Online Testing System
Test Administration User Guide
2019–2020

Published October 29, 2019

Prepared by the American Institutes for Research®

Descriptions of the operation of the Test Information Distribution Engine, Test Delivery System, and related systems are property of the American Institutes for Research (AIR) and are used with the permission of AIR.
# Table of Contents

**Introduction to the User Guide** .................................................................................................................. 1  
Organization of the User Guide .................................................................................................................. 1  
Understanding the Online Testing System’s Sites .................................................................................. 1  

**How Educators Proctor Test Sessions in the TA Site** ................................................................. 2  
Selecting Tests and Starting a Test Session .......................................................................................... 2  
  How to Create a New Test Session ........................................................................................................ 3  
  How to Add Tests to an Active Test Session ..................................................................................... 5  
Approving Students for Testing ............................................................................................................... 5  
  How to Approve Students for Testing .................................................................................................. 6  
Managing a Test Session ......................................................................................................................... 7  
  How to Monitor Students’ Test Progress ............................................................................................ 7  
  How to Approve a Student’s Print Request ......................................................................................... 9  
  How to Pause a Student’s Test ............................................................................................................ 10  
  How to Stop a Test Session ................................................................................................................. 10  
  How to Log Out of the TA Site ........................................................................................................... 11  

**How Students Sign in to the Student Testing Site and Complete Tests** ................................. 12  
How Students Sign in and Select Tests .............................................................................................. 12  
  How to Sign in to the Secure Browser or Take a Test App .............................................................. 12  
  How to Verify Student Information .................................................................................................... 13  
  How to Select a Test .......................................................................................................................... 13  
  How to Verify Test Setting Information ............................................................................................. 14  
  How to Check Student Device Functionality .................................................................................... 15  
    How to Check Text-To-Speech Functionality .................................................................................. 15  
    How to Check Audio Playback Functionality ................................................................................ 16  
    How to Check Sound and Video Playback Functionality .............................................................. 17  
  How to View Instructions and Begin Testing .................................................................................... 17  
How Students Navigate the Student Testing Site .............................................................................. 18  
  How to Navigate between Items ......................................................................................................... 18  
  How to Respond to Test Questions .................................................................................................... 18  
  How to Pause Tests .......................................................................................................................... 19  
How Students Use Test Tools .............................................................................................................. 19  
  How to Use Global Tools .................................................................................................................. 19
How to Use the Masking Tool .................................................................................................................. 21
How to Use Context Menu Tools ................................................................................................................ 21
How to Use the Select Previous Version Tool ............................................................................................ 23
How to Use the Text-To-Speech Tool .......................................................................................................... 24
How to Use Other Tools ................................................................................................................................ 24
How Students Complete a Test .................................................................................................................... 25
How to Complete a Test Segment ................................................................................................................ 25
How to Submit a Test ...................................................................................................................................... 25

Appendices ........................................................................................................................................................ 27
Appendix A ...................................................................................................................................................... 27
Alert Messages .................................................................................................................................................. 27
Appendix B ...................................................................................................................................................... 27
Expiration Rules for Test Opportunities ......................................................................................................... 27
Appendix C ...................................................................................................................................................... 27
Keyboard Commands in the Student Testing Site ............................................................................................ 27
  Keyboard Commands for Sign-In Pages and In-Test Pop-ups ...................................................................... 27
  Keyboard Commands for Test Navigation .................................................................................................... 28
  Keyboard Commands for Global and Context Menus .................................................................................... 28
  Keyboard Commands for Highlighting Selected Regions of Text .................................................................. 29
  Keyboard Commands for Grid Questions ...................................................................................................... 29
  Keyboard Commands for Equation Questions ............................................................................................... 30
Appendix D ...................................................................................................................................................... 31
Login Information for the TA Site ................................................................................................................... 31
Appendix E ...................................................................................................................................................... 32
Pause and Test Timeout Rules ....................................................................................................................... 32
  Pause Rules .................................................................................................................................................. 32
  Test Timeout Rules ..................................................................................................................................... 32
Practice Test Site Student Sign-in Process ...................................................................................................... 32
Print Session Information ............................................................................................................................... 34
Print Approved Requests Information ........................................................................................................ 34
Appendix F ...................................................................................................................................................... 35
Secure Browser ............................................................................................................................................... 35
  Using the Secure Browser with Accessibility Software .............................................................................. 35
  Accessing the Secure Browser on Mobile Devices ..................................................................................... 37
Closing the Student Testing Site on Tablets ................................................................. 37
Force-Quitting the Secure Browser ........................................................................... 37
Student Lookup Feature ......................................................................................... 38
Appendix G .................................................................................................................. 39
User Support and Troubleshooting Information ...................................................... 39
  User Support .............................................................................................................. 39
  Usernames and Password Issues ............................................................................ 40
  Common Student Sign-in Errors ......................................................................... 40
  Resolving Secure Browser Error Messages ......................................................... 41
Introduction to the User Guide

This user guide supports educators who manage testing for students participating in the AIRWays District practice tests and operational tests.

Organization of the User Guide

The guide includes the following sections:

- **How Educators Proctor Test Sessions in the TA Site**
- **How Students Sign in to the Student Testing Site and Complete Tests**

There are also [appendices](#) with additional information and instructions.

Understanding the Online Testing System’s Sites

The Online Testing System delivers AIRWays District’s online tests and consists of practice sites and operational testing sites. The practice 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 Practice Test Administration Site are for practice whereas the tests provided in the Test Administration Site are operational and students’ scores will be official.

- **Practice Sites**
  - **Practice Test Administration Site**: Allows educators to practice administering tests.
  - **Student Practice 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 educators in the Practice Test Administration Site or they can take non-proctored tests.

- **Operational Testing Sites**
  - **Test Administration Site**: Allows educators 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 Test Administration Site and Practice Test Administration Site.
How Educators Proctor Test Sessions in the TA Site

Administering online tests in TDS is a straightforward process and the basic workflow is as follows:

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

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.

Selecting Tests and Starting 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 administer AIRWays provided interims and benchmarks tests as well as formative tests, which have been created and published in the AIRWays Authoring System by districts and schools, through TDS.

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. Also, you cannot include AIRWays provided and field-authored tests in the same session.
How to Create a New Test Session

1. Log in to the TA Site. The **Test Type Selection** window appears.

2. From the **Test Type Selection** window, select the type of test you wish to administer:
   - To administer AIRWays provided tests, select **Standardized Assessments**.
   - To administer formative tests created in AIRWays Authoring, select **AIRWays Authoring Tests** and skip to step 6.

3. If administering AIRWays provided tests, from the **Operational Test Selection** window, 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.

   Please note, the **Operational Test Selection** window color-codes tests and groups them into various categories. A test group may include one or more sub-groups. 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, click (or Expand All). To collapse an expanded test group, click (or Collapse All).

4. In the lower-left corner of the window, click **Start Session** (the exact label for this button may vary depending on whether you are starting a practice or operational session).

5. The Session ID appears on the TA Site. 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.
Online Testing System User Guide

6. If administering AIRWays Authoring tests, from the **AIRWays Authoring Test Selection** window, mark the checkbox for each test you want to include.

7. **Optional:** When adding tests to your session, you may filter tests based on the subject, grade level, standards, or custom labels associated with the tests using the filter panel (see Figure 5). Please note that if you perform a search after applying filters, searches are restricted to only the tests that match the selected filters. Likewise, if you apply filters after performing a search, those filters will apply only to the search results.

   a. Do one or more of the following actions:
      - To search for specific tests, enter a term in the search field.
      - To view tests that have been favorited in the AIRWays Authoring system, mark the checkbox for **Favorites**.
      - To filter tests by subject or grade, expand the desired category and mark the checkbox for each required option in that category.
      - To search for tests associated with a custom label, mark the checkbox for the required custom label if available.
      - To filter tests by associated content standards, enter the standard’s name in the **Standard** field.

   b. Click **Apply**. The test list is updated to display the tests that match your search or filter criteria.

   c. To clear all search filters, click **Clear All** at the top of the filter panel, and then click **Apply**.

8. In the lower-left corner of the window, click **Start Session** (the exact label for this button may vary depending on whether you are starting a practice or operational session).
9. When the **Session Attributes** window appears, select attributes for the session from the available drop-down lists and click **OK**.
   
   – The **Test Reason** attribute categorizes the test opportunities in your session for reporting purposes.

10. In the lower-left corner of the window, click **Start Operational Session**.

11. The Session ID appears on the TA Site. 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.

**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, click **Select Tests**.

2. In the **Test Selection** window (see Figure 2 or Figure 4, as applicable), mark the checkbox for the required test and click **Add to Session** in the lower-left corner. The exact label for this button may vary depending on whether you are starting a practice or operational session. You may only add tests of the type that are already present in the test (field-authored or AIRWays provided).

3. In the confirmation message that appears, click **Yes**.

4. **Optional:** If the **Session Attributes** window appears, it displays the test reason or other attributes 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.

**Approving 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.
Online Testing System User Guide

How Educators Proctor Test Sessions in the TA Site

When students are awaiting approval, the Approvals button next to the Session ID becomes active and shows you how many students are awaiting approval. The Approvals notification updates regularly, but you can also click in the upper-right corner to update it manually.

**How to Approve Students for Testing**

1. Click Approvals. The Approvals and Student Test Settings window appears, displaying a list of students grouped by test (and test segment, if applicable).

2. To check a student’s test settings and accommodations, click for that student. The student’s information appears in the Test Settings window. This window groups test settings by their area of need.

   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.

   b. Do one of the following:

   - To confirm the settings, click Set. You must still approve the student for testing (see step 5).

   - To confirm the settings and approve the student, click Set & Approve.

   - To return to the Approvals and Student Test Settings window without confirming settings, click Cancel.
Online Testing System User Guide

3. Repeat step 2 for each student in the Approvals and Student Test Settings list. Since the Approvals and Student Test Settings window does not automatically refresh, click 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 5):
   a. Click X for that student.
   b. Optional: In the window that appears, enter a brief reason for denying the student. This will be shown to the student.
   c. Click Deny. The student receives the 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:
   o To approve individual students, click ✓ for each student.
   o To approve all students for a given test or segment, click Approve All Students for that test or segment.

Managing a 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 your students will be listed in the Tests without issues table. If TDS 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 launching of a forbidden application, the Tests with potential issues table appears at the top. The top table lists the students who need intervention and the bottom table lists the other students in your session.

The table(s) refresh at regular intervals, but you can also refresh it manually by clicking ₤ in the upper-right corner of the TA Site. You can also sort the tables by a given column by clicking the column header.
Table 1 describes the columns in the tables for monitoring students’ test progress.

**Table 1. Columns in the Table(s) for Monitoring Students’ Test Progress**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Information</td>
<td>The name and SSID of the student in the session.</td>
</tr>
<tr>
<td>Opp #</td>
<td>Opportunity number for the student’s selected test.</td>
</tr>
<tr>
<td>Test</td>
<td>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.</td>
</tr>
<tr>
<td>Progress</td>
<td>Indicates the student’s test progress. It displays how many questions the student has answered out of the total number of test questions.</td>
</tr>
<tr>
<td>Test Status</td>
<td>Current status for each student in the session. For more information about the statuses in this column, see Table 2. If TDS 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 (more info) is displayed in this column for the student. When you hover over the icon, a message is displayed providing details about the issue.</td>
</tr>
<tr>
<td>Test Settings</td>
<td>This column displays one of the following:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Standard</strong>: Default test settings are applied for this test opportunity.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Custom</strong>: One or more of the student’s test settings or accommodations differ from the default settings.</td>
</tr>
<tr>
<td></td>
<td>To view the student’s settings for the current test opportunity, click .</td>
</tr>
<tr>
<td>Actions</td>
<td>Allows you to perform any available actions for an individual student's test.</td>
</tr>
</tbody>
</table>
How Educators Proctor Test Sessions in the TA Site

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>You approved the student, but the student has not yet started or resumed the test.</td>
</tr>
<tr>
<td>Started</td>
<td>Student started the test and is actively testing.</td>
</tr>
<tr>
<td>Review</td>
<td>Student visited all questions and is currently reviewing answers before completing the test.</td>
</tr>
<tr>
<td>Completed</td>
<td>Student submitted the test. The student can take no additional action at this point.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Test was submitted for quality assurance review and validation.</td>
</tr>
<tr>
<td>Reported</td>
<td>Test passed quality assurance and is undergoing further processing.</td>
</tr>
<tr>
<td>Paused*</td>
<td>Student’s test is paused. The time listed indicates how long the test has been paused.</td>
</tr>
<tr>
<td>Expired*</td>
<td>Test was not completed by the end of the testing window and the opportunity expired.</td>
</tr>
<tr>
<td>Pending*</td>
<td>Student is awaiting approval for a new test opportunity.</td>
</tr>
<tr>
<td>Suspended*</td>
<td>Student is awaiting approval to resume a test opportunity.</td>
</tr>
</tbody>
</table>

*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, please refer to the Appendix.
1. Click 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.

2. Review the request in the Student Print Request window and do one of the following:
   a. To approve the request, click . A cover sheet appears in a new browser window.
   b. To deny the request, click . In the window that appears, enter a brief reason for denying the request and click Deny. Do not proceed to step 3.

3. In the new window, click Print to open the printer dialog box.

4. Click OK to print the requested test elements.

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, click for the student whose test you wish to pause.

2. Click Yes to confirm. The Online Testing System saves the student’s work and logs them out.

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 20 minutes of both user and student inactivity in the session. This action automatically stops the test session.
Online Testing System User Guide

- In the upper-right corner of the TA Site, click the **Stop** button, then click **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. In the banner, click **Log Out**. A warning message appears.

2. In the warning message, click **Log Out**. The AIRWays Portal appears.

---

Figure 15. Stop Test Session Button

Figure 16. Log Out Button
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 Test Administration 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 Practice Site to familiarize themselves with the online testing process. Aside from the sign-in process, the Student Practice Site has the same appearance and functionality as the Student Testing Site. For information on how students sign in to the Student Practice Site, please see the Appendix.

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 Practice Site is pre-filled.

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 educator approval process:
   a. Students select the cog wheel in the upper-right corner of the Student Sign-In page to open the Settings page.
Online Testing System User Guide

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

4. Students select Sign In. The *Is This You?* page appears.

**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.

**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.

If a student is only eligible for one test, the *Your Tests* page is skipped. The test is automatically selected, and the student is directly taken to the *Waiting for Approvals* page.

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.
2. The student’s request is sent to the educator 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.

**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.
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 to proceed to the Instructions and Help page.

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.

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

– 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.

### 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.

  – 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.

- 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 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. Students may also review their test settings from this page.

1. **Optional**: To view the help guide, students select **View Help Guide**. To close the window, students select **Back**.

2. **Optional**: To review their test settings, students select **View Test Settings**. To close the window, students select **OK**.

3. To start the test, students select **Begin Test Now**.
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 menu, test information, help button, pause button, system settings button, and timer (if available).

- The Stimulus section, which appears only for questions associated with a stimulus, contains the stimulus content, context menu, and either the expand passage button or reading mode 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. Each question also displays the student’s name and the question’s most recent save date.

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.

- When multiple items are grouped with a stimulus, the items are tabbed for individual viewing. Students select the tabs in the upper-right corner to proceed to the corresponding question.

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 Practice 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.
- Use an on-screen keypad to generate an answer. Students can select **生产设备** 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.
- 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. Some tools are available only on specific tests.
- **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 the appendix.

### How to Use Global Tools

The global menu consists of navigation buttons on the left and tool buttons on the right. Table 3 lists the tools available in the global menu.
To use a global test tool, select the button for the tool. The selected test tool activates.

### Table 3. Global Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calculator</td>
<td>To use the on-screen calculator, select <strong>Calculator</strong> in the global menu.</td>
</tr>
<tr>
<td>Dictionary</td>
<td>To look up definitions and synonyms in the Merriam-Webster dictionary or thesaurus, select <strong>Dictionary</strong> in the global menu.</td>
</tr>
<tr>
<td>Help</td>
<td>To view the on-screen <strong>Help Guide</strong> window, select the question mark button in the upper-right corner.</td>
</tr>
</tbody>
</table>
| Masking       | The Masking tool temporarily covers a distracting area of the test page. To use this tool:  
                      • Select **Masking** in the global menu.  
                      • Click and drag across the distracting area.  
                      • To close the Masking tool, select **Masking** again. To remove a masked area, select X in the upper-right corner of that area. |
| Notes         | To enter notes in an on-screen notepad, select **Notes** in the global menu.  
                      The text entered in this tool cannot be copied and pasted into an item’s response area. |
| Pause         | To pause a test, select ![Pause](Pause.png). If you pause the test, then you will be logged out. |
| Periodic Table| To view the on-screen periodic table, select **Periodic Table** in the global menu. |
| Scoring Guide | To view the on-screen scoring guide, select **Scoring Guide** in the global menu. |
| System Settings| To adjust audio volume during the test, select ![System Settings](System Settings.png) in the upper-right corner. Students testing with TTS can also use this tool to adjust TTS settings.  
                      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. |
| Zoom buttons  | To enlarge the text and images on a test page, select **Zoom In**.  
                      Multiple zoom levels are available. To undo zooming, select **Zoom Out**. |
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.

• To remove a masked area from a test page, select X 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 34 and Figure 35). Table 4 lists the available context menu tools.

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 (i.e., the context menu for the item or stimulus currently in focus) appears enabled while the other context menus look grayed out.

Furthermore, when 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.
How Students Sign in to the Student Testing Site and Complete Tests

- 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 (this selects the answer option until you select a different option).

Table 4. Context Menu Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| American Sign Language| You can watch videos that translate test content into American Sign Language (ASL).  
  To view ASL videos:  
  From the context menu, select American Sign Language.  
  - If only one ASL video is available, the video opens automatically.  
  If multiple ASL videos are available, sign language (晃) icons appear next to the test content for each video. Select the icon for the test content you wish to translate into ASL. |
| Highlighter           | To highlight text, select the text on the screen and then select Highlight Selection from the context menu. If multiple color options are available, select an option from the list of colors that appears.  
  To remove highlighting, select Reset Highlighting from the context menu.  
  Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use. |
| Mark for Review       | To mark a question for review, select Mark for Review from the context menu. The question number displays a flap in the upper-right corner and a flag icon 箭头 appears next to the question number on the test page. The Questions pop-up window also displays a flag icon next to the question number. |
| Notepad               | To enter notes for a question, select Notepad from the context menu. After entering a note, a pencil icon 箭头 appears next to the question number on the test page.  
  You can only access your notes for a question on that question’s test page. |
### Tool Name | Instructions
--- | ---
Print Item | To send a print request for an individual question, select **Print Item** from the context menu. After sending the request, a printer icon appears next to the question number on the test page.

Select Previous Version | To view and restore responses previously entered for a Text Response question, select the **Select Previous Version** option from the context menu. A list of saved responses appears. Select the appropriate response and click **Select**.

Strikethrough | For selected-response questions, you can cross out an answer option to focus on the options you think might be correct. There are two options for using this tool:
- **Option A:**
  a. To activate Strikethrough mode, open the context menu and select **Strikethrough**.
  b. Select each answer option you wish to strike out.
  c. To deactivate Strikethrough mode, press **Esc** or click outside the question’s response area.
- **Option B:** Right-click an answer option and select **Strikethrough**.

Text-to-Speech | To listen to passages and questions, select a **Speak** option from the context menu.

Text-to-Speech Tracking | When this tool is enabled, words become highlighted as TTS reads them aloud.

Tutorial | To view a short video demonstrating how to respond to a particular question type, select **Tutorial** from the context menu.

---

**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, click **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.

---

*Figure 36. Select Previous Version Window*
3. Click Select. The selected response appears in the text box for the question.

**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. If a student is using Text-to-Speech Tracking, the words become highlighted as they are read aloud. TTS is only available when using the Secure Browser or a supported Chrome or Firefox browser.

![Figure 37. TTS Options for Questions](image)

- 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 Android and 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**.

- Some tests may also display ear icons (🎧) by questions and answer options when TTS is enabled. Students can click these icons to listen to the corresponding test content.

**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 5 lists the additional tools available in the Student Testing Site.
Table 5. Other Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand buttons</td>
<td>You can expand the passage section or the question section for easier readability.</td>
</tr>
<tr>
<td></td>
<td>• 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.</td>
</tr>
<tr>
<td></td>
<td>To expand the question section, select the left arrow icon ← below the global menu. To collapse the expanded question section, select the right arrow icon → in the upper-left corner.</td>
</tr>
</tbody>
</table>

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 (rtle) 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.

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

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

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 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.

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

Appendix A

Alert Messages
AIRWays can send alerts that appear as pop-up messages on the TA Site.

1. In the banner, click Alerts. The Alerts window appears listing all the active alert messages.
2. Click Close to close the window and return to the TA Site.

Appendix B

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.

Appendix C

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:

- 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 or Android 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 6 lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.
Table 6. Keyboard Commands for Sign-In Pages and Pop-Up Windows

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

**Keyboard Commands for Test Navigation**

Table 7 lists keyboard commands for navigating tests and responding to questions.

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

**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 How Students Use Test Tools section.

**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.


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.


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.
• To move between the main sections, do the following:
  – To move clockwise, press Tab. To move counter-clockwise, 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:
  c. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
  d. 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:
  e. With the answer space active, press Enter to move between the objects, and then press Space. The active object displays a blue border.
  f. 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.
Appendix D

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 AIRWays Portal (airways.portal.airast.org).
2. Select your user role.
3. Select the appropriate TA Site:
   a. To access the Test Administration Site, click TA Interface.
   b. To access the Practice Test Administration Site, click Training Site, then select 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 using this browser before, or if you have cleared your browser cache, the Enter Code page appears and an email containing an authentication code is sent to your address.
      ■ In the Enter Emailed Code field, enter the emailed code.
      ■ Click Submit to view the TA Site.

   Note: You must use the authentication code within 15 minutes of the email being sent. If the code has expired, click Resend Code to request a new code.
   b. If you receive a warning message about the Non-Disclosure Agreement (NDA), you must sign the NDA in TIDE and then log in again.
c. If you receive a warning message about not being certified, you must complete the TA Certification Course and then log in again.

6. If you are associated with multiple institutions that have test windows set, 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.

### Appendix E

#### Pause and Test Timeout Rules

**Pause Rules**

Educators 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 educator pauses the test or a technical issue logs the student out.

**Test Timeout Rules**

A warning message displays after 20 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 Test Site Student Sign-in Process

The Student Practice 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.

Students can take practice tests in proctored sessions created in the Practice Test Administration 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 Practice Site, do one of the following:
   
   – From the AIRWays Portal (airways.portal.airast.org), select the **Practice Test** card.
   
   – In the Secure Browser, select the **Take a Practice Test** 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 Practice Test Administration 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.

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.
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.

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, their test settings, and the additional test information, then select Begin Test Now to start or resume their test opportunity.

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, click Print Session. The computer’s print dialog window appears.

2. Click OK.

Print Approved Requests Information

You can view and print a list of every print request you approved for students during the current session.

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

2. Select Print to print the list.
Appendix F

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 screen saver 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.

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*
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 educator 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.

   - **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

Tables and Chromebooks should be configured for testing before you provide them to students. For more information, see the Technical Specifications Manual on the AIRWays Portal.

To configure iOS devices:

• Tap the AIRSecureTest Secure Browser icon.

To configure Android tablets:

1. Tap the AIRSecureTest Secure Browser icon.
2. If the Secure Browser keyboard is not selected, follow the prompts on the screen. When the Secure Browser keyboard is selected, the Secure Browser app opens.

To configure Chromebooks:

• From the Apps link on the Chrome OS login screen, select AIRSecureTest Secure Browser.

Closing the Student Testing Site on Tablets

After a test session ends, close the 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 AIRSecureTest app preview and slide it upward.

To close the Student Testing Site on Android tablets:

1. Tap the Menu icon in the upper-right corner.
2. Tap Exit. A confirmation message appears.
3. Tap Exit.

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 8, Force Quit Secure Browser Keyboard Commands

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows*</td>
<td>Ctrl + Alt + Shift + F10</td>
</tr>
<tr>
<td>Mac OS X*</td>
<td>Ctrl + Alt + Shift + F10. The Ctrl key may appear as Control, Ctrl, or ^</td>
</tr>
<tr>
<td>Linux</td>
<td>Ctrl + Alt + Shift + Esc</td>
</tr>
</tbody>
</table>

* 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, Chrome OS, and Android 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.
- **Android**: To close the Secure Browser, tap the menu button in the upper-right corner and select Exit.

**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.

2. To perform an advanced search:
   a. In the banner, select **Student Lookup**, and then select **Advanced Search**.
   b. Select the appropriate district and school from the drop-down lists.
c. Select the appropriate grade.

d. Optional: Enter a student’s exact first or last name. Partial names are not allowed.

e. Click Search. Search results appear below the search fields.

f. To view a student’s information, click in the Details column.

---

**Appendix G**

**User Support and Troubleshooting Information**

**User Support**

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

**AIRWays District Help Desk**

Toll-Free Phone Support: 1.877.426.6941

Email Support: airwayshelpdesk@air.org

Please provide the Help Desk with a detailed description of your problem, as well as the following:

- Educator name
- If the issue pertains to a student, provide the student’s SSID and associated district or school. Do not provide the student’s name.
- If the issue pertains to a TIDE user, provide the user’s full name and email address.
- Any error messages and codes that appeared, if applicable.
Online Testing System User Guide

- Affected test ID and question number, if applicable.
- Operating system and browser version information, including version numbers (for example, Windows 10 and Firefox 60 or Mac OS 10.14 and Safari 11)
- Information about your network configuration, if known:
  - Secure Browser installation (to individual devices or network)
  - Wired or wireless internet network setup

Usernames and Password Issues
Your username for logging in to the TA Site is the email address associated with your account in TIDE. When you are added to TIDE, you receive an activation email containing a temporary link to the Reset Your Password page. To activate your account, you must set up your password within 15 minutes of the email being sent.

- **If your first temporary link expired**
  In the activation email you received, click the second link provided and proceed to request a new temporary link.

- **If you forgot your password:**
  On the Login page, click Forgot Your Password? and then enter your email address in the Email Address field. You will receive an email with a new temporary link to reset your password.

- **If you did not receive an email containing a temporary link or authentication code:**
  Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your School or District Test Coordinator to make sure you are listed in TIDE.

- **Additional help:**
  If you are unable to log in, contact the AIRWays 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.

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 Practice Site cannot access sessions created in the Test Administration Site. A message displayed in the bottom-left corner of the Student Sign-In page indicates which site the student is on. If a student is on the wrong site, the student can select the button included in the message to proceed to the correct site.
Online Testing System User Guide

- **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.

- **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 Error! Reference source not found.

- **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.

**Resolving Secure Browser Error Messages**

This section provides possible resolutions for the following messages that students may receive when signing into 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.