

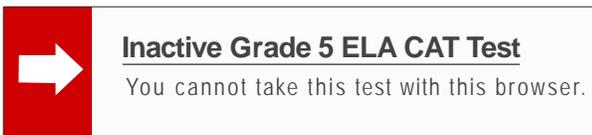
REMOTE TESTING ICONS AND TROUBLESHOOTING

AT-A-GLANCE

This document includes common icons and issues test administrators, test examiners, and students may encounter during scheduling or the administration of a remote test session, as well as tips on how to troubleshoot common issues.

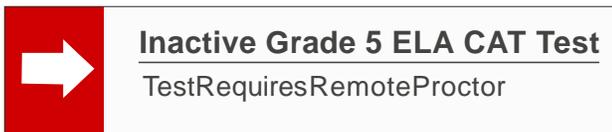
Common Error Messages

The following figures include common messages test administrators or examiners may encounter when creating a test session and explain how to resolve the associated issues.



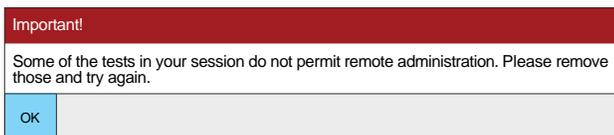
The message “You cannot take this test with this browser” will display on the student’s screen.

Troubleshooting Tip: Ask the student to launch the secure browser, as the test must be taken using the secure browser.



The message “Test Requires Remote Proctor” will display on the student’s screen.

Troubleshooting Tip: Grant the student permission for remote testing or test the student in person, as the student does not have permission in the Test Operations Management System to take tests remotely.



The message “Some of the tests in your session do not permit remote administration” will display on the Test Administrator (TA) Interface.

Troubleshooting Tip: Remove any test that is not permitted from the session to proceed, or start an in-person session to deliver these tests. Tests that are not permitted in remote or hybrid testing sessions include the Alternate ELPAC Operational Field Test and the California Alternate Assessments.

Common Icons While Logging On to a Test Session



The hourglass indicates that the student is completing the pretest checks. Once the student selects the **[Begin Test Now]** button, this icon will be updated with an image of the student.



TA Icon The white background with the sad cloud and green hourglass may display momentarily while the TA Interface and student communication widget are waiting to connect at the beginning of the test.



Student Testing Icon

The student's image has a black cloud outline on top of it when the webcam is trying to connect (in focus).



TA Icon The black background with the sad cloud and green hourglass may display momentarily while the TA Interface and student communication widget are waiting to connect or when a student pauses or submits a test.



Student Testing Icon

The student's image has a gray cloud outline on top of it when the webcam is trying to connect (in focus).

Common Issues During a Test Session



The sad cloud displays on both the student's screen and the test administrator's screen when the student video is not working, likely due to a malfunction of the student's webcam or a slowdown in the student's network.

Troubleshooting Tip: Inform the student you are pausing their test using the chat feature and ask them to restart their device and log back on to the secure browser.



The sad cloud icon appears over a black screen when the student's webcam within the student communication widget is not working while the test administrator or test examiner is trying to communicate directly with the student.

Troubleshooting Tip: Inform the student you are pausing their test using the chat feature and ask them to restart their device and log back on to the secure browser.



A black triangle with an exclamation point indicates that there is no connection between the TA Interface and student communication widget.

Troubleshooting Tip: Stop the test session. Follow the local educational agency's (LEA's) local procedure for alerting the LEA coordinator and IT department to troubleshoot further.

Network Troubleshooting

There are a lot of network variables that could impact the testing experience. Consider the following:

- LEA networks usually have enough capacity to support student testing.
- Home networks for both the test administrators, examiners, and students may have less capacity.
- If one student is getting the sad cloud icon, it is likely a student network issue. If all the students are getting the sad cloud icon, it is likely a test administrator or examiner issue.

So what can you do if you experience network issues during testing?

- If only one student is having the issue, encourage the student to pause the test, close the secure browser, reopen the secure browser, and log back on to the test.
- If all students are having the issue, you should focus on the test administrator or examiner's network and device. Close the test administrator or examiner's web browser and any tabs that are open, and then have students log back on.

Information to Collect

The LEA Success Agent will request the following information:

- The type of device the test examiner is using
- The type of device the student is using
- The assessment being administered
- The test session ID
- The student's SSID
- Confirmation of whether the student was visible at some point
- Details on which other parts of the communication widget were not functioning

When to Contact Your Success Agent

LEA Coordinators

- If the issue continues to occur after you have tried the troubleshooting steps described here, contact your Success Agent with the information you collected.
- If the issue is impacting an entire class of students, contact your Success Agent.

Test Administrators and Examiners

- Test administrators and examiners should contact CalTAC while in a live test session. In all other scenarios, they should contact the school's testing coordinator.

LEA Success Agent will escalate the issue and ETS can begin investigating to determine the cause of the issue. If it turns out the issue is widespread, ETS will post a known issue item or a banner on one or both websites to let other LEAs know what to expect.

