



Quick Guide for Technology Coordinators to Prepare for Remote Summative Administration

2022–2023

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Introduction

This guide explains how to help Test Administrators (TAs) administer tests to students who are at home and how technology coordinators can help to prepare technology for TAs and students.

- The same online testing system that TAs use to administer tests in the classroom has been upgraded to allow TAs to administer tests to students who are off site and not in the classroom. Features built into the online testing system allow TAs and students to see and communicate with each other.
- In the online testing system, TAs can select a remote test session or a test session in a classroom. TAs can schedule sessions in advance and provide the session ID for students to join the session when it starts.
- TAs and students do not need to buy or install any additional software to enable all the remote testing options.
- Students use the Secure Browser, which is a customized web browser designed for taking tests, and the test takes place the same way it would if everyone were together in the classroom.
- The option to test students remotely is built into the existing online testing system. TAs and students will not be asked to provide any additional personally identifiable information than they would share in an ordinary test session in a classroom. For additional information, please see HIDOE's remote summative test administration policies on the AlohaHSAP.org portal:
<https://smarterbalanced.alohahsap.org/resources/resources-2022-2023/remote-summative-test-administration-2022-2023>.

Technology coordinators have a key role in preparing students, TAs, and schools for online testing.

- Technology coordinators should assist TAs and students in setting up the computer or iPad they will use to administer or take the test, as well as ensure each TA and student has a working webcam, microphone, and speakers, which they can use to communicate with each other the same way they would in a classroom.
- Technology coordinators should install the Secure Browser on all devices that will be loaned to students for at-home testing. For instructions to install the Secure Browser, visit <https://smarterbalanced.alohahsap.org/secure-browsers.html>.
- Technology coordinators should continue to prepare their schools for in-school test administration in addition to remote test administration as they would at the start of any school year.

The remote testing option is intended as an option for parents who decline to have their child tested in-person on a school campus but still wish for their students to take the assessment, in line with HIDOE’s policies for remote summative test administration:

<https://smarterbalanced.alohasap.org/resources/resources-2022-2023/remote-summative-test-administration-2022-2023>.

How to Prepare Before the Day of the Test

To ensure remote or at-home testing proceeds smoothly, technology coordinators should help prepare and test each TA’s and student’s technology in advance of the test being administered. It is the responsibility of the technology coordinator to ensure each student and TA has the hardware they need for remote testing and that their hardware has been tested and is functioning properly. The checklist below is for technology coordinators to ensure TAs and students have the proper hardware and software and a strong internet connection.

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

- [How to Prepare the TA’s Computer or iPad to Administer a Test from Home](#)
 - [What Technology Do TAs Need?](#)
- [How to Prepare a Student’s Computer or iPad to Take a Test from Home](#)
 - [What Technology Do Students Need?](#)

Task	Status
Make sure the TA’s computer has the Chrome web browser installed so they can access the test administration site. TAs must use the Chrome web browser to access the test administration site for remote summative test administration. A list of the supported versions of the Chrome web browser can be found here .	
Make sure the student’s computer has the Secure Browser installed so they can access the testing website. Students will use the Secure Browser, which is a customized web browser designed for taking tests. For instructions to install the Secure Browser, visit https://smarterbalanced.alohasap.org/secure-browsers.html .	
Make sure each TA’s and student’s computer has a built-in or plug-in webcam, microphone, and speaker. Use the diagnostic checker to make sure each TA’s and student’s internet speed, connectivity, webcam, microphone, and speaker are adequate. The diagnostic checker can be found at https://bit.ly/check_my_speed .	

How to Prepare the TA’s Computer or iPad to Administer a Test from Home

To prepare the TA’s computer or iPad to administer tests to students who are home, technology coordinators should ensure the TA’s computer or iPad has the proper hardware and software and a strong internet connection.

Step by step instructions for TAs to complete the required test administrator certification courses, access and sign in to the test administration site, and create test sessions can be found in the *Quick Guide for Test Administrators for Remote Summative Administration*. This quick guide and other training materials are available on the AlohaHSAP.org portal:

<https://smarterbalanced.alohahsap.org/resources/resources-2022-2023/remote-summative-test-administration-2022-2023>.

What Technology Do TAs Need?

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

The chart below describes the hardware and software requirements for the TA’s machine.

If TAs do not have this technology available at home and the school cannot provide it, TAs should make arrangements to administer tests from school.

Hardware Requirements for TAs

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

Software Requirements for TAs

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

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

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

What Technology Do Students Need?

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

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

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

Hardware Requirements for Students

Type of Hardware	Required Hardware
Desktop, laptop, or iPad (Student test device)	Students can take tests using any supported desktop, laptop, or iPad running any supported version of Windows, macOS, Ubuntu, or Fedora, iPadOS, or Chrome OS. For a list of supported desktops, laptops, iPads, and operating systems, see: https://smarterbalanced.alohasap.org/secure-browsers.html . Students taking tests from home on an iPad must update their iPad to at least version 14.8.
Second desktop, laptop, or iPad (Student monitoring device)	Student must have a second internet-enabled device with camera and microphone/speaker available as a monitoring device. <ol style="list-style-type: none">Must have current webinar application (e.g., WebEx, Zoom) installed or browser capableMust pass any system readiness checks prior to testingCan be a cell phone (with ringer and notifications turned off), iPad, tablet, Chromebook or computer that the parent, student, or school may have that is compatible with the preferred webinar platformShould be plugged in to a power source during testing to prevent shutdown due to loss of power
Webcam (Camera)	To take a test while at home, students also need a webcam (for both test device and monitoring device) that is built into their computer or one that plugs into their computer. This will allow the student’s TA to see the student while the student is testing and during one-on-one video conference sessions.

Type of Hardware	Required Hardware
Microphone	To take a test while at home, students also need a microphone that is built into their computer or one that plugs into the computer. This will allow the student to speak to their TA during one-on-one video conference sessions.
Speaker	To take a test while at home, students also need a speaker that is built into their computer or one that plugs into the computer. This will allow the student to hear their TA during one-on-one video conference sessions. Students may also use headphones, headsets, or earbuds during a test as they would during an in-person administration. Students may not use their headphones or headset for other purposes such as phone calls or listening to music.
Assistive Technology	Students in need of assistive technology like text-to-speech software or screen readers need this as well.

Software Requirements for Students

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

How to Allow the Secure Browser Access to an iPad's Camera and Microphone.

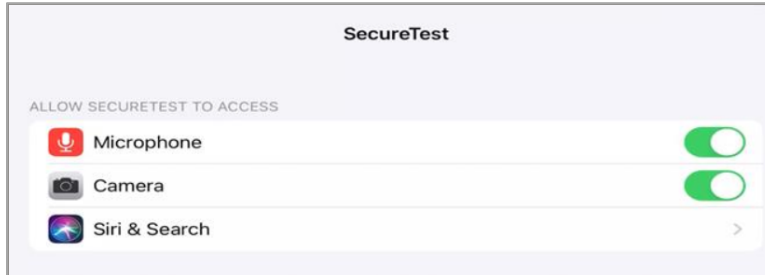
Students testing on iPads running iPadOS 14.8, 15.4, or 16 can use the Secure Browser app to take a test from home. The Secure Browser app must be allowed access to the iPad's microphone and camera. If access is not allowed and the test requires video conferencing, students may be unable to take the test.

The first time you launch the Secure Browser on an iPad, and it attempts to access the iPad's microphone and camera, a prompt to allow access will appear. If access is denied at this time, it can be allowed later through the iPad's settings by following the steps below.

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

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

1. On the iPad, open **Settings**.
2. Open **SecureTest** settings.
3. Enable access to **Microphone** and **Camera**.



How to Prepare Networks for Remote Testing

Students and TAs will need the URLs and ports listed below open for remote testing. It is strongly recommended to use wildcards when adding these URLs to your allowlist. Cambium Assessment may add or remove servers from the field without notice.

System	URL
TA and Student	*.cambiumtds.com
Testing Sites	*.tds.cambiumtds.com
	*.cloud1.tds.cambiumtds.com
	*.cloud2.tds.cambiumtds.com

Some online assessments contain an embedded dictionary and thesaurus provided by Merriam-Webster. Students will need the URLs and IP addresses listed below open for these tests.

Domain Name	IP Address
media.merriam-webster.com	64.124.231.250
www.dictionaryapi.com	64.124.231.250

The following table lists ports required for remote online testing. Ensure all content filters, firewalls, and proxy servers are open accordingly.

Port	Purpose
80/TCP	HTTP (initial connection only)
443/TCP	HTTPS (secure connection)
3478/TCP	Remote testing/video conferencing
49152-65535/TCP & UDP	Remote testing/video conferencing

How to Check Each TA's and Student's Internet Speed and Technology

To ensure each student's internet speed and each TA's and student's webcam, microphone, and speaker meet the minimum requirements necessary for remote testing, run the diagnostic checker at https://bit.ly/check_my_speed.

From this site, technology coordinators can help students test their internet speed to make sure it meets the minimum recommended speed for taking a test from home and video conferencing with the student's TA. Internet speed is measured in two ways: download and upload. Download speed is the speed in which data is transferred from the internet to your computer. Upload speed is the speed in which data is transferred from your computer to the internet. Please see the chart below for recommended download and upload speeds for students. If the student's internet speed does not meet the minimum recommended speed as outlined in the chart below, video conferencing may still work, but video quality will be automatically reduced, which means the video image may not be as clear.

With video conferencing during the test	
Recommended Download Speed	1.8 megabits per second
Recommended Upload Speed	1.8 megabits per second

The chart below lists recommended download and upload speeds for TAs administering a test from home and video conferencing with their students. **Remember to multiply the speeds in the chart below by the number of students who will be taking the test.** If the TA's internet speed does not meet the minimum recommended speed as outlined in the chart below, video conferencing will still work. Video quality will automatically scale down to a level your internet speed can handle.

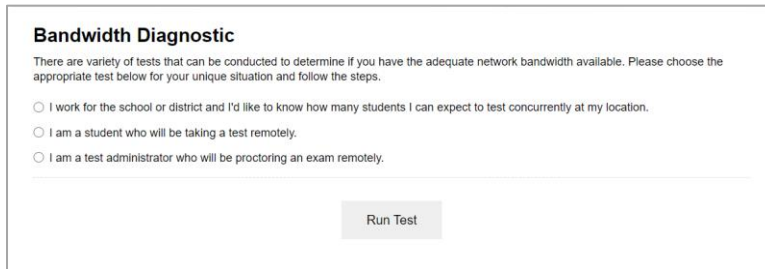
	While TAs are administering a test and observing all students in snapshot mode:	While TAs are administering a test and observing one student in real-time high resolution:	While TAs are administering a test and conducting a one-on-one video conference with a student:
Recommended Download Speed	20 kilobits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

How to Help TAs Check Their Internet Speed Using the Bandwidth Diagnostic Check

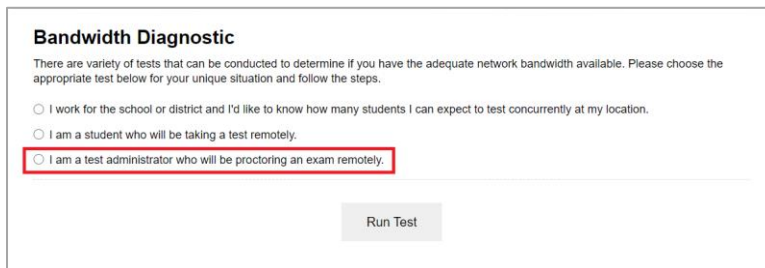
The bandwidth diagnostic check ensures the speed of the TA's internet connection is fast enough to administer a test from home and observe and video conference with their students while students take the test.

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

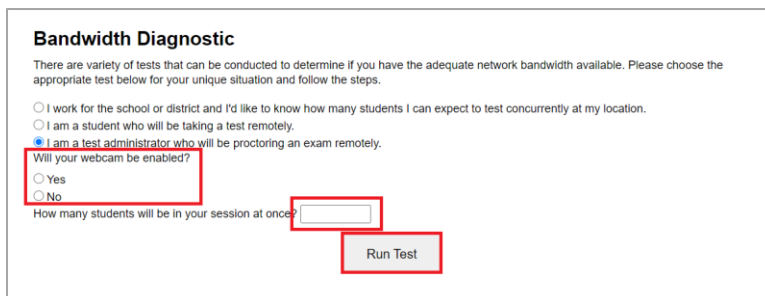
1. In a supported Chrome web browser, go to https://bit.ly/check_my_speed.



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



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



6. After the TA runs the test, one of the following messages will appear:

- If the TA’s internet speed is fast enough, they will see the message below, indicating they have sufficient bandwidth to administer the test from home.

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

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

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

At this point, there are a few things you might ask the TA to try, including any of the following:

- Ask the TA to move closer to their router or, if they can, connect their device directly to their router or modem with an ethernet cable.
- Ask the TA to disconnect other devices connected to the internet in their home until the test is complete. Other devices on the TA’s network may be using some of their available bandwidth. Disconnecting these devices from the internet until the test is complete will allow all the TA’s available bandwidth to be focused on the test.

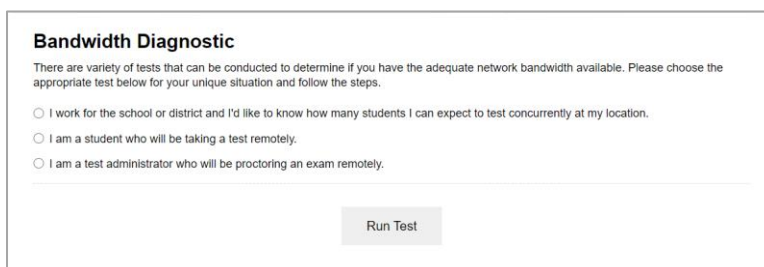
After completing any or all the troubleshooting steps above, ask the TA to run the speed test again. If the speed test still indicates the TA’s speed is not fast enough to administer a test from home, other arrangements to administer the test may need to be made.

How to Help Students Check Their Internet Speed Using the Bandwidth Diagnostic Check

The bandwidth diagnostic check ensures the speed of the student’s internet connection is fast enough to take a test from home and communicate with their TA via video and voice while they take the test.

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

1. In a supported Chrome web browser, go to https://bit.ly/check_my_speed.



Bandwidth Diagnostic

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

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

- From the bandwidth diagnostic check, select *I am a student who will be taking a test remotely*.

Bandwidth Diagnostic

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

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

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

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

Run Test

- In the *Will your webcam be enabled?* field select **Yes**.

- Select **Run Test**.

Bandwidth Diagnostic

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

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

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

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

Will your webcam be enabled?

Yes

No

Run Test

- After the student runs the test, one of the following messages will appear:

- If the student's internet speed is fast enough, they will see the message below, indicating that they have sufficient bandwidth to take the test from home.

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

- If the student's internet speed is not fast enough, they will see the message below, indicating that they do not have sufficient bandwidth to take the test from home.

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

At this point, there are a few things you might ask the student to try, including any of the following:

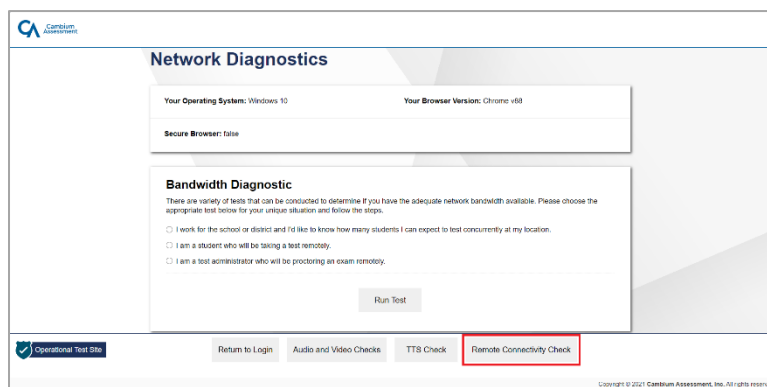
- Ask the student to move closer to their router or, if they can, connect their device directly to their router or modem with an ethernet cable.

- Ask the student to disconnect other devices connected to the internet in their home until the test is complete. Other devices on the student’s network may be using some of their available bandwidth. Disconnecting these devices from the internet until the test is complete will allow all the student’s available bandwidth to be focused on the test.

After completing any or all the troubleshooting steps above, ask the student to run the speed test again. If the speed test still indicates the student’s speed is not fast enough to take a test from home, other arrangements to take the test may need to be made.

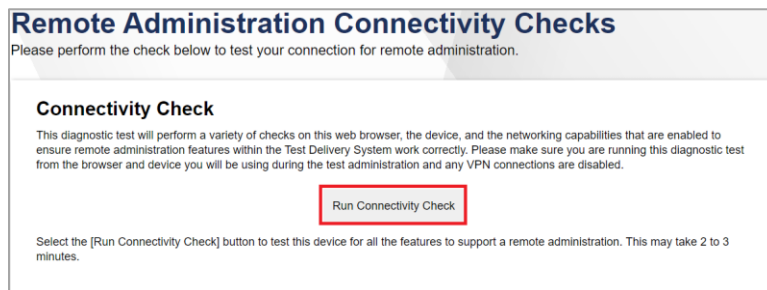
How to Help TAs and Students Check Their Connection to the Test Delivery System’s Remote Proctoring Application

Before the day of testing, TAs and students should run the connectivity check to make sure their device, web browser, and network are properly configured to administer or take a test from home. To run the connectivity check, using the same device, web browser, and network the TA or student will be using to administer or take a test from home, they should go to https://bit.ly/check_my_speed and select **Remote Connectivity Check**.



The *Remote Administration Connectivity Checks* page appears. To run the connectivity check, follow the steps below:

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



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

- If the TA's or student's device, web browser, and network pass the connectivity check, they should be ready to administer or take a test from home. Ask them to select **Everything Passed**, then select **Back** to return to the diagnostic page.

The screenshot shows the 'Remote Administration Connectivity Checks' page. The title is 'Remote Administration Connectivity Checks' and the subtitle is 'Please perform the check below to test your connection for remote administration.' Below this is a section titled 'Connectivity Check' with a paragraph of text explaining the diagnostic test. A button labeled 'Run Connectivity Check' is present. Below that, another paragraph of text explains the next step. A button labeled 'Everything Passed' is highlighted with a red box. At the bottom of the page, there are two buttons: 'Return to Login' and 'Back', with the 'Back' button also highlighted with a red box.

- If the TA's or student's device, web browser, and/or network fail the connectivity check, ask them to select **Get Detailed Report**.

The screenshot shows the 'Remote Administration Connectivity Checks' page. The title is 'Remote Administration Connectivity Checks' and the subtitle is 'Please perform the check below to test your connection for remote administration.' Below this is a section titled 'Connectivity Check' with a paragraph of text explaining the diagnostic test. A button labeled 'Run Connectivity Check' is present. Below that, another paragraph of text explains the next step. A button labeled 'Get Detailed Report' is highlighted with a red box.

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

Do one of the following:

- If you or the TA or student can fix any or all these issues, do so and select **Try Again** to run the check again.
- If the TA or student cannot fix any or all these issues, they will copy the information provided and send it to you. If you cannot resolve the issues, contact the HSAP Help Desk at 1-866-648-3712 or hsaphelpdesk@cambiumassessment.com and provide all of the information from the check results.

Connectivity Check

There were some problems detected.

- Your web browser does not support WebRTC or your administrator has disabled it. This is required for proctors and students to connect to each other in the Test Delivery System. Please enable WebRTC and run this test again.

Next Step:
This device has a few issues which would prevent remote administration features from working properly. Above, you will find a summary of some of the problems found. You may be able to resolve some of the issues listed above on your own.

- If you are a student and need help, please contact your teacher.
- If you are a teacher and you or one of your students need help, please send this information to your school's IT staff. If this cannot be solved by the school's IT staff, please reach out to the Cambium Assessment help desk with all of the information on this screen.

```

{
  "browser": {
    "tests": {
      "api": {
        "result": "fail",
        "optional": false,
        "order": 100
      }
    },
    "complete": {
      "result": "fail".
    }
  }
}

```

[Try Again](#)

How to Help TAs and Students Check Their Webcam, Microphone, and Speakers for Remote Testing

From the diagnostic site, technology coordinators can also help TAs and students make sure their webcams, microphones, and speakers are working properly. To help TAs and students test their webcam, microphone, and speaker, select **Audio and Video Checks** to access audio and video checks for your device.

Network Diagnostics

Your Operating System: Windows 10 Your Browser Version: Chrome v87

Secure Browser: false

Bandwidth Diagnostic

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

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

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


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

[Run Test](#)

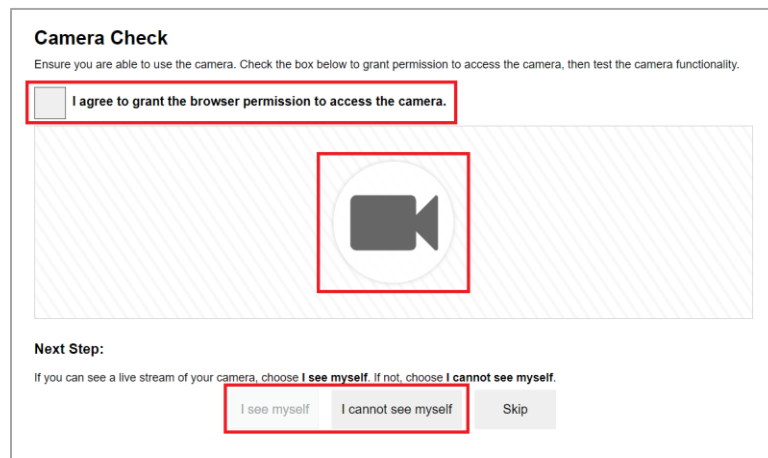
[Return to Login](#) [Audio and Video Checks](#) [TTS Check](#) [Remote Connectivity Check](#)

How to Help TAs and Students Check their Webcam

Technology coordinators can help TAs and students ensure their webcam is working properly by assisting TAs and students in following the steps below:





1. In the *Camera Check* field, mark the **I agree to grant the browser permission to access the camera.** checkbox.
2. Select the **Camera** button ().

3. A pop-up window appears in the web browser, requesting access to the TA's or student's camera. Select **Allow**. If you do not select **Allow**, the online testing system will not be able to access the camera and the student will be unable to proceed with remote administration.
4. Do one of the following:
 - If live video from the webcam appears, select **I see myself**. A checkmark appears in the upper-right corner of the *Camera Check* field. The camera works.
 - If live video from your webcam does not appear, select **I cannot see myself**. Technology coordinators should troubleshoot the problem.



How to Help TAs and Students Check their Microphone

Technology coordinators can help TAs and students ensure that their microphones are working properly by assisting them in following the steps below:

1. In the *Recording Device Check* field, select the **Microphone** button ().
2. A pop-up window appears in your web browser, requesting access to your microphone. Select **Allow**. If you do not select **Allow**, the online testing system will not be able to access your microphone and the student will be unable to proceed with remote administration.
3. Have the TA or student speak into their microphone.
4. When they are done speaking, have them select the **Stop** button () to stop recording.
5. To listen to their recording, select the **Play** button ().
6. To stop listening to their recording, select the **Stop** button ().

7. Do one of the following:

- If the TA or student hears the audio they recorded from their speaker, select **I heard my recording**. A checkmark appears in the upper right corner of the *Recording Device Check* field. The microphone works.
- If the TA or student does not hear the audio they recorded from their speaker, select **I did not hear my recording** and troubleshoot the problem.

Recording Device Check
Make sure your recording device is working.

1. To start recording, press the Microphone button.
2. Say your name into your recording device.
3. When you are done, press the Stop button.
4. To listen to your recording, press the Play button.


Next Step:
If you heard your recording, choose **I heard my recording**. If not, choose **I did not hear my recording**.

How to Help TAs and Students Check their Speakers

Technology coordinators can help TAs and students ensure their speaker is working properly by assisting TAs and students in following the steps below:

1. In the *Audio Playback Check* field, have the TA or student select the **Play Audio** button (🔊).
2. Do one of the following:
 - If the TA or student hears the sound from their speaker, select **I heard the sound**. A checkmark appears in the upper right corner of the *Audio Playback Check* field. The speaker works.
 - If the TA or student does not hear the sound from their speaker, select **I did not hear the sound** and troubleshoot the problem.

Audio Playback Check
Make sure audio playback is working.

 To play the sample sound, press the speaker button.

Next Step:
If you heard the sound, choose **I heard the sound**. If not, choose **I did not hear the sound**.

How to Support TAs and Students on the Day of the Test

There are several ways technology coordinators can support TAs and students on the day of the test, including the following:

- [Troubleshooting Problems with Internet Connections or Hardware](#)

- [Troubleshooting Problems with Communication Between TAs and Students](#)
- [Troubleshooting Problems with the Test Administration Site or Student Testing Site](#)
- [Troubleshooting Problems Connecting TAs and Students to Each Other or to the Online Testing System](#)

Troubleshooting Problems with Internet Connections or Hardware

TAs and students may experience problems with their internet connections or hardware (webcam, microphone, speaker, and/or any assistive technology) while administering or taking a test from home.

If a TA loses their internet connection during a test, the test session will remain open for 30 minutes while students are actively testing. Once the TA's internet connection is restored, the TA can log back in to the test administration site and rejoin the session. Students are not kicked out of the session and can continue testing as long as the TA rejoins the session within 30 minutes.

If a student loses their internet connection during a test, the student's responses up to the point where their internet connection was lost will be saved, and the student will be able to pick up where they left off once they regain their internet connection.

If TAs or students experience problems with their internet connections, they should contact their internet service provider.

If students have problems with their webcam, microphone, speaker, or assistive technology during a test, they should notify their TA, who may need assistance from a technology coordinator in getting the student's hardware up and running again.

Troubleshooting Problems with Communication Between TAs and Students

TAs and students can communicate with each other through the online testing system during a test. TAs can broadcast text messages to all of the students in a test session, view students through their webcam, and start a one-on-one video conference with students. Students can send chat messages to their TA and request assistance from their TA by virtually raising their hand, alerting the TA that they need help. Prior to entering a test session, students can communicate with their teacher using the session ID.

Problems that may prevent communication between TAs and students may include any of the following:

- Loss of internet connection for either the TA or student
- Loss of connection to the online testing system

For problems with internet connections, TAs and students should contact their internet service providers.

For problems with connections to the online testing system, students should contact their TA using whichever classroom management software TAs and students already have in place, and the TA can contact either a technology coordinator or the HSAP Help Desk at 1-866-648-3712 or hsaphelpdesk@cambiumassessment.com.

Troubleshooting Problems with the Test Administration Site or Student Testing Site





If TAs experience problems signing in to the test administration site, they should contact the HSAP Help Desk at 1-866-648-3712 or hsaphelpdesk@cambiumassessment.com.

If students experience problems signing in to the student testing site, they should contact their TA using whichever classroom management software TAs and students already have in place.

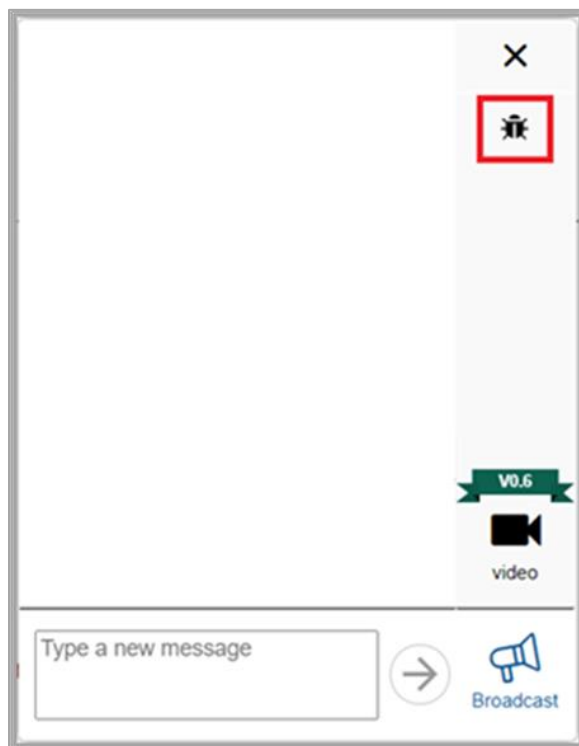
Troubleshooting Problems Connecting TAs and Students to Each Other or to the Online Testing System

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

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

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

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



Frequently Asked Questions

How Can TAs and Students Communicate During a Remote Test?



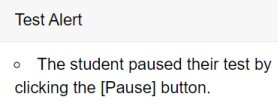




The same online testing system that TAs and students use in the classroom has been upgraded with several new features that allow TAs and students to communicate with each other while either or both are at home.

These features exist only in the online testing system and are completely peer-to-peer with no organization in the middle. At no time during a remote test will Cambium Assessment or HIDOE be able to capture communication data between the TA and student within the online testing system.

Because these communication features exist only in the online testing system, TAs and students who need to communicate before a test session begins or if their connection to the online testing system is lost during a test should use whichever classroom management software they already have in place.

A student may communicate with a teacher prior to logging in, but only after the teacher has started a test session.

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

Communication/ Monitoring Feature	Who initiates the communication	How to use the feature
Lobby Communication 	Student initiated	Using the session ID, a student can contact the teacher prior to logging in.
Broadcast Message 	TA initiated	The TA uses this feature to send a chat message to all students at once. Students can respond by sending a chat message to the TA.
Test Alert 	Student initiated	The TA will receive an alert if the testing system detects a problem with the student's test.
Screenshare Feature 	TA initiated; student must grant permission	The TA can view a student's screen after the student grants permission.
Chat Message 	TA or student initiated	Both the TA and student can communicate at any time.
Video Conference 	TA initiated	The TA and student can have a one-to-one video conference.
Raise Hand Feature 	Student initiated	Students can request help by virtually raising their hands. The TA can respond via chat message or video conference.

For help troubleshooting communication problems, see [Troubleshooting Problems with Communication Between TAs and Students](#).

Change Log

This Change Log can be used to identify specific changes that are made to any of the information included in the original document throughout the current school year.

Change	Section	Date