

Troubleshooting Guide for Test Administrators

This document provides a quick overview of scenarios a Test Administrator (TA) may encounter during computer-based test administration and what steps to try prior to contacting the Help Desk.

- If the situation affecting the student is not addressed below, first try shifting the affected student to a new device.
- If multiple students experience issues, contact your Test Coordinator for assistance or contact the Help Desk.
- When contacting the Help Desk, please have the following information ready:
 - Date/time of the error
 - Your operating system, internet browser, and version of affected devices
 - SSID numbers of the affected students
 - Session ID
 - Error code number and message (if applicable)
 - Question number (if applicable), grade, and subject
 - Contact information of the affected Test Administrator

To maintain test security, **do not** take a picture or discuss specific test question content when reporting an issue within the system.

Description	What to Do
A. A student's device crashes or loses its connection to the internet.	The student can continue his or her test on another device.
B. TA computer crashes or loses connectivity.	If you log in on another computer within 90 minutes, you can connect to the same session. You must enter the active Session ID to log back in to that session. If you do not log back in within 90 minutes, the session closes and students are logged out. You should create a new session and the students must log in to the new session to continue testing. Please see the next response for further information.

Description	What to Do
C. The session ends unexpectedly and students get logged out.	Log in and start a new session containing any tests that students were taking. This creates a new session ID. Have the students log in to the new session. Students' tests start where they left off. If the students were logged out for fewer than 20 minutes, they can go back and review their answers. If they were logged out for more than 20 minutes, they can complete their tests, but they cannot review previously completed pages.
D. A student starts a test with the wrong test settings or accommodations.	Have the student log out and then log back in. Before you approve the student to start the test, click See/Edit Details on the Approvals and Student Test Settings page and adjust the test settings/accommodations. Once they are set, approve the student. The student can continue the test with the appropriate test settings/accommodations.
E. A student logs in to the test under another student's name and SSID number.	Please notify your District or School Test Coordinator, who should call the Help Desk.
F. Your students did not finish the test in this session and need to complete the test in a different session or with a different TA.	Students can resume testing through the standard login procedures with a new session ID and/or TA. All student responses are associated with the student's information and not the test session. Students can log in and continue from where they left off. If more than 20 minutes elapsed, students cannot review previously completed items. Please note that students must complete their tests by the end of the day.
G. A student needs to leave the computer for some reason.	Have the student click Pause at the top of the screen. If the student leaves the room without pausing the test, you should pause it from the TA Interface. When the student returns, have the student log in to the active session and continue testing. The system ensures that the student cannot review previously completed pages if the test was paused for more than 20 minutes.
H. A student enters the lab and needs to take a different test than is currently offered.	You can add a test to the session at any time. From the test selection box, mark the checkbox next to the name of the test to be added to the session. The student can then log in

Description	What to Do
	as usual.
I. A student is unable to select a test. The button appears grayed out.	Read the text below the test name. This states the specific reason that test is unavailable. The student may have completed this test already or the test is not included in the session. If the test is not included in the session, see item H.
J. The test that the student needs to take is not visible.	Confirm the student’s eligibility in TIDE. If the student is not eligible, the test is not available for that student and you should contact your District or School Test Coordinator.
K. You need to share your login with other TAs.	Security considerations prohibit the sharing of login information. Contact your District or School Test Coordinator if additional user roles are needed for other TAs.
L. Student receives an error message stating, “Please check that your information is entered correctly. If you need help, ask your Test Administrator.”	Double-check the spelling of the name in the <i>First Name</i> field. Make sure your student is entering his or her name as it appears in TIDE, not a nickname or alternate spelling. You can check this with the student lookup feature in the TA Interface. Verify that the student correctly entered his or her SSID in the correct field. It is possible that the student mis-keyed his or her SSID, mixed up the <i>First Name</i> and <i>SSID</i> fields, or keyed the Session ID into the <i>SSID</i> field.
M. Student receives an error message stating “Environment is not secure.”	Ensure that the latest version of the secure browser is installed on the student’s computer and all external applications are closed. If this message occurs on an iPad, ensure that the device is running in Autonomous Single App Mode.
N. Student receives a message stating “Secure Browser not detected.”	Ensure that the secure browser is installed on the student’s computer and that the student launched the secure browser rather than a standard web browser.
O. Student receives an error message stating, “Unable to establish a connection with the Test Delivery System.”	This is most likely to occur if there is a network-related issue. For wired connections, verify that the network cable is plugged in. For wireless connections, verify that the Wi-Fi connection is live.

Description	What to Do
P. Student receives an error message stating, “You cannot log in until the following programs are closed: {list of programs}.”	Ensure that all programs have been exited. The Secure Browser will not run with programs running in the background. Verify programs are exited using the Task Manager functionality on Windows or the Force Quit Applications functionality on Macs.

Further details about administering online assessments are provided in the *AzMERIT Test Administrator User Guide* available on the [Resources](#) section of the AzMERIT Portal. The AzMERIT Help Desk can be reached at 1-844-560-7812 or azmerithelpdesk@air.org.