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Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in the Connecticut Comprehensive Assessment Program summative, interim and practice tests.

Organization of the User Guide

The guide includes the following sections:

- How TAs 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 Test Delivery System’s Sites

The Test Delivery System delivers Connecticut’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 TA Practice & Training Site are for practice whereas the tests provided in the Test Administration Interface are operational and students’ scores will be official.

- Practice Sites
  - TA Practice & Training Site: Allows TAs to practice administering tests.
  - Practice & Training Tests: 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 TAs in the TA Practice & Training Site or they can take non-proctored tests.

- Operational Testing Sites
  - Test Administration Interface: Allows TAs to administer operational tests.
  - Student Interface: Allows students to take operational tests.

Throughout the rest of this user guide, “TA Site” refers to both the Test Administration Interface and TA Practice & Training Site.
How TAs Proctor Test Sessions in the TA Site

Administering online tests in Test Delivery System is a straight-forward process and the basic workflow is as follows:

1. The TA selects tests and starts a test session in the TA Site.
2. Students sign in to the Student Interface and request approval for tests.
3. The TA reviews students’ requests and approves them for testing.
4. Students complete and submit their tests.
5. The TA 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 select tests and start a test session from the Test Selection window that opens automatically when you log in to the TA Site.

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.

How to Create a New Test Session

1. If the Test Selection window is not open, click Select Tests in the upper-right corner of the TA Site (otherwise skip to step 2).
2. To select tests for the session, 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 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).

3. 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).

4. Optional: If 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. This feature is only for the Smarter Balanced and NGSS interim assessments.

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.
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. 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. Icons next to each setting indicate whether it is a universal tool ( ), designated support ( ), or accommodation ( ).

   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.
Test Delivery System User Guide

- To return to the Approvals and Student Test Settings window without confirming settings, click Cancel.

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 ❌ for that student.
   b. Optional: In the window that appears, enter a brief reason for denying the student.
   c. Click Deny. The student receives a 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:
   a. To approve individual students, click ✔️ for each student.
   b. 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 SASID 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.</td>
</tr>
<tr>
<td>Time</td>
<td>This column indicates the approximate elapsed time in the student’s test. There may be a brief delay between the student’s test and the time displayed in this column.</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 the 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 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>
</tbody>
</table>
How TAs Proctor Test Sessions in the TA Site

## Column Description

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actions</td>
<td>Allows you to perform any available actions for an individual student's test. The Pause button in this column pauses the student's test. When a test pauses, this column displays an information button that opens a pop-up message explaining how the test became paused. However, the information button is not displayed if the TA pauses a student's test. A Printer button appears in this column when the student requests a printout of test material. For information on how to approve students' print requests, see the section How to Approve a Student's Print Request.</td>
</tr>
</tbody>
</table>

Table 2 describes the codes in the Test Status column of the table(s) for monitoring students’ test progress.

### Table 2. Student Testing Statuses

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>You approved the student, but the student did not yet start or resume 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.

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 Test Delivery System logs the student 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 Test Delivery System automatically logs you out after 30 minutes of both user and student inactivity in the session. This action automatically stops the test session.

- In the upper-right corner of the TA Site, click STOP, 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.
If you log out from another Connecticut Comprehensive Assessment Program system, such as TIDE, you will also log out of the TA Site.

1. In the banner, click Log Out. A warning message appears.

2. In the warning message, click Log Out. The Connecticut Comprehensive Assessment Program Portal appears.
How Students Sign in to the Student Interface and Complete Tests

This section describes the student sign-in process for the Student Interface 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 Interface, students sign in to the Student Interface on the Secure Browser or Take a Test app.

Students may also take practice tests in the Practice & Training Tests to familiarize themselves with the online testing process. Aside from the sign-in process, the Practice & Training Tests has the same appearance and functionality as the Student Interface. For information on how students sign in to the Practice & Training Tests, please see Appendix E. Signing in to the Student Practice Test Site.

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 **SASID** fields, students enter their first name and SASID 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 Interface or the Practice & Training Tests is pre-filled.

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

How to Verify Student Information

After signing in to the Student Interface, students must verify their personal information on the **Is This You?** page.
How Students Sign in to the Student Interface and Complete Tests

- 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 TA 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 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.
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.
- Students can select **Continue** to skip verifying the text-to-speech functionality. Students can also do this from the **Text-to-Speech Sound Check** panel by selecting **Skip TTS Check**.

### 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 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. *Optional*: Review any additional test information, as applicable.

4. To start the test, students select *Begin Test Now*.

How Students Navigate the Student Interface

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 most recent date it was saved.

The following sections provide details about how to navigate the Student Interface.
How Students Sign in to the Student Interface and Complete Tests

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.

How to View Stimuli

When a test question is associated with a stimulus, students should review that stimulus before responding to the question. A stimulus is a reading passage or other testing material (such as a video or graphic) that students review in order to answer associated questions.

- Slideshows: When the stimulus is a slideshow, students can navigate between the slides and play associated audio, if available.
  - To move between the slides of a slideshow, select  and .
  - To play the audio for the current slide, select . To pause the audio, select  .

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 Practice & Training Tests to familiarize themselves with the question types that may appear on tests.

All responses are saved automatically; however, students can 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:
How Students Sign in to the Student Interface and Complete Tests

• Select one or more choices from a list of answer options.
• Use an on-screen keypad to generate an answer. Students can select 🎯 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.
• Enter input parameters to run an on-screen simulation.
• Copy content from a passage to a text box.
• Expand categories and select options within them.
• 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 the 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.
• 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 Appendix C. Keyboard Navigation for Students.

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.
How Students Sign in to the Student Interface and Complete Tests

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 Calculator 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 Dictionary in the global menu.</td>
</tr>
<tr>
<td>Help</td>
<td>To view the on-screen Help Guide window, select the question mark button in the upper-right corner.</td>
</tr>
<tr>
<td>Language Toggle</td>
<td>For items and stimuli that have content in two languages, such as English and Spanish, you can select the language in which to display the content for easier readability. By default, the item will be presented in the language specified at the beginning of the test. To switch the language, select Language Toggle in the global menu.</td>
</tr>
<tr>
<td>*Science Only</td>
<td></td>
</tr>
<tr>
<td>Line Reader</td>
<td>To highlight an individual line of text in a passage or question, select Line Reader in the global menu. This tool is not available while the Highlighter tool is in use.</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. 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. (Science only)                                              |
| Print Page         | To print the entire test page, select Print Page in the global menu.                                                                     |
How Students Sign in to the Student Interface and Complete Tests

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Passage</td>
<td>To print a reading passage, select <strong>Print Passage</strong> in the global menu.</td>
</tr>
<tr>
<td>System Settings</td>
<td>To adjust audio volume during the test, select <strong>in the upper-right corner.</strong></td>
</tr>
<tr>
<td></td>
<td>Students testing on mobile devices cannot use this tool to adjust volume.</td>
</tr>
<tr>
<td>Transcripts **</td>
<td>To view a transcript of the audio content for the current test page, select <strong>Transcripts button in the global menu. The text in transcripts can be read by screen readers.</strong></td>
</tr>
<tr>
<td>** ELA Only</td>
<td>** ELA Only</td>
</tr>
<tr>
<td>Zoom buttons</td>
<td>To enlarge the text and images on a test page, select <strong>Zoom In.</strong> Multiple zoom levels are available. To undo zooming, select <strong>Zoom Out.</strong></td>
</tr>
</tbody>
</table>

**How to Use the Language Toggle Tool**

The Language Toggle tool allows students to switch between the two languages in which test content is available. When switching languages, the test content and all the elements on the screen, such as button labels and dialogs, switch to the selected language. Students can view the content in the chosen language and even respond to items in that language, if applicable.

* Please note that this tool is available for Science assessments only.

Some important things to keep in mind when using the Language Toggle tool are:

- To be able to use the Language Toggle tool, item content must be available in two languages. Furthermore, the default presentation/language must be set to Spanish and the tool must be enabled in the test settings.

- By default, items are presented in the default language specified in the test settings. If a student toggles the language for an item and then proceeds to the next item, the next item will be displayed in the default language. If the student returns to the previous item, the previous item will continue to be displayed in the language to which the student had toggled until the student switches the language again.

- If a student highlights or masks text in one language and then switches to a different language, the corresponding sections will not be highlighted or masked. If the student switches back to the first language, the original highlighting or masking will be displayed provided the student has not highlighted or masked sections in the alternate language.

**How to Use the Masking Tool**

The Masking tool allows students to hide distracting areas of the test page.
How Students Sign in to the Student Interface and Complete Tests

- **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 27 and Figure 28). 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 Interface 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>
<tbody>
<tr>
<td>American Sign Language</td>
<td>You can watch videos that translate test content into American Sign Language (ASL).</td>
</tr>
<tr>
<td></td>
<td><em>To view ASL videos:</em></td>
</tr>
<tr>
<td></td>
<td>From the context menu, select American Sign Language.</td>
</tr>
<tr>
<td></td>
<td>• If only one ASL video is available, the video opens automatically.</td>
</tr>
<tr>
<td></td>
<td>If multiple ASL videos are available, sign language ( Deposits ) icons appear next to the test content for each video. Select the icon for the</td>
</tr>
<tr>
<td></td>
<td>test content you wish to translate into ASL.</td>
</tr>
<tr>
<td>Glossary (Word List)</td>
<td>To open the glossary, click a word or phrase that has a border around it.</td>
</tr>
<tr>
<td>Highlighter</td>
<td>To highlight text, select the text on the screen and then select Highlight Selection from the context menu. If multiple color options are</td>
</tr>
<tr>
<td></td>
<td>available, select an option from the list of colors that appears.</td>
</tr>
<tr>
<td></td>
<td>To remove highlighting, select Reset Highlighting from the context menu.</td>
</tr>
<tr>
<td></td>
<td>Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use.</td>
</tr>
<tr>
<td>Mark for Review</td>
<td>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</td>
</tr>
<tr>
<td></td>
<td>flag icon 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.</td>
</tr>
<tr>
<td>Notepad</td>
<td>To enter notes for a question, select Notepad from the context menu. After entering a note, a pencil icon appears next to the question number on</td>
</tr>
<tr>
<td></td>
<td>the test page.</td>
</tr>
<tr>
<td>Tool Name</td>
<td>Instructions</td>
</tr>
<tr>
<td>---------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>You can only access your</td>
<td>notes for a question on that question’s test page.</td>
</tr>
<tr>
<td>Print Item</td>
<td>To send a print request for an individual question, select <strong>Print Item</strong> from the context menu. After sending the request, a printer icon appears next to the question number on the test page.</td>
</tr>
<tr>
<td>Select Previous Version</td>
<td>To view and restore responses previously entered for a Text Response question, select the <strong>Select Previous Version</strong> option from the context menu. A list of saved responses appears. Select the appropriate response and click <strong>Select</strong>.</td>
</tr>
</tbody>
</table>
| 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 a student types a response, clicks **Save**, deletes the text, and enters 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.

![Figure 29. Select Previous Version Window](image)
2. Select a response version from the left panel. The text associated with that response appears in the right panel.

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 30. TTS Options for Questions

- 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.

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 Interface.
Table 5. Other Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Captioning</td>
<td>Questions and stimuli with audio elements automatically display closed captions for students testing with the appropriate accommodations.</td>
</tr>
<tr>
<td>Expand Passage</td>
<td>To expand the passage section, select the double arrow icon. The section will expand and overlap the question section for easier readability. To collapse the expanded section, select the double arrow icon again.</td>
</tr>
<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 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**. Furthermore, some tests force students to log out before proceeding to the next segment to prevent students from accessing a segment before they are supposed to. In order to access the next segment, students must sign-in and request approval from the TA again.

How to Submit a Test

To complete the testing process, students must submit their tests when they are done answering questions.
How Students Sign in to the Student Interface and Complete Tests

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 ( ) 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 Interface, students select **Log Out**, and then close the Secure Browser.
Appendix A. About the Secure Browser

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 Test Delivery 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 TA 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

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the Technical Specifications Manual on the Connecticut Comprehensive Assessment Program 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 Interface 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 Interface 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 6. 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.
Appendix B. Test Response Formatting Toolbar

Text Response Questions

For text-response items in the Student Interface, students can use a formatting toolbar. This toolbar is available above the response field for text-response questions (see Figure 35) and also appears whenever students right-click anywhere in the text area. The formatting toolbar allows students to apply styling to text and use standard word-processing features. The lower-right corner of the response field displays the word count and character count for the student’s response. Table 7 provides an overview of the formatting tools available.

Table 7. Description of Formatting Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description of Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Print tool]</td>
<td>Print the entered text.</td>
</tr>
<tr>
<td>![Bold, italic, underline]</td>
<td>Bold, italicize, or underline selected text.</td>
</tr>
<tr>
<td>![Remove formatting]</td>
<td>Remove formatting that was applied to the selected text.</td>
</tr>
<tr>
<td>![Insert list]</td>
<td>Insert a numbered or bulleted list.</td>
</tr>
<tr>
<td>![Indent]</td>
<td>Indent a line of selected text.</td>
</tr>
<tr>
<td>![Decrease indent]</td>
<td>Decrease indent of text.</td>
</tr>
<tr>
<td>![Cut]</td>
<td>Cut selected text.</td>
</tr>
<tr>
<td>![Copy]</td>
<td>Copy selected text.</td>
</tr>
<tr>
<td>![Paste]</td>
<td>Paste copied or cut text.</td>
</tr>
<tr>
<td>![Undo]</td>
<td>Undo the last edit to text or formatting in the response field.</td>
</tr>
<tr>
<td>![Redo]</td>
<td>Redo the last undo action.</td>
</tr>
</tbody>
</table>
Appendix B. Test Response Formatting Toolbar

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description of Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>📡</td>
<td>• Use spell check to identify potentially misspelled words in the response field. The drop-down list allows you to set a language for this tool.</td>
</tr>
<tr>
<td>Ω</td>
<td>• Add special characters in the response field.</td>
</tr>
</tbody>
</table>

**Spell Check Feature**

The spell check tool identifies words in the response field that may be misspelled.

1. Select a language for the spell check tool from the Spell Check drop-down list, if necessary.

2. In the toolbar, select 📡. Potentially incorrect words change color and become underlined.

3. Select a misspelled word. A list of suggestions appears.

4. Select a replacement word from the list. If none of the replacement words are correct, close the list by clicking anywhere outside it.

5. To exit spell check, select 📡 again.

**Special Characters Feature**

Students can add mathematical, accented, and other symbols.

1. To add a special character, in the toolbar, select Ω.

2. In the window that pops up, select the required character
Appendix C. Keyboard Navigation for Students

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 8 lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

<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 9 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>
</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.

2. Press `Ctrl + M`. The context menu for the selected element opens.

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.

<table>
<thead>
<tr>
<th>Function</th>
<th>Keyboard Commands</th>
</tr>
</thead>
<tbody>
<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>
5. Press **Shift** and an arrow key to select your text. The text you select appears shaded.

6. Press **Ctrl + M** and select **Highlight Selection**.

**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:**
  a. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
  b. 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:**
  a. With the answer space active, press **Enter** to move between the objects, and then press **Space**. The active object displays a blue border.
  b. 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. Transferring a Test Session

Transfer a Test Session

You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful in scenarios when your computer malfunctions or if you accidentally close the browser while a session is in progress. Please note that to transfer a test session, you must enter the active Session ID.

Your session remains open until it times out. If you do not return to the active session within 20 minutes and there is no student activity during that time, the Test Delivery System logs you out and pauses the students’ tests.

The Test Delivery System ensures that you can only administer a test session from one browser at a time. If you move a test session to a new device, you cannot simultaneously administer the session from the original browser or device.

1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. A Session ID prompt appears.

2. Enter the active Session ID in the text box and click Enter. The TA Site appears, allowing you to continue monitoring your students’ progress. The test session on the previous computer or browser automatically closes.

Please note that the Session ID prompt appears any time you access the TA Site during an active session. If you do not wish to return to the active session, you can click Start a Different Session to create a new session or Logout to close the active session and log out of the TA Site.
Appendix E. Signing in to the Student Practice Test Site

Practice Test Site Student Sign-in Process

The Practice & Training Tests 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 Interface.

Students can take practice tests in proctored sessions created in the TA Practice & Training 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 Practice & Training Tests, do one of the following:

   – From the Connecticut Comprehensive Assessment Program Portal (https://ct.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:

   o 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 enter their first name and SASID.

   o 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 TA Practice & Training Site.

   o 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 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 those 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.
Appendix F. Student Lookup Feature

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 SASID and click Submit SASID. 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.
User Support and Troubleshooting Information

User Support

For information and assistance in using the Test Delivery System, contact the Connecticut Comprehensive Assessment Program 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 Connecticut Comprehensive Assessment Program portal).

Connecticut Comprehensive Assessment Program Help Desk
Toll-Free Phone Support: 844-202-7583
Email Support: CThelpdesk@air.org

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

- **Test Administrator’s name**
- **If the issue pertains to a student, provide the student’s SASID 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.**
- **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 Connecticut Comprehensive Assessment Program 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 Test Delivery 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 Practice & Training Tests cannot access sessions created in the Test Administration Interface. A message displayed in the bottom-left corner of the Student Sign-In page indicates which site the student is on at that time. If a student is on the wrong site, the student can select the button included in the message to proceed to the correct site.

Student information is not entered correctly:

Verify that the student correctly entered the SASID. 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 Selecting Tests and Starting a Test Session.

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 in to 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 Test Delivery 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.