

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

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

| # | Description  | What to Do   |
|---|--|--|
| 1 | An online test administrator needs a Test Administrator or Teacher User Account  | District test coordinators, district administrators and building test coordinators can create Test Administrator (TA) and Teacher (TE) User Accounts.  |
| 2 | A user forgets his or her password   | From the TIDE Login Screen at <a href="http://oh.tide.airast.org">oh.tide.airast.org</a> , click [Forgot Your Password?]. Enter your username (your e-mail address), then [Next].  |
| 3 | A tester's accessibility features are not listed correctly under Test Settings in the Test Administrator Interface   | The test administrator should update the tester's accessibility features under Test Settings in the Test Administrator Interface before approving the tester to test.  |
| 4 | There are no tests available for the tester to select on the "Your Tests" screen<br><br>Tests on the "Your Tests" page are grayed out and cannot be selected by the tester | Verify that a test for which the tester is eligible is selected in the Test Administrator Interface.<br>Verify that the tester has been identified with a "Y" as the test mode for the appropriate subject for <b>OGT</b> in his or her Pre-ID record.<br>Verify that the tester's test eligibility was not set to "Yes" for the alternate assessment (AASCD).<br>If the tester sees the tests are grayed out and cannot be selected, verify that the tester has not already taken all three opportunities. Students can take each test form# only once. |
| 5 | A tester's "Is This Your Test?" page shows the wrong accessibility features  | The test administrator should have the tester sign out and then sign in again. <b>Before</b> the test administrator approves the tester to start the test, he or she must click the test settings and adjust them to provide the desired accessibility features. Once they are set, the test administrator must approve the tester. The tester will be able to continue his or her test with the appropriate features.   |
| 6 | A tester needs to leave the computer for some reason   | Have the tester click the [Pause] button, which will sign the tester out of the test. If the tester leaves the room without pausing the test, the test administrator should pause it from the Test Administrator Interface. When the tester returns, have the tester sign in to the correct active session and continue testing.   |
| 7 | A tester is cheating   | See <a href="#">Section 3</a> of this manual for guidance on reporting security violations. The tester's test opportunity is over.   |
| 8 | A tester starts or takes a test for which the student is not eligible  | See the information on <a href="#">Test Status Requests</a> in this manual.  |
| 9 | A tester cannot sign in to the secure browser  | Make sure the tester is entering their first name and SSID or student ID <b>exactly</b> as it is in TIDE.<br>If the tester name has an apostrophe and the tester is testing on a Chromebook, ensure the keyboard setting is <b>US</b> not international.   |