Appendix D: What to Do When — Troubleshooting for Online Testing

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

#	Description	What to Do
1	An online test administrator needs a Test Administrator or Teacher User Account.	District test coordinators, district administrators and building test coordinators can create Test Administrator (TA) and Teacher (TE) User Accounts.
2	A user forgets his or her password.	From the TIDE Login Screen at oh.tide.airast.org, click [Forgot Your Password?]. Enter your username (your e-mail address), then click [Next].
3	The student's accessibility features are not listed correctly under Test Settings in the Test Administrator Interface.	The test administrator should update the student's accessibility features under Test Settings in the Test Administrator Interface before approving the student to test.
4	There are no tests available for the student to select on the "Your Tests" screen. Tests on the "Your Tests" page are grayed out and cannot be selected by the student.	Verify that a test for which the student is eligible is selected in the Test Administrator Interface. Verify that the student has been identified as an online tester for the appropriate subject and test mode in his or her Pre-ID record. Verify that the student's test eligibility was not set as "yes" for the alternate assessment (AASCD). If the student sees the tests are grayed out and cannot be selected, verify that the student has not already taken the test. Students can take each test only once.
5	A student's "Is This Your Test?" page shows the wrong accessibility features.	The test administrator should have the student sign out and then sign in again. **Before** the test administrator approves the student to start the test, he or she must click the test settings and adjust them to provide the desired accessibility features. Once they are set, the test administrator must approve the student. The student will be able to continue his or her test with the appropriate features. **Important:** A reset is required if a student starts the test with the Bilingual English-Spanish accommodation and wants an English-only version of the test instead (or vice versa). When the test is reset, it is removed from the system and no responses are retained. The student will start a new test.

#	Description	What to Do
6	A new student is enrolled at the school.	The district test coordinator, district administrator, EMIS coordinator, Information Technology Center (ITC) or building test coordinator must pre-identify the new student in TIDE. If the student began taking a test at his or her previous school but did not submit the test, review the information on Test Status Requests if the student needs to be able to access test items in order to complete the test.
7	A student moves out of the district during testing.	If the student moves out of the district, no action is required by the district from which the student moved.
8	A student is absent on the day of testing.	See the "Make-Up Testing" information in the Schedules section of this manual.
9	A student needs to leave the computer for some reason.	Have the student click the [Pause] button, which will sign the student out of the test. If the student leaves the room without pausing the test, the test administrator should pause it from the Test Administrator Interface. When the student returns, have the student sign in to the correct active session and continue testing.
10	A student is cheating.	See Section 3 of this manual for guidance on reporting security violations.
11	A student starts or takes a test for which he or she is not eligible.	See the information on Test Status Requests.