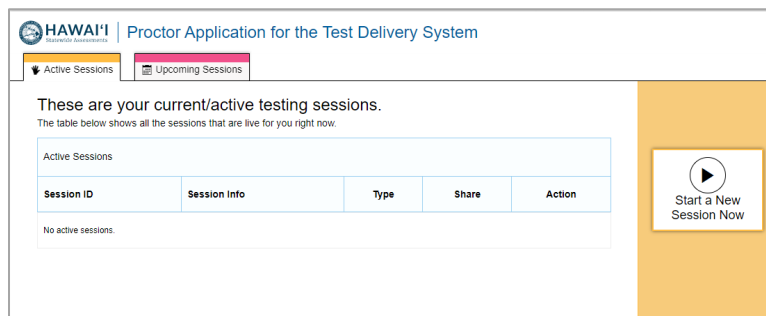


3. Select the TA Live Site card.



4. The *TA Live Site* login page opens in a new window. Enter the same credentials you would use in school and select **Secure Login**. If you have forgotten your password, select **Forgot Your Password?** and follow the on-screen instructions to set a new password.
  - a. If you receive a warning message about not being certified, you must complete the TA Certification Course and then log in again (see information above).
  - b. 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.

Once you have logged in, the *Test Administration* site appears, displaying the *Active Sessions* page. In addition to allowing TAs to create test sessions for students in the classroom like they have done in the past, this site has been redesigned to allow TAs to create test sessions for students who are testing at home and to schedule test sessions at home or in the classroom to start in the future.



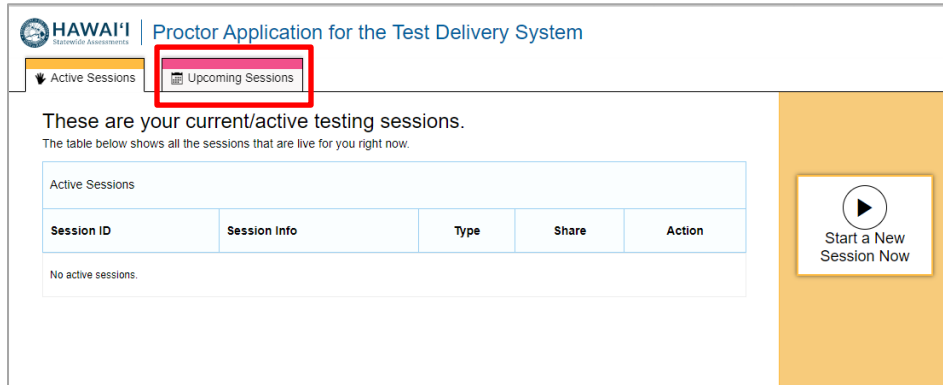
## How to Schedule a Test Session in Advance

To help ensure the day of testing runs as smoothly as possible, TAs should schedule test sessions in advance, and notify the Assessment Section using the [Remote Testing Student List](#) Google form (listing date and students by SSID number). When a TA schedules a test session in advance, the online testing system provides a session ID. TAs provide this information to their students so students can join the session when it begins. Students using the Secure Browser enter the session ID when they are signing in to take the test.

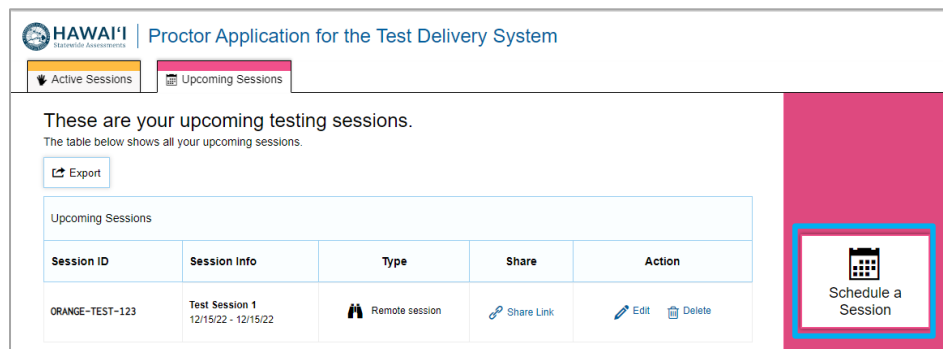
For information about communicating session information to students, see the section [How to Communicate Session Information Securely to Students](#).

TAs can schedule a test session in advance by following the steps below:

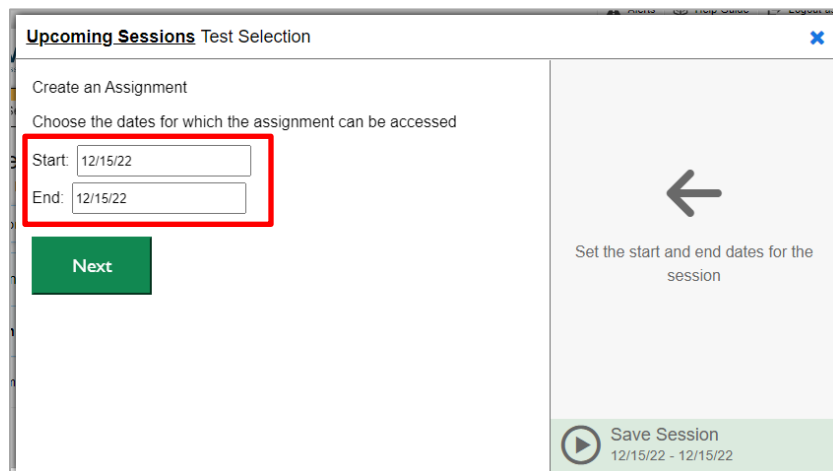
1. Access the test administration site by following steps in the section [How to Log in to the Test Administration Site from Home](#).
2. The *Test Administration* page appears. Select **Upcoming Sessions**.



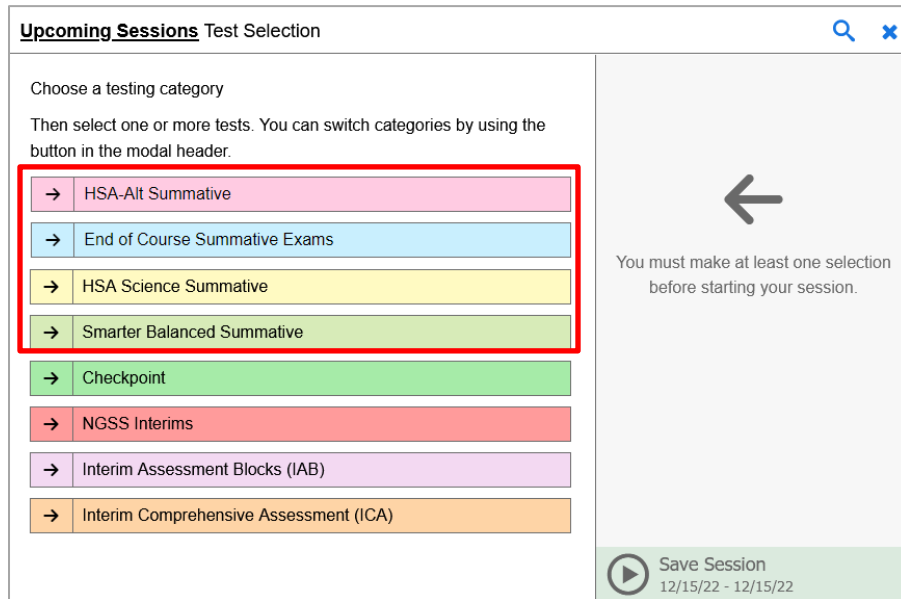
3. The *Upcoming Sessions* page appears. Select **Schedule a Session**.



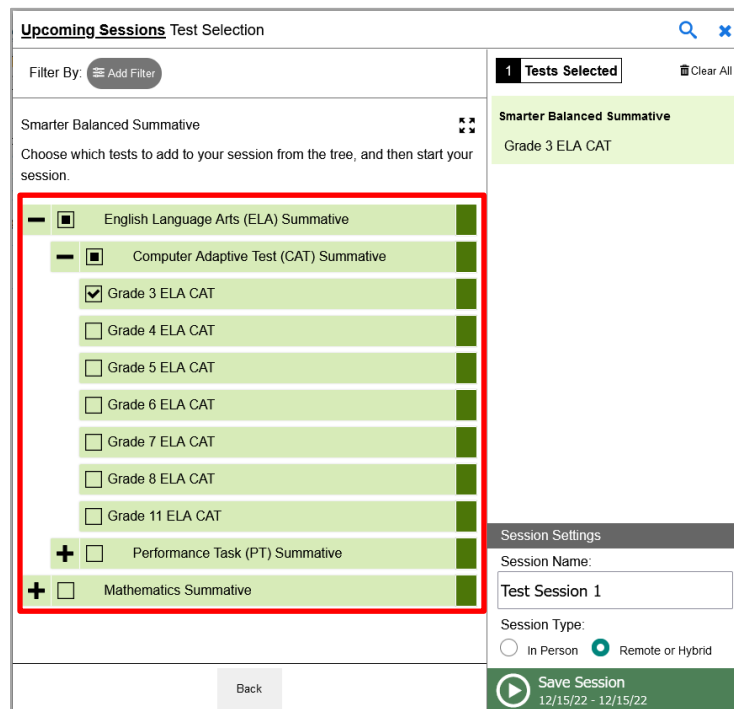
4. The *Schedule a Session* pop-up window appears. In the *Start* and *End* fields, enter a start and end date for the session and select **Next**.



- The *Test Selection* page appears. From the list of color-coded test categories, select the test category from which you wish to include tests.

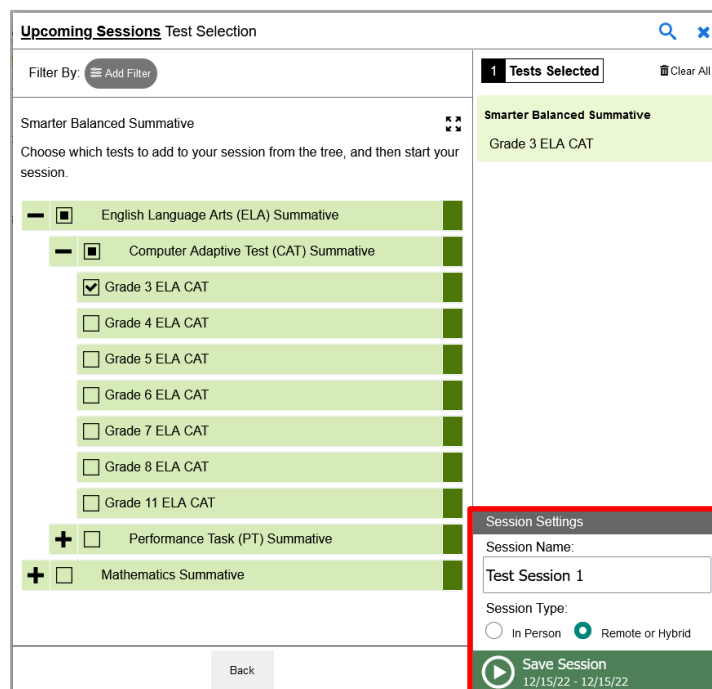


- The tests or test groups for the selected test category appear. Select a test or group of tests to add to the session by marking the checkbox(es) by the test(s). Expand a group of tests by selecting the **Plus Sign** button ( **+** ) next to that group.



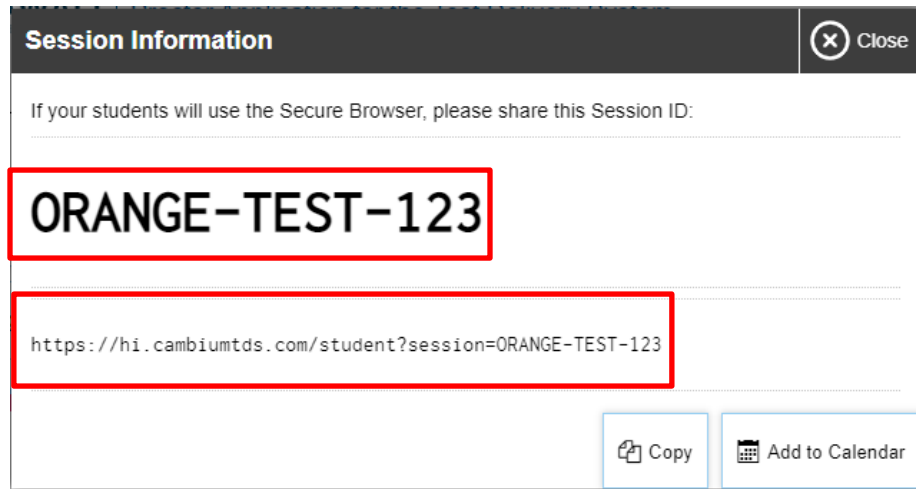
- Once you have selected a test or tests to add to the session, the *Session Settings* fields appear. Do the following:

- a. In the *Session Name* field, enter a name for the session.
- b. In the *Session Type* field, do one of the following:
  - For an in-person session, select **In Person**.
  - For a remote or hybrid session, select **Remote or Hybrid**. Remote sessions are when all students taking the test are at home. Hybrid sessions are when some students taking the test are at home and other students taking the same test are in the classroom.
- c. Select **Save Session**.







8. The *Session Information* pop-up window appears. This pop-up window provides the session ID to share with students so students can join the session when it starts. To make sure you communicate with students securely, see [How to Communicate Session Information Securely to Students](#).
  - a. You should also copy this session ID and link for yourself and save it in a secure location in case you need it later. To copy the information displayed in the **Session Information** window, select **Copy**. Once the information is copied to your clipboard, the button name changes to **Copied to Clipboard**.
  - b. You can also add the session information to your calendar. To add the information to your calendar, select **Add to Calendar**. A .ics file containing the information displayed on the window as well as the start and end date will be generated. You can save the file to your desired calendar application.

- c. After providing the session ID and link to students and copying it, select **Close**.



9. The *Test Administration* site appears again, displaying the *Upcoming Sessions* page. The scheduled session appears in the table.

- To retrieve the session ID and link to the session again, select the **Share Link** button ()
- To edit an upcoming session before it begins, select the **Edit** button ()
- To delete an upcoming session before it begins, select the **Delete** button ()






Proctor Application for the Test Delivery System


Active Sessions

Upcoming Sessions

These are your upcoming testing sessions.  
The table below shows all your upcoming sessions.

Export

Session ID	Session Info	Type	Share	Action
ORANGE-TEST-123	Test Session 1 12/15/22 - 12/15/22	 Remote session	 Share Link	 Edit  Delete

  
 Schedule a Session

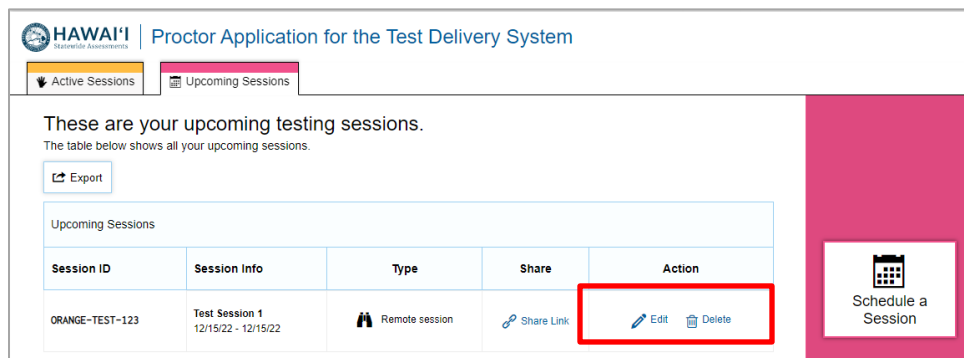
## How to Modify a Test Session That Was Scheduled in Advance but Has Not Started Yet

TAs can modify test sessions and sessions that include assignments and quizzes that were scheduled in advance but have not started yet.

For example, a TA may want to modify a session after it was created to add tests or to change the start or end date of the session.

TAs can modify test sessions that were scheduled in advance but have not started yet by following the steps below:

1. Access the test administration site by following steps in the section [How to Log in to the Test Administration Site from Home](#).
2. The *Test Administration* site appears. Select **Upcoming Sessions**. The *Upcoming Sessions* page appears.



3. To edit an upcoming test session, select **Edit** for that test session. Complete steps [4-9](#) in the section [How to Schedule a Test Session in Advance](#).

## How to Communicate Session Information Securely to Students

TAs need to communicate session IDs and student IDs to their students so students can take tests at home. This information should not be shared over unsecured communication methods like personal (non-Hawaii Department of Education issued Gmail accounts) email or text messages. Instead, TAs should communicate this information to students using a secure method such as the HIDOE-issued staff and student Gmail accounts, or whichever classroom management system TAs and students are already using for instructional purposes.

## How to Administer a Test to Students in a Classroom and Students at Home at the Same Time

TAs can administer test sessions to some students in the classroom and some students at home at the same time. If any students in a test session are taking the test from home, the audio and video features you are using will appear for all students in the session, even those taking the test in the classroom.

## Tasks to Complete During Testing

This section lists and explains the tasks that TAs will need to complete in order to start and monitor a test session while students are at home, including the following:

- How to join a remote test session that was scheduled in advance
- How to start a test session immediately for students who are not in the classroom
- How to communicate with a student who is not yet logged in
- How to communicate with all students in a remote test session at once
- How to observe students while they test off site
- How to start a one-on-one video conference with a student who is testing at home
- How to respond to a student's request for assistance
- How to respond if a test alert appears for a student
- How to end a remote test session

### How to Join a Remote Test Session that was Scheduled in Advance

On the day of the test, TAs join a test session they scheduled in advance and approve students into the session so students can take the test. TAs should join active sessions twenty minutes prior to the start time of the session.

On the *Test Administration* site, test sessions scheduled in advance move automatically from the *Upcoming Sessions* page to the *Active Sessions* page when the start date for the session arrives. TAs can join the session from the *Active Sessions* page.

TAs can join a test session that was scheduled in advance by following the steps below:

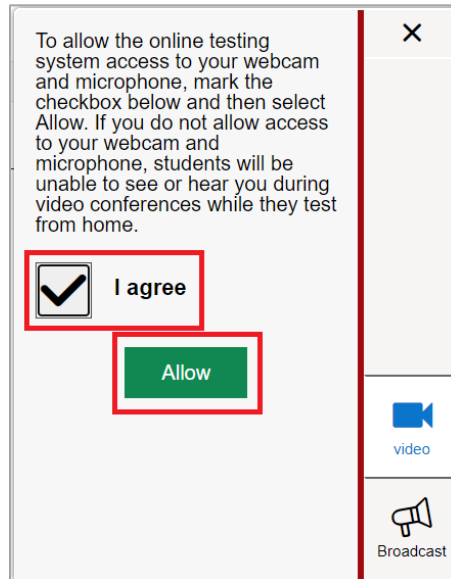
1. Access the test administration site by following steps in the section [How to Log in to the Test Administration Site from Home](#).
2. The *Test Administration* site appears. Select **Join** for the session you want to join.

The screenshot displays the 'Active Sessions' page of the HAWAII Proctor Application. At the top, there are two tabs: 'Active Sessions' (selected) and 'Upcoming Sessions'. Below the tabs, a message states: 'These are your current/active testing sessions. The table below shows all the sessions that are live for you right now.' A table with the following data is shown:

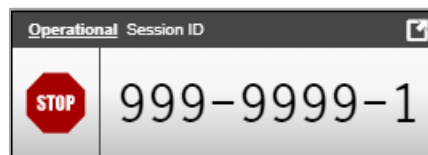
Session ID	Session Info	Type	Share	Action
ORANGE-623A-24T	Test Session 1 12/19/22 - 12/19/22	Remote session	<a href="#">Share Link</a>	<a href="#">Join</a>
ORANGE-1F74-27T	Test Session 2 12/19/22 - 12/19/22	In Person session	<a href="#">Share Link</a>	<a href="#">Join</a>



On the right side of the page, there is a yellow vertical bar with a button labeled 'Start a New Session Now'.

3. If you are joining a remote test session you will be asked to allow access to your webcam and microphone. Do the following:
  - a. A pop-up window appears in the online testing system, requesting access to your webcam and microphone. Mark the **I agree** checkbox and then select **Allow**. If you do not select **Allow**, you will not be allowed to join the test session.




- b. After you allow access to your webcam and microphone, you also need to allow it in your web browser. A pop-up window appears in your web browser, requesting access to your webcam and microphone. Select **Allow**. If you do not select **Allow**, you will not be allowed to join the test session.
4. The *Test Administration* site appears. The session has started and will continue the same way it would if you had created it to start immediately. The session ID appears at the top of the page.



- To stop the session, select the **Stop** button (  ).
- To select tests to add to the session, select the **Select Tests** button (  ).
- To approve students requesting to join the session, select **Approvals** next to the session ID. The **Approvals and Student Test Settings** window 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 the **Refresh** button () in the upper-right corner to update it manually.

While approving students, you can also view and edit students' test settings and accommodations, if necessary.

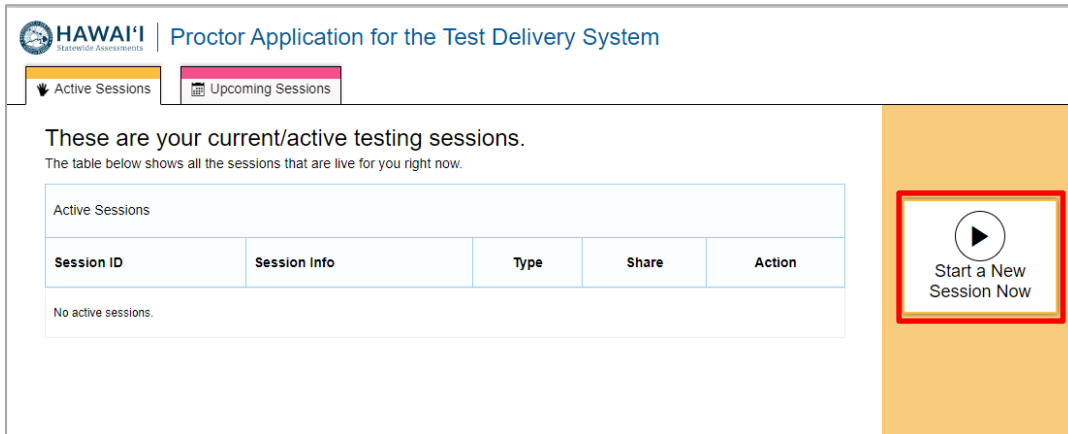
Once students have been approved to join the session, they can begin taking the test.

## How to Start a Test Session Immediately for Students Who Are Not in the Classroom

If TAs did not schedule a test session in advance for students who are not in the classroom, they can start a test session immediately. The process for this is almost exactly the same as it was before remote administration was available, except one additional step has been added to start the process. In the past, TAs would see the *Test Selection* page when they logged in to the test administration site. Now, they see a dashboard with two pages: *Active Sessions* and *Upcoming Sessions*. To start a test session immediately, TAs begin on the *Active Sessions* page.

TAs can start a test session immediately by following the steps below:

1. Access the test administration site by following steps in the section [How to Log in to the Test Administration Site from Home](#).
2. The *Test Administration* site appears, displaying the *Active Sessions* page. Select **Start a New Session Now**.



HAWAII! | Proctor Application for the Test Delivery System

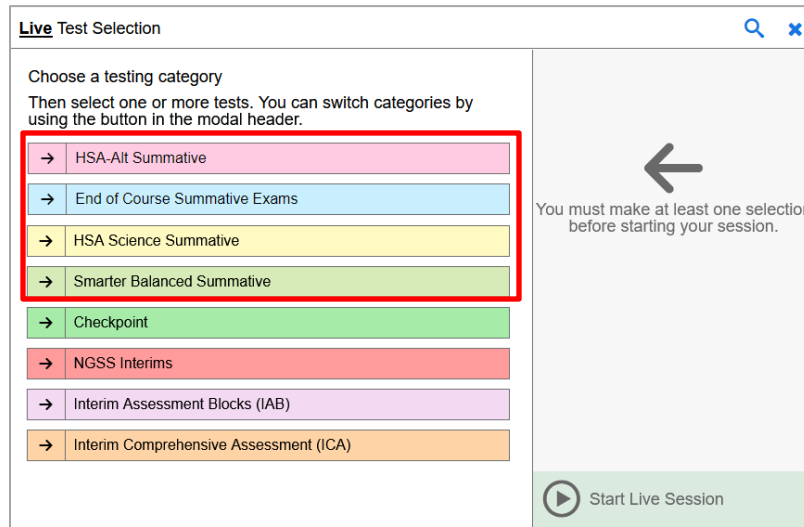
Active Sessions | Upcoming Sessions


These are your current/active testing sessions.  
The table below shows all the sessions that are live for you right now.

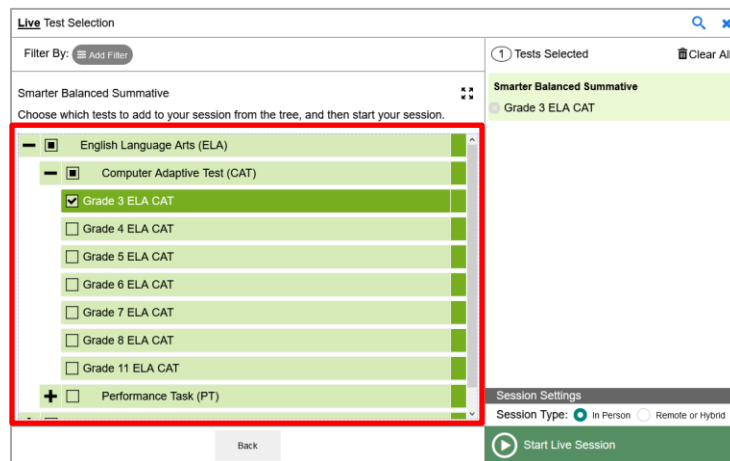
Active Sessions				
Session ID	Session Info	Type	Share	Action
No active sessions.				

Start a New Session Now

- The *Test Selection* page appears. From the list of color-coded test categories, select the test category from which you wish to include tests.

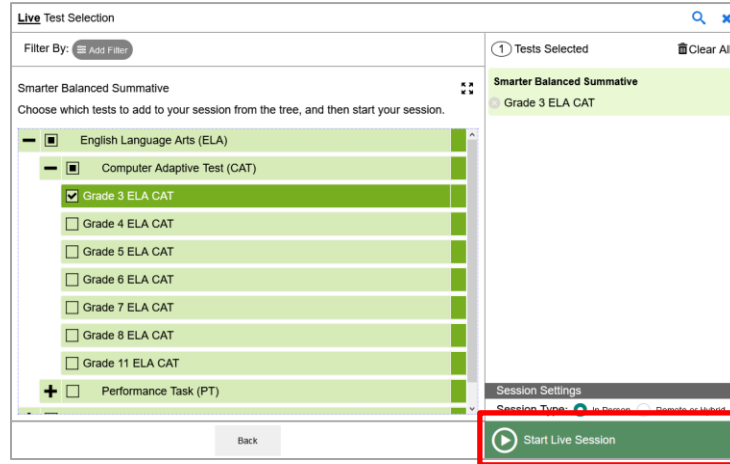


- The tests or test groups for the selected test category appear. Select a test or group of tests to add to the session by marking the checkbox(es) by the test(s). Expand a group of tests by selecting the **Plus Sign** button (  ) next to that group.

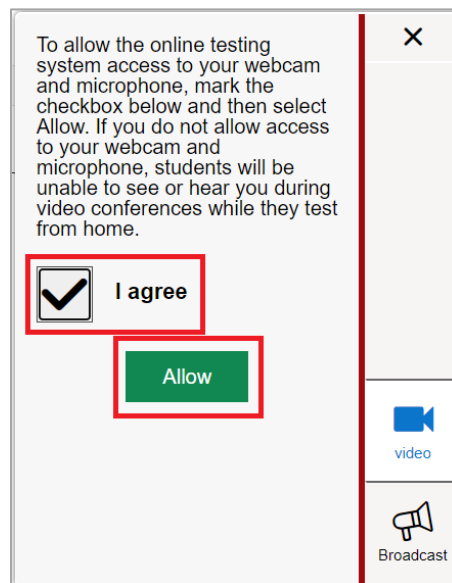


- Once you have selected a test or tests to add to the session, the *Session Settings* fields appear. Do the following:
  - In the *Session Type* field, do one of the following:
    - For an in-person session, select **In Person**.
    - For a remote or hybrid session, select **Remote or Hybrid**. Remote sessions are when all students taking the test are at home. Hybrid sessions are when some students are at home and other students are in the classroom.

b. Select **Start Live Session**.






6. If the session is a remote session, you will need to allow access to your webcam and microphone by doing the following:
- A pop-up window appears in the online testing system, requesting access to your webcam and microphone. Mark the **I agree** checkbox and then select **Allow**. If you do not select **Allow**, you will not be allowed to start the test session.



- After you allow access to your webcam and microphone to the online testing system, you also need to allow it to your web browser. A pop-up window appears in your web browser, requesting access to your webcam and microphone. Select **Allow**. If you do not select **Allow**, you will not be allowed to start the test session.

7. The *Test Administration* site appears. The session has started. The session ID appears at the top of the page.



- To stop the session, select the **Stop** button (  ).
- To select tests to add to the session, select the **Select Tests** button (  ).
- To approve students requesting to join the session, select **Approvals** next to the session ID. The **Approvals and Student Test Settings** window appears, displaying a list of students grouped by test. Note that 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 the **Refresh** button (  ) in the upper-right corner to update it manually.



Before you approve a student to join the session, you can communicate with them through the test delivery system. For more information, see the section [How to Communicate with One Student at a Time](#).

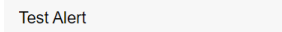




While approving students, you can also view and edit students' test settings and accommodations, if necessary.

Once students have been approved to join the session, they can begin taking the test.

## Overview of Communication with Students

The table below lists each feature TAs can use for communication and monitoring, who initiates the communication, and how to use the feature.

Communication/ Monitoring Feature	Who initiates the communication	How to use the feature
<b>Lobby Communication</b> 	Student initiated	Using the session ID, a student can contact the teacher prior to logging in.
<b>Broadcast Message</b> 	TA initiated	The TA uses this feature to send a chat message to all students at once. Students can respond by sending a chat message to the TA. See <a href="#">How to Communicate with All Students in a Remote Test Session at Once</a> .

Communication/ Monitoring Feature	Who initiates the communication	How to use the feature
<b>Test Alert</b>  Test Alert <ul style="list-style-type: none"> <li>The student paused their test by clicking the [Pause] button.</li> </ul>	Student initiated	The TA will receive an alert if the testing system detects a problem with the student's test. See <a href="#">How to Respond if a Test Alert Appears for a Student</a> .
<b>Screenshare Feature</b> 	TA initiated; student must grant permission	The TA can view a student's screen after the student grants permission. See <a href="#">How to Request to View a Student's Screen from the Approvals and Student Test Settings Window</a> .
<b>Chat Message</b> 	TA or student initiated	Both the TA and student can communicate at any time. For information on TA initiation, see <a href="#">How to Send a Chat Message to an Off-Site Student from the Approvals and Student Test Settings Window</a> .
<b>Video Conference</b> 	TA initiated	The TA and student can have a one-to-one video conference. See <a href="#">How to Start a One-on-One Video Conference with One Student at a Time from the Approvals and Student Test Settings Window</a> .
<b>Raise Hand Feature</b> 	Student initiated	Students can request help by virtually raising their hands. The TA can respond via chat message or video conference. For more information, see <a href="#">How to Respond to Student Requests for Assistance</a> .

## How to Communicate with One Student at a Time

The *Login help requested* table and the *Approvals and Student Test Settings* window provides opportunities for TAs to communicate with students through the test delivery system. TAs can do any of the following:

- Observe the student through the student's webcam.
- Start a one-on-one video conference with the student.
- Send the student a chat message to which the student can respond.
- View the student's screen.

## How to Communicate with a Student Who Is Not Yet Logged in from the Login Help Requested Table

Students and teachers can communicate before the students log in to take a test. This may help students who are having trouble logging in.

Because the students are not logged in yet, they will need to enter the session ID and identify themselves so teachers know who they are. They need not use the names that are registered in

the system. (Note that after students log in, the system will display each student's name as it is registered.)

Students and teachers can communicate before the students log in by following the steps below:


1. From the login page on the student testing site, the student selects the chat widget.
2. In the text boxes that appear, the student enters the session ID and a name the teacher will recognize.
3. On the test administrator site, the student appears in a *Login help requested* table listing students who have not yet logged in. The teacher clicks the student's icon to call up a pop-up communication window. The student and teacher can now communicate the same way they would if the student were logged in.

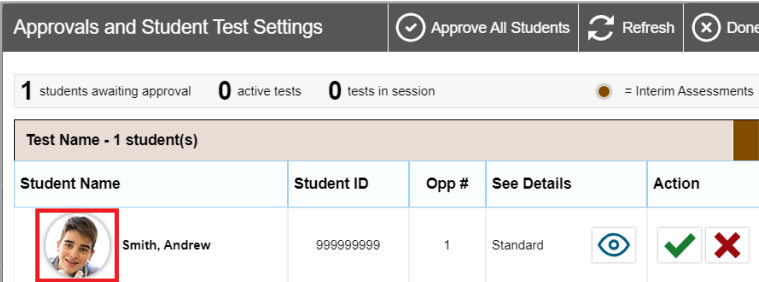
Communication prior to student login can take the same forms as communication after student login:





- The teacher can start a one-on-one video conference by following the steps in [How to Start a One-on-One Video Conference with One Student at a Time from the Approvals and Student Test Settings Window](#).
- The teacher and student can exchange chat messages by following the steps in [How to Send a Chat Message to an Off-Site Student from the Approvals and Student Test Settings Window](#).
- The teacher can request to view a student's screen by following the steps in [How to Request to View a Student's Screen from the Approvals and Student Test Settings Window](#).
- The teacher can respond to a student request for assistance by following the steps in [How to Respond to Student Requests for Assistance](#).

### How to Observe an Off-Site Student from the Approvals and Student Test Settings Window

The TA can observe a student from the *Approvals and Student Test Settings* window by following the steps below:

1. On the *Approvals and Student Test Settings* window, select the **Student Video** button ().



Student Name	Student ID	Opp #	See Details	Action
 Smith, Andrew	999999999	1	Standard	  

2. The *Video Conference* pop-up window appears, displaying high resolution video of the student.



From the *Video Conference* pop-up window, you can do any of the following:

- Start a one-on-one video conference with a student by following the steps in the section [How to Start a One-on-One Video Conference with One Student at a Time from the Approvals and Student Test Settings Window](#).
- Send the student a chat message by following the steps in the section [How to Send a Chat Message to an Off-Site Student from the Approvals and Student Test Settings Window](#).
- Request to view the student's screen by following the steps in the section [How to Request to View a Student's Screen from the Approvals and Student Test Settings Window](#).

To close the *Video Conference* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The *Approvals and Student Test Setting* window appears.

### **How to Start a One-on-One Video Conference with One Student at a Time from the Approvals and Student Test Settings Window**

A TA can start a one-on-one video conference with one student at a time from the *Approvals and Student Test Settings* window. During a video conference, the TA can see and hear the student and, if the TA permits it, the student can see and hear the TA.

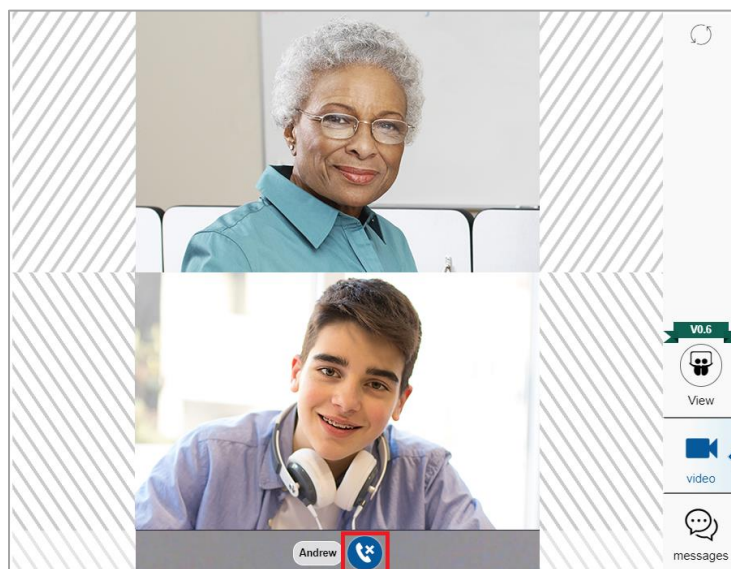
TAs can start a one-on-one video conference from the *Approvals and Student Test Settings* window by following the steps below:

1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by following steps in the section [How to Observe an Off-Site Student from the Approvals and Student Test Settings Window](#).
2. From the *Video Conference* pop-up window, select the **Call** button (📞) to call the student.



The call is placed. The student doesn't have to do anything to take the call. On your device, the *Video Conference* pop-up window displays a split-screen view of you and the student. On the student's device, the *Video Conference* pop-up window displays automatically, displaying the same split-screen view of you and the student.

To disconnect the call, select the **Disconnect Call** button (📞).







## How to Send a Chat Message to an Off-Site Student from the Approvals and Student Test Settings Window

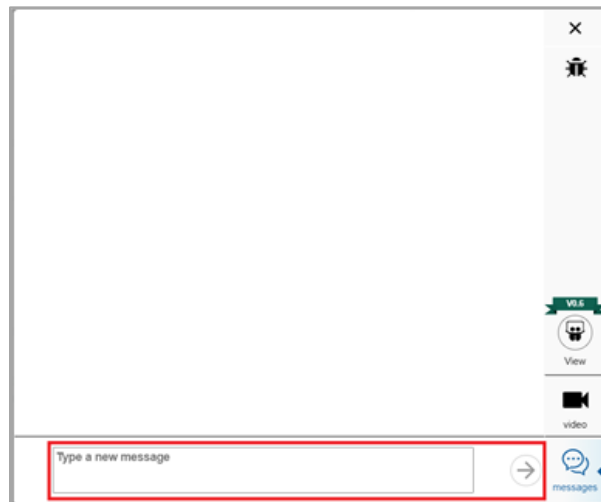
TAs can send chat messages to one student at a time from the *Approvals and Student Test Settings* window. Students can respond to these messages by sending chat messages back to the TA.

A TA can send a chat message to one student at a time from the *Approvals and Student Test Settings* window by following the steps below:

1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by following steps in the section [How to Observe an Off-Site Student from the Approvals and Student Test Settings Window](#).
2. From the *Video Conference* pop-up window, select the **Messages** icon ().




3. The *Chat* screen appears. In the *Type a new message* field, type your chat message and select the **Send** button (). Your message appears automatically on the student's screen. The student can respond with a chat message of their own.



## How to Request to View a Student's Screen from the Approvals and Student Test Settings Window

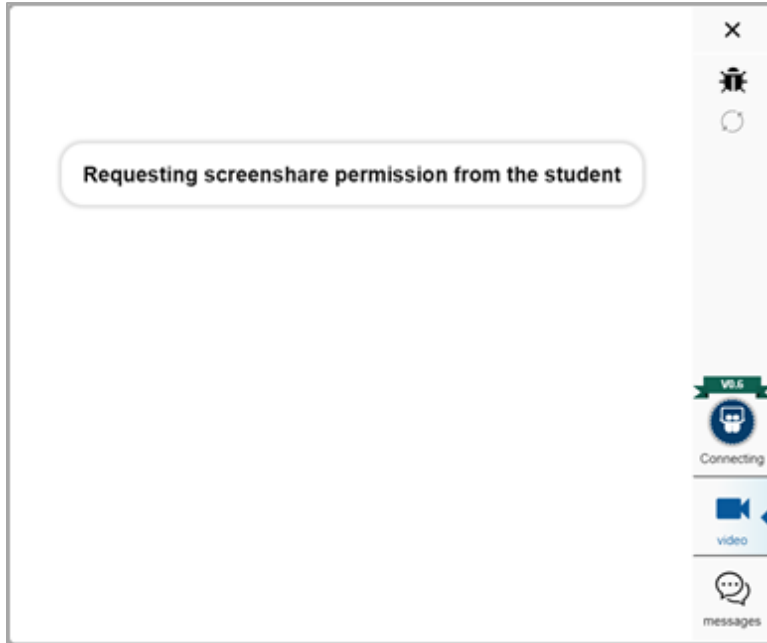
TAs can request to view a student's screen from the *Approvals and Student Test Settings* window. When a TA requests access to view a student's screen, the student must first give permission to view their screen and can then decide if they want to share their entire screen, the window of the application they are currently viewing, or the tab of their web browser they are currently viewing. This feature is not available if the student is using an iPad.

TAs can request to view a student's screen from the *Approvals and Student Test Settings* window by following the steps below:

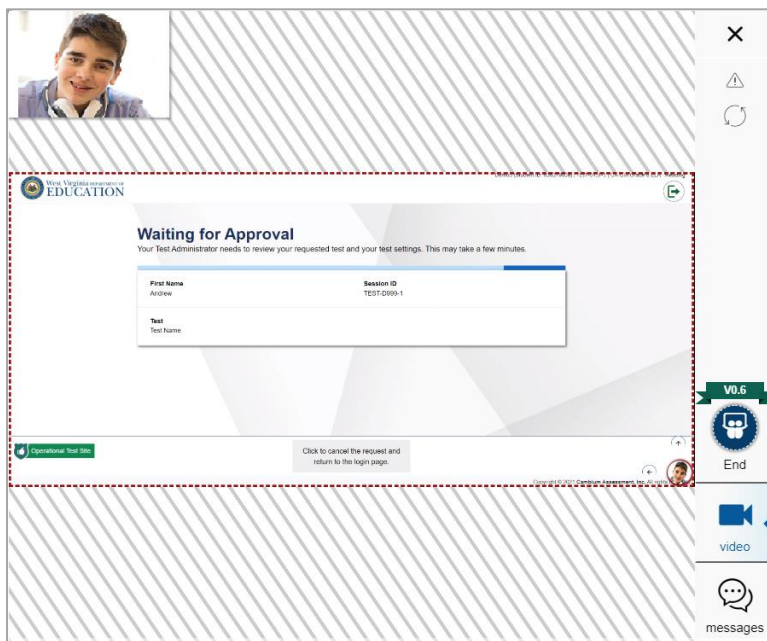
1. From the *Approvals and Student Test Settings* window, access the *Video Conference* pop-up window for the student by following steps in the section [How to Observe an Off-Site Student from the Approvals and Student Test Settings Window](#).
2. From the *Video Conference* pop-up window, select the **View** button (  ).



The *Request screenshare permission from the student* pop-up window appears.



The student must first give permission to view their screen and then choose if they want to share their entire screen, the application window, or the tab of their web browser. If they allow permission, the screen they choose to share will appear in the *Video Conference* pop-up window.




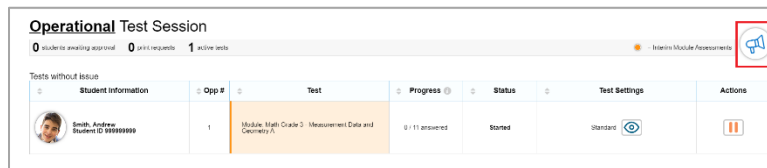
## How to Communicate with All Students in a Remote Test Session at Once


Once a remote test session has started and students have joined, the TA can communicate with all students at once using a broadcast feature on the test administration site. Only students who have joined the session will receive broadcast messages. If a student has not yet joined a session, they will not receive broadcast messages sent before they joined.

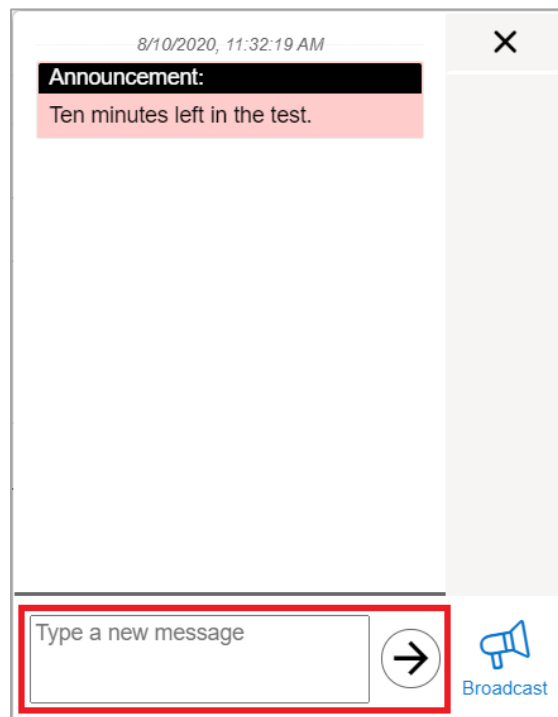
- Broadcasted messages to students pop up automatically as announcements on each student's screen. Students do not need to do anything for these messages to appear.
- TAs should keep these messages brief. For example, they might tell students, "Ten minutes left in the test."
- Students can respond to TAs through this communication method. Chat messages sent from students to TAs appear only on the TA's screen and not on the screens of other students in the session.

TAs can communicate with all students in a remote test session by following the steps below:

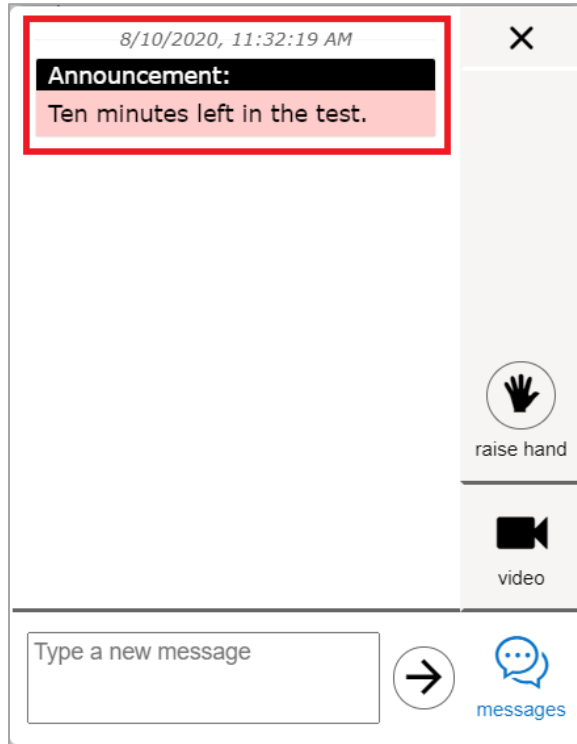
1. From the test administration site, select the **Megaphone** button ().



2. The *Broadcast* pop-up window opens. In the *Type a new message* field, type your message and then select the **Send** button (.



Your message automatically appears on the testing device of each student in the session. Students do not need to do anything for this message to appear.






Students can respond to messages by typing a message in the *Type a new message* field and selecting the **Send** button (→) on their devices. When a student sends a message, a **Message Waiting** icon (🗨️) appears beside their image on the test administration site. To see the student's message, select their image.

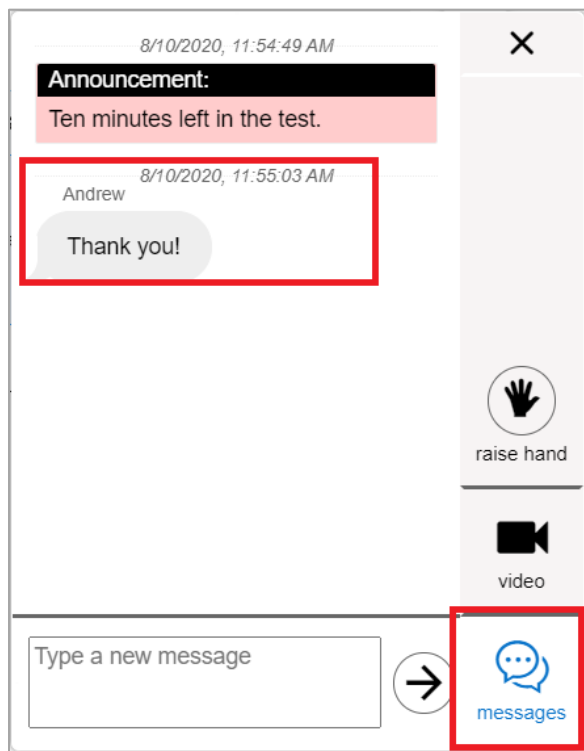
**Operational** Test Session

0 students awaiting approval 0 test requests 1 active tests Interim Module Assessments

Tests without issues

Student Information	Opp #	Test	Progress	Status	Test Settings	Actions
 Smith, Andrew Student ID: 99999999	1	Module 1000-Grade 3- Measurement Grid and Reciprocity A	0/11 answered	Stalled	Stalled	 

The *Chat* pop-up window opens. Select the **Messages** button (  ) to view the message sent by the student.







To close the *Chat* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The test administration site appears.


### How to Observe Off-Site Students from the Test Administration Site

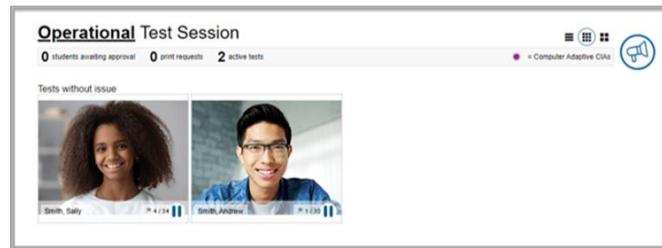
While students are testing off site, TAs can view lower-resolution video of all students at once or select one student to view at high resolution.


Lower-resolution video of all students appears automatically in the list of students on the test administration site.

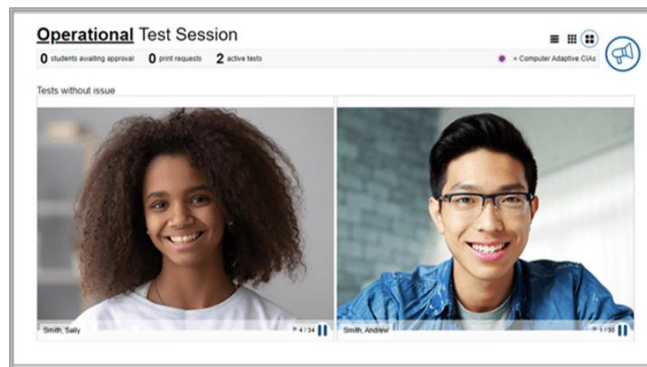
By default, students in a test session appear listed in a table, as shown in the screenshot below.

Student Information	Opp #	Test	Progress	Status	Test Settings	Actions
 Smith, Andrew Student ID: 123456789	2	CA-CIA Grade 8 ELA - Reading	2 / 30 answered	Started	Standard	
 Johnson, Sally Student ID: 123456789	1	CA-CIA Grade 7 ELA - Reading	10 / 30 answered	Started	Standard	


TAs can change to a small tile view by selecting the 3×3 **Tile View** button (  ).

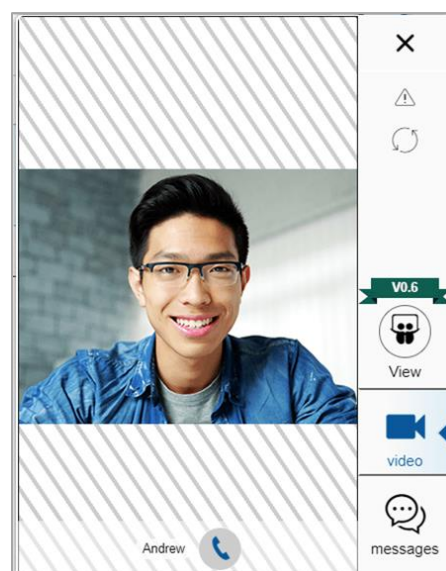


TAs can change to a large tile view by selecting the 2×2 **Tile View** button (  ).



TAs can view high-resolution video of one student at a time by following the steps below:

1. From the list of students in the test session, select the **Student Video** button (  ) for the student you wish to view. This is the same if you are viewing your students in tile view. Just select the student's image from the grid of students.
2. The *Video Conference* pop-up window appears, displaying high-resolution video of the student.




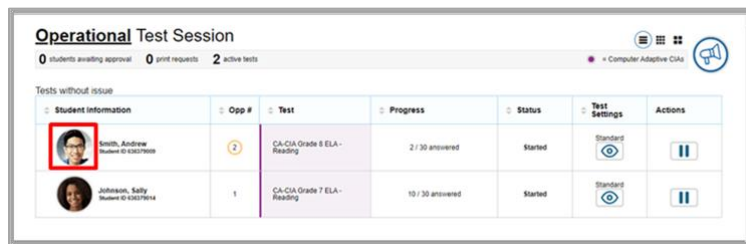
To close the *Video Conference* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The test administration site appears.


## How to Start a One-on-One Video Conference with One Student at a Time from the Test Administration Site

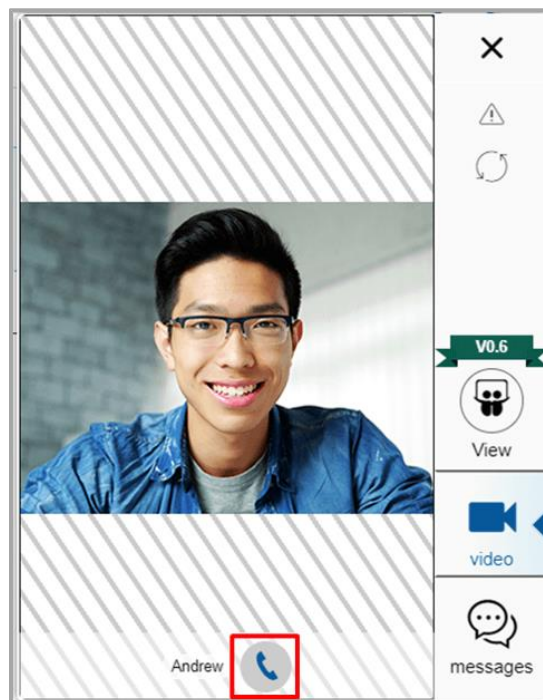
TAs can start a one-on-one video conference with one student at a time through the test administration site. During a video conference, the TA can see and hear the student and, if the TA allows, the student can see and hear the TA.

TAs can start a one-on-one video conference by following the steps below:

1. From the list of students in the test session, select the **Student Video** button (  ) for the student with whom you wish to start a one-on-one video conference.




2. The *Video Conference* pop-up window opens, displaying high resolution video of the student. Select the **Call** icon (  ) to call the student.



The call is placed. The student doesn't have to do anything to take the call. On your device, the *Video Conference* pop-up window displays a split-screen view of you and the student. On the




student's device, the *Video Conference* pop-up window displays automatically, displaying the same split-screen view.




To disconnect the call, select the **Disconnect Call** button ().




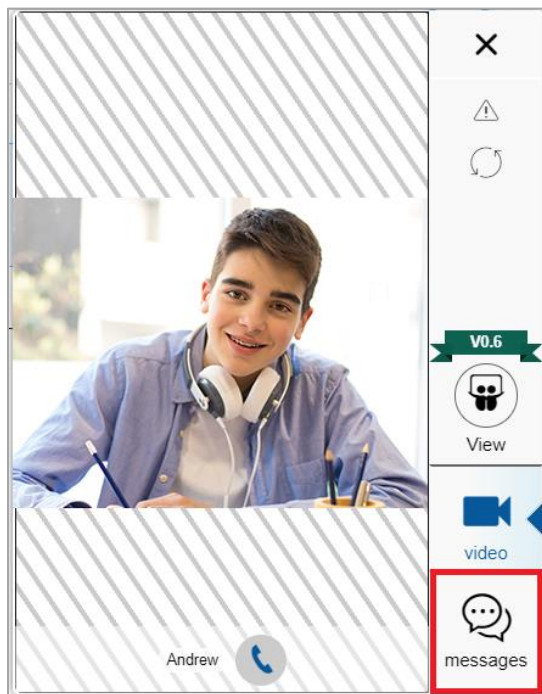
## How to Send a Chat Message to an Off-Site Student from the Test Administration Site


TAs can send chat messages to one off-site student at a time from the test administration site by following the steps below:

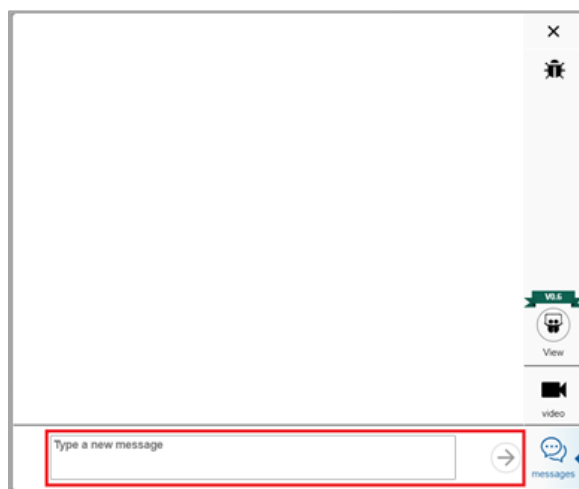
1. From the list of students in the test session, select the **Student Video** button () for the student.

Operational Test Session						
0 students awaiting approval		0 print requests		1 active tests		Interim Module Assessments
Tests without issue						
Student Information	Opp #	Test	Progress	Status	Test Settings	Actions
 Smith, Andrew Student ID: 999999999	1	Module: Math Grade 5 - Measurement Tools and Geometry A	0 / 11 answered	Started	Standard	 

2. The *Video Conference* pop-up window opens. Select the **Messages** button (  ).



3. The *Chat* screen appears. In the *Type a new message* field, type the chat message you wish to send to the student and then select the **Send** button (  ). Your message appears automatically on the student's screen. Students can respond to your message with a chat message of their own.




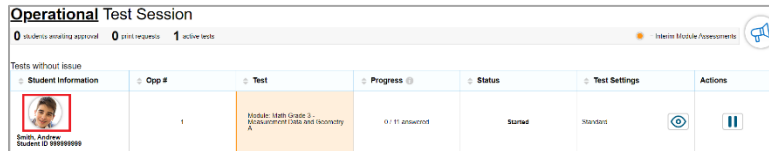
### How to Request to View the Screen of an Off-Site Student from the Test Administration Site


TAs can request to view a student's screen from the test administration site. When a TA requests access to view a student's screen, the student must first give permission to view their screen and can then decide if they want to share their entire screen, the window of the

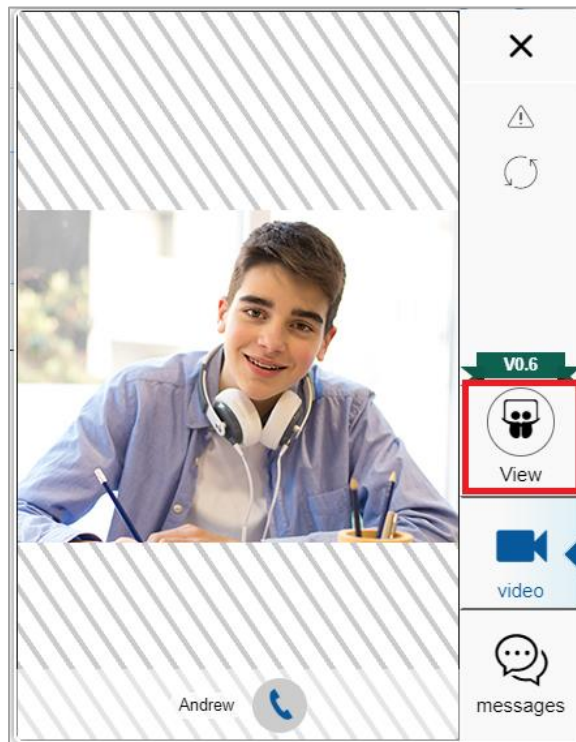
application they are currently viewing, or the tab of their web browser they are currently viewing. This feature is not available if the student is using an iPad.

A TA can request to view a student's screen from the test administration site by following the steps below:

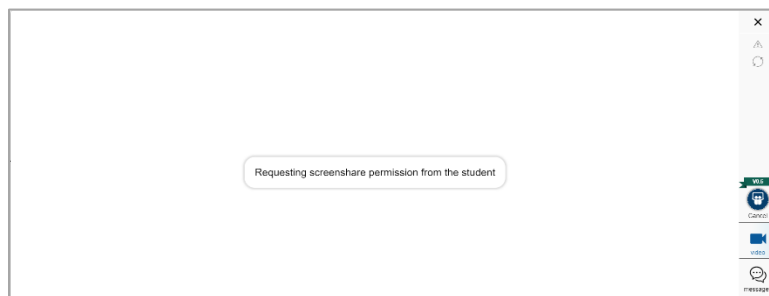
1. From the list of students in the test session, select the **Student Video** button (  ) for the student.



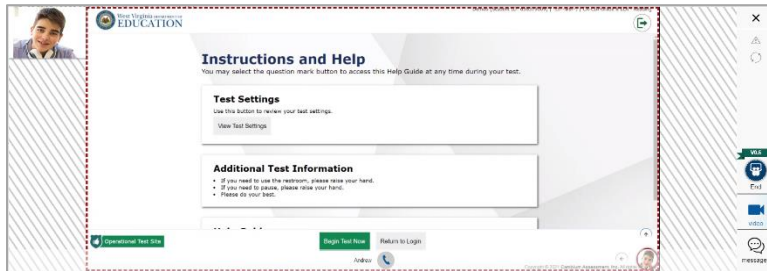
2. The *Video Conference* pop-up window opens. Select the **View** button (  ).



The *Request screenshare permission from the student* pop-up window appears.








The student must first give permission to view their screen and then choose if they want to share their entire screen, the application window, or the tab of their web browser. After they do this, the screen they choose to share will appear in the *Video Conference* pop-up window.







## How to Respond to Student Requests for Assistance

Students who need assistance can request it from their TA by virtually “raising their hand” while taking a remote test. When students virtually raise their hand, TAs can respond by sending a chat message or by starting a one-on-one video conference with the student.

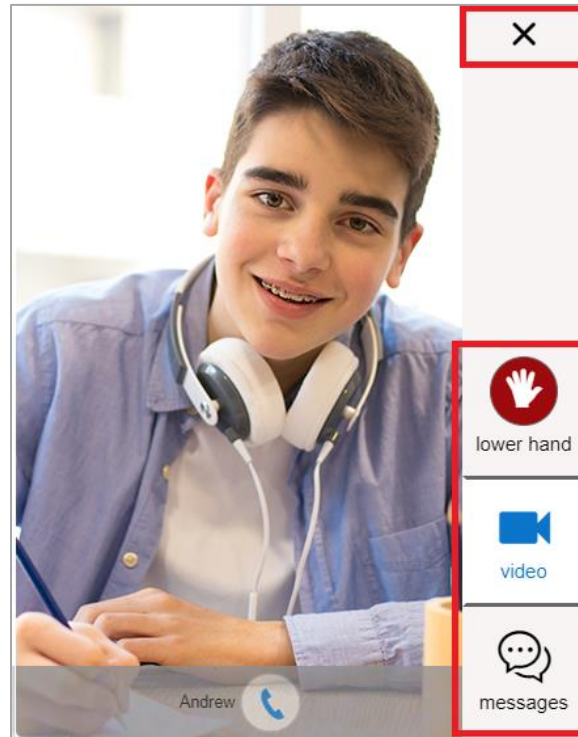
Students who need assistance will appear with a **Hand Raised** icon () next to their name on the list of students on the test administration site.

Student Information	Opp #	Test	Progress	Status	Test Settings	Actions
  Smith, Andrew Student ID: 999999999	1	Module: Math Grade 3 - Measurement, Data and Geometry A	0 / 11 answered	Started	Restart	 

TAs can respond to student requests for assistance by following the steps below:

- From the list of students in the test session, select the **Student Video** button () for the student to whom you wish to respond.
- The *Video Conference* pop-up window appears, displaying high resolution video of the student. Do one of the following:
  - To send the student a chat message, select **Messages**, enter your message in the *Type a new message* field, and select the **Send** button (). Your message appears automatically on the student’s screen. Students can respond to your message with a chat message of their own.
  - To start a one-on-one video conference with the student, select the **Call** button (). The student appears in a split-screen. You and the student can see and hear each other.
  - To lower the student’s hand, select the **Lower Hand** button ()

- To close the *Video Conference* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The list of students in the session appears.



## How to Respond if a Test Alert Appears for a Student


On the test administration site, a test alert appears in the list of students if the online testing system has not detected any activity from the student for some time. This may happen if the student’s computer has gone to sleep or if the student is experiencing some interruption. In the event of a test alert, all student responses are saved, so students do not lose test data.

When a test alert appears for a student, TAs can respond by sending a chat message or by starting a one-on-one video conference with the student.

Students with test alerts are moved to a *Tests with potential issues* list.

Operational Test Session								
Tests with potential issues		Student Information	Opp #	Test	Progress	Status	Test Alert	Actions
	Smith, Andrew Student ID: 99999999	1	Module, Math Grade 3 Measurement Data and Geometry A	0 / 11 answered	Available <a href="#">More Info</a>	Test Alert	We have not seen any activity on this student's testing device for a while. This could be due to the device going to sleep or the student experiencing some interruption.	

TAs can respond to test alerts by following the steps below:

- When using the video feature, select the **Student Video** button () for the student.
- The *Video Conference* pop-up window appears, displaying high-resolution video of the student. Do one of the following:

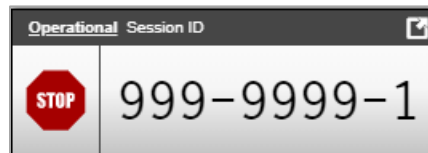
- To send the student a chat message, select **Messages**, enter your message in the *Type a new message* field, and select the **Send** button (↗). Your message appears automatically on the student’s screen. Students can respond to your message with a chat message of their own.
- To start a one-on-one video conference with the student, select the **Call** button (☎). The student appears in a split-screen view. You and the student can see and hear each other.
- To lower the student’s hand, select the **Lower Hand** button (👇).  
Lower Hand
- To close the *Video Conference* pop-up window, select the close window button, which looks like an **X** and is in the upper-right corner. The list of students in the session appears.

## How to End a Remote Test Session

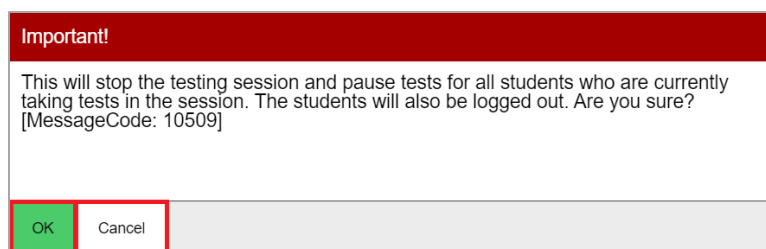
Once the last student testing submits their test, the TA can end the remote test session. After the test session is ended, or if a student logs out of the session, TAs and students will no longer be able to see or communicate with each other through the online testing system.

Stopping a session automatically logs out all the students in the session and pauses their tests. Once a test session is stopped, it cannot be resumed. To resume testing, the TA must start a new session.

1. In the upper-right corner of the test administration site, select **Stop**.



2. A confirmation message appears. Do one of the following:
  - To stop the session, select **OK**.
  - To cancel the action and return to the session, select **Cancel**.



3. The Test Administrator or Test Coordinator uploads webinar recording and class roster to [core.caveon.com](http://core.caveon.com) immediately after the test session has been completed or as soon

as the mp4 file is made available (for WebEx, the recording will be posted at the [hidoe.webex.com](http://hidoe.webex.com) site); the webinar recording should include the school, test session ID and subject (ELA, Math) in the file name.





- a. If any Testing Incidents were observed during the administration, the TA must notify the TC and submit a Testing Incident Report form (Appendix P in the [Smarter Balanced Test Administration Manual](#)) to the Assessment Section, including the student ID (and position on the recorded screen, i.e., third student from the left in the pink shirt) for Assessment Section review.
- b. After successfully completing the upload, the TA must delete the webinar recording from computer and from webinar platform.

## Troubleshooting

See topics below for troubleshooting.

### How to Troubleshoot Connection Issues

If TAs or students experience issues connecting to each other or to the online testing system, one of the icons in the chart below may appear in place of the video icon. Please refer to this chart to learn more about what each icon means and what to do if you encounter it.

Icon	What it means	What to do about it
	The online testing system recognizes the student joined the test session, but a video connection between the student and the TA cannot be made.	Students can sign out of the test session and complete the sign-in process again. TAs can also refresh the test administration site, but this will kick students out of the session, and they will need to reconnect.
	Connection between student and TA has failed.	TAs can refresh the test administration site, but this will kick students out of the session, and they will need to reconnect.
	Connection is being made.	Wait until connection is made. This should not take longer than one minute. If this icon appears longer than one minute, TAs can refresh the test administration site, but this will kick students out of the session, and they will need to reconnect.
	Another application on the device is already using the camera.	Have the TA or student close any other applications on the device using the camera and refresh the page. Note that when a TA refreshes the page, students are kicked out of the session and need to reconnect.



Often, connection issues occur due to network or proxy configurations set up by the school. TAs should check with the school's technology coordinator to determine if network or proxy settings are causing connections to fail.

If a TA encounters one of the issues above and cannot resolve it, they should select the Report Issue button (⚠️). Selecting this button reports the issue and sends a log of the session to Cambium Assessment. TAs should then contact the HSAP Help Desk at 1-866-648-3712 or [hsaphelpdesk@cambiumassessment.com](mailto:hsaphelpdesk@cambiumassessment.com).



# 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