CAASPP
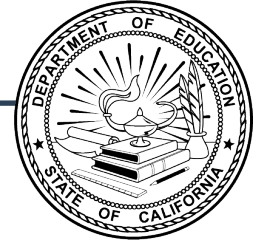
California Assessment of Student Performance and Progress

Administering an Online Test Session

smarter BALANCED ®

2024–25

Smarter Balanced Performance Task

Table of Contents

Before the Test Session

This document contains information on how to administer a general assessment to students, including how to start a test session, add assessments to the session, verify students' test settings, approve students for testing, and end a test session.

Test Directions Overview

These instructions apply to administration of the summative **Smarter Balanced for English language arts/literacy (ELA) and mathematics performance task (PT) only**. Do not use these instructions for administration of the Smarter Balanced computer adaptive test (CAT), California Science Test (CAST), or California Spanish Assessment (CSA).

Other scripts that provide instructions for a test administrator (TA) to read to students during test administration are as follows:

- Smarter Balanced PT for ELA and mathematics (script-only abridged version)
- Smarter Balanced CAT for ELA and mathematics (full version)
- Smarter Balanced CAT for ELA and mathematics (abridged version)
- CAST (full version)
- CAST (abridged version)
- CSA (full version)
- CSA (abridged version)

The *Directions for Administration* (*DFA*s) for the California Alternate Assessments (CAAs) for ELA and mathematics and the embedded PTs for the CAA for Science, which include directions, can be downloaded from the password-protected Test Operations Management System (TOMS).

Reading the Script

To ensure that all students are tested under the same conditions, you should adhere strictly to the administration script for a particular assessment unless a student is assigned the non-embedded designated support for simplified test directions. The readable script can be found in bold text after the word "**SAY**." When asked, you should answer questions raised by students but should never help the class or individual students with specific test items. **No test items can be read to any student for any content area, unless the student is assigned a read-aloud non-embedded designated support or accommodation as listed in the California Assessment Accessibility Resources Matrix.**

Before the Test Session (cont.)

The SAY statements should be read exactly as they are written, using a natural tone and manner (except for students assigned the simplified test directions non-embedded designated support). If you make a mistake in reading a direction, you should stop and say, "I made a mistake. Listen again." Then the direction should be reread.

If the class is resuming an assessment and you are sure that all students are able to log on without hearing the logon directions again, you may skip the italicized portions of the directions.

You should try to maintain a natural classroom atmosphere during the test administration. Before each assessment begins, you should encourage students to do their best.

Process to Follow

Follow these instructions to administer the computer-based Smarter Balanced PTs unless a student is assigned the non-embedded designated support for simplified test directions. You must create a test session before students can log on to the Student Testing System **(but no more than 30 minutes prior or the system will time out)**. When you create a test session, a unique session ID is randomly generated. This session ID must be provided to the students before they log on and should be written down.

The process for administering computer-based assessments is as follows:

1. The TA selects assessments and starts a test session in the Test Administrator Interface.
2. Students sign in and request approval for assessments.
3. The TA reviews students' requests and approves them for testing.
4. Students complete and submit their assessments.
5. The TA stops the test session and logs off.

For information about the testing process from a student's perspective, refer to the sections *Signing In to the Student Testing Site* and *Features of the Student Testing Application* in the *CAASPP Online Test Administration Manual*.

Guide to Test Administration Scripts

Tab	Definition
Test Administrator	Indicates the test administrator's tasks or view
Student	Indicates the student's tasks or view

Before the Test Session (cont.)

Test Administrator Tasks

Before administering a test session, you should verify that the following tasks have been completed:

- Verify the security of the testing environment prior to beginning a test session. (Refer to the section *Security of the Test Environment* in the *CAASPP Online Test Administration Manual*.)
  - ♦ Arrange student seats so that students cannot view each other's answers.
  - ♦ Cover or take down all displayed instructional materials (for example, vocabulary charts, periodic tables, etc.).
  - ♦ Post "TESTING—DO NOT DISTURB" (PDF) signs outside of the testing room.
- Ensure that students do not have access to digital, electronic, or manual devices (for example, cell phones, smartwatches) during testing unless it is an approved medical support. Hang "Unauthorized Electronic Devices May Not Be Used at Any Time During the Testing Session" (PDF) signs where clearly visible to students in the testing environment as a test security reminder.
- Verify that students have access to and use of the additional required resources specific to each assessment and content area (for example, scratch paper for all assessments, headphones for ELA, graph paper for mathematics). Refer to *Additional Required Resources* for a complete list.
- **Recommended:** Launch secure browsers on all testing devices before students sit down to test.

Starting a Test Session

You must create a test session before students can log on to the Student Testing Site. For a student to take a specific assessment, it must be included in the test session.

You should also ensure that students selected the correct assessment; students who are awaiting approval for an incorrect assessment should be denied approval. These students should log on again and select the correct assessment. **It is very important that you pay close attention to the test name prior to approval to be sure it is the correct assessment to be administered at that time.**

Before the Test Session (cont.)

Student Test Settings

Ensuring the test settings are correct before the student begins testing is critical. This will help avoid the need for a test reset that may result in additional testing for the student later.

Refer to the *Types of Resources* section of the *Accessibility Guide* for the accessibility resources—both embedded and non-embedded—that are available for the CAASPP.

"Custom" in the *See Details* column of the Test Administrator Interface indicates the student has been assigned test settings; otherwise, the label is "Default" (figure 1). Select the [**View**] eye [👁] icon to view the student's settings for the current assessment.
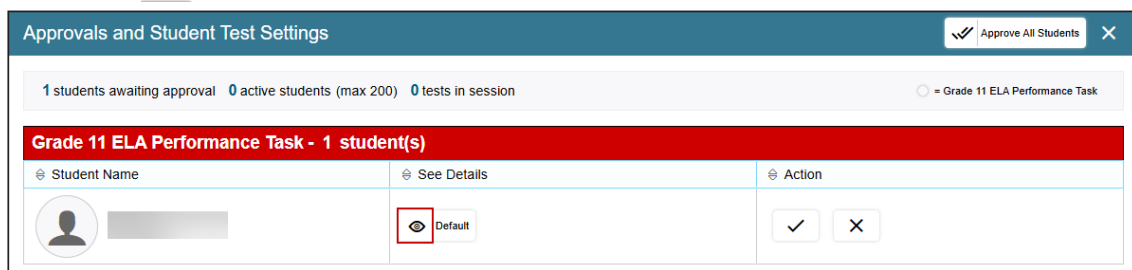

Figure 1. Settings in the *Approvals and Student Test Settings* screen

Note the following about checking students' information and test settings before test sessions:

- A student who requires test settings other than universal tools must have the settings updated by a testing coordinator in TOMS before testing begins.
- **If there is a student whose test settings are incorrect, do not approve the student for testing.** Instead, contact the local educational agency (LEA) CAASPP coordinator or site CAASPP coordinator to have the student's information updated in TOMS and test the student on another day.
- If the student had been assigned the designated support to turn off any universal tool[s], you can toggle the universal tools on and off.

> **Note:** Students are expected to use the embedded calculator for calculator-allowed questions on the mathematics assessment. The only exception to this is for students in grades six and above with a documented accommodation in an individualized education program (IEP) or Section 504 plan to use a non-embedded calculator on a mathematics assessment (accommodation). A student using the non-embedded calculator accommodation can use it only during calculator-allowed items.

Before the Test Session (cont.)

Reminders During Testing

- **Always write down the session ID for possible future use.** If the Test Administrator Interface web browser is accidentally closed while students are still testing, the session will remain open until it times out after 30 minutes. You can open the web browser and navigate back to the Test Administrator Interface. You will be prompted to enter the active session ID.

- If you need to access TOMS or another application, you are encouraged to open a separate browser window and use that window for other applications. This scenario also occurs when you navigate to another site from the Test Administrator Interface.

- **If you unintentionally log off the Test Administrator Interface while students are still testing, all in-progress tests will be saved and paused, and the students will be logged off.** If this occurs, you will have to create a new session to resume testing. When starting a new session, you should give the students the new session ID so they can log on and resume testing.

Test Security

Once students have started the Smarter Balanced assessment, you should monitor the room to ensure that all conditions of test security are maintained. If you witness or suspect the possibility of a test security incident, you should contact your site CAASPP coordinator, the LEA CAASPP coordinator, or both coordinators immediately in accordance with the security guidance provided in the *CAASPP Online Test Administration Manual*.

Test Administrator Interface
Logon Instructions

> **NOTE:** This subsection describes the screens associated with in-person testing. Refer to the *Remote Testing* chapter of the *CAASPP Online Test Administration Manual* for details about testing remotely.

> **WARNING:** When launching a test session, always be sure to select the correct assessment. To help with differentiating the assessments, the assessments each have a differently colored background with a white-text label; Smarter Balanced assessments are **red**.

You must create a test session before students can log on to the secure student browser. For a student to take a specific assessment, the assessment must be included in the test session.

If you have mistakenly selected and administered the summative assessment when intending to administer an interim assessment or practice or training test, you should stop the assessment and notify the testing coordinator. The LEA CAASPP coordinator or site CAASPP coordinator will need to report the incident using the CAASPP Security and Administration Incident Reporting System (STAIRS)/Appeals process. However, while all cases of accidental summative assessment should be filed, not all cases will be eligible for a Reset Appeal.

Test Administrator

1. Navigate to the CAASPP & ELPAC Website on a web browser.
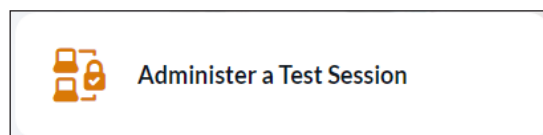2. Select the [**Administer a Test Session**] button, as shown in figure 2.

Figure 2. [Administer a Test Session] button

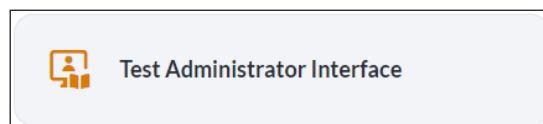3. Select the [**Test Administrator Interface**] button (figure 3).

Figure 3. [Test Administrator Interface] button

Test Administrator Interface
Logon Instructions (cont.)

4. Log on to the Test Administrator Interface using your TOMS sign-in credentials, as shown in figure 4.

Figure 4. Test Administrator Interface *Logon* screen

5. Once you have logged on to the Test Administrator Interface, the [**Active Sessions**] tab in the *Test Administration Dashboard* will appear. Start a new session by selecting either the [**Start an In-person Session**] button (figure 5) or [**Start a Remote Session**] button (figure 6).
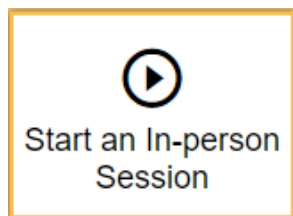

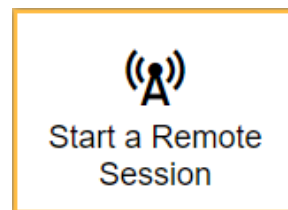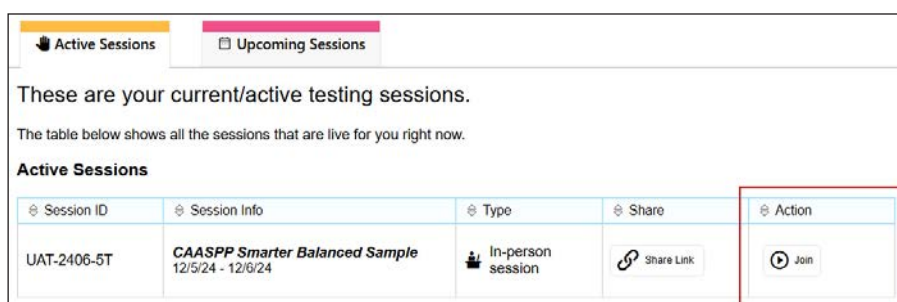**Figure 5. [Start an In-person Session] button in the Test Administrator Interface**

Figure 6. [Start a Remote Session] button in the Test Administrator Interface

6. To join a previously scheduled session, select the session's [**Join**] button in the *Action* column (figure 7) of the *Active Sessions* table.

Figure 7. [Join] button in the *Active Sessions* table

7. If you are associated with multiple schools, an *Important!* message appears when you log on. Select the appropriate school from the drop-down list in this message and select the [**Go**] button (figure 8). You may only select one school or district at a time. Students who have the session ID and are enrolled in a different school than the one you selected will also be able to test in the same test session as students in other schools, if you have roles in the schools in which students are enrolled. You will only be able to administer tests available for the selected school or district. **Regardless of their test site, students who are testing should be supervised at all times.**
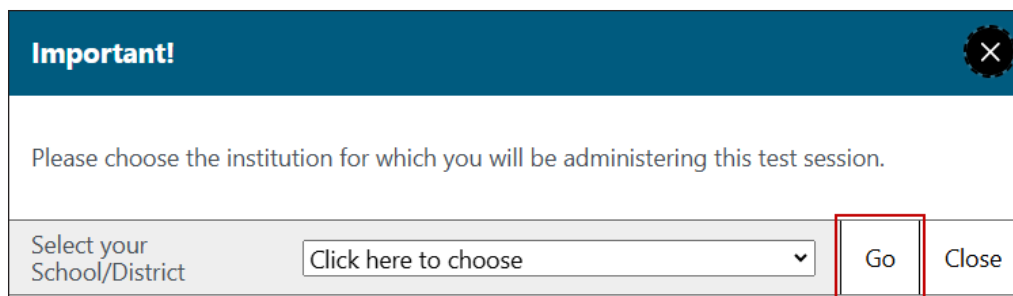

Figure 8. *Important!* school and district selection message

8. The *Operational Test Selection* screen, as shown in figure 9, color-codes assessments and groups them into various categories. A test group, such as the red "Smarter Balanced Summative Assessments," may include one or more subgroups. All test groups and subgroups appear collapsed by default.
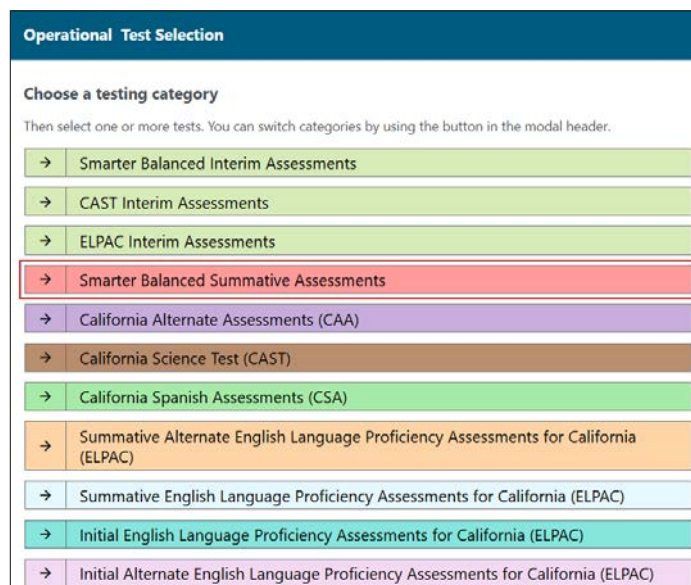

Figure 9. *Operational Test Selection* screen

Test Administrator Interface
Logon Instructions (cont.)

9. To select an assessment or assessments for the session, use one of the following on-screen icons; these are indicated in figure 10:

   a) To expand a collapsed test group, select the [**Plus**] plus-sign [**+**] icon.

   b) To collapse a test group, select the [**Minus**] minus-sign [**-**] icon.

   c) To expand the list of all assessments, select the [**Expand All**] outward arrows [⤢] icon.

   d) To select individual assessments, mark the checkbox for each assessment to be included.
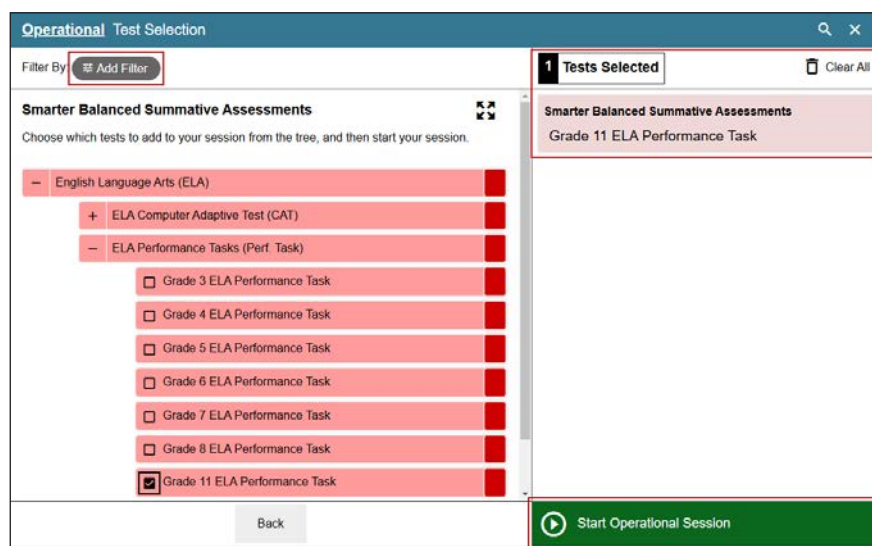

Figure 10. Sample expanded *Operational Test Selection* screen

10. Because you are administering a summative assessment, there will be a warning letting you know that a summative assessment is about to be administered. If you select [**OK**], as shown in figure 11, you can either continue with the test administration or exit from the Test Administrator Interface if you selected a summative assessment unintentionally.
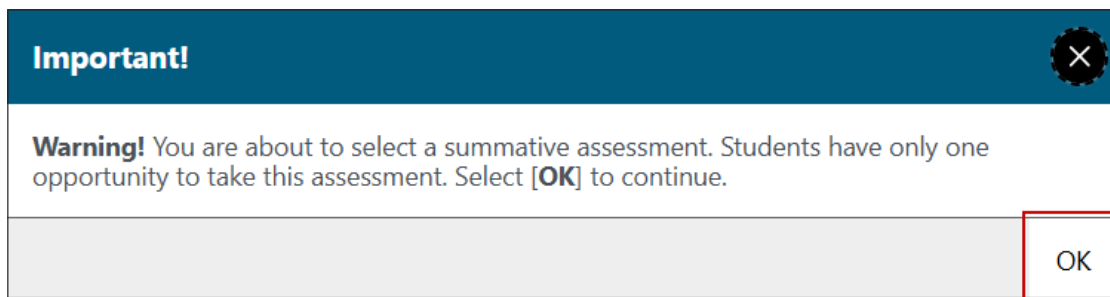

Figure 11. Summative Assessment confirmation box

Test Administrator Interface
Logon Instructions (cont.)

11. Either use the filtering feature to open specific grade-level or content-area assessments (figure 12); or, to start the assessment, select the [**Start Operational Session**] button (indicated in figure 10). Take the following steps to use the filtering feature:

   a) Select the [**Add Filter**] button [≋ Add Filter] to access the filter panel.

   b) Expand the available filter categories by selecting a [**Plus**] plus-sign [**+**] icon.
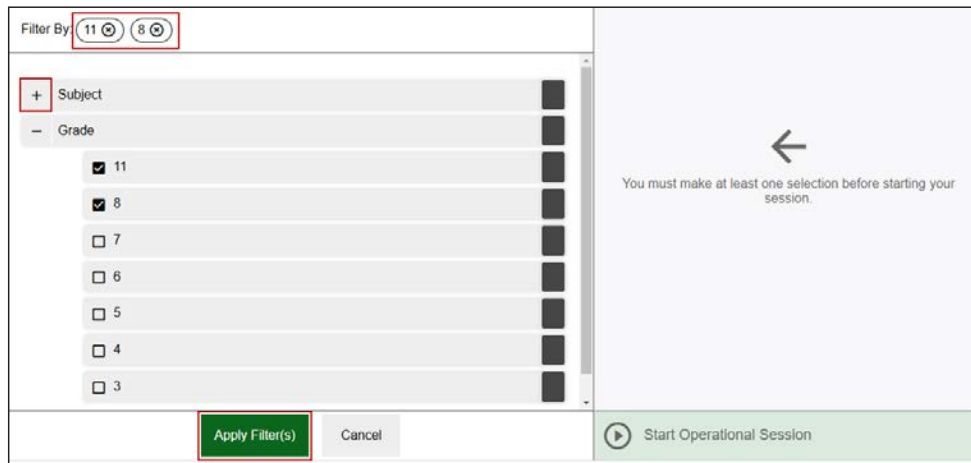
Figure 12. Sample *Operational Test Selection* screen with filtering option

   c) Select the criteria to filter. For example, to select all the assessments in a content area, mark the checkbox for that group.

   d) Select the [**Apply Filter(s)**] button [Apply Filter(s)] (indicated in figure 12).

   e) Remove the filter by selecting the [**Remove Filter**] "X" icon [⊗] (indicated in figure 12).

   f) Select the [**Start Operational Session**] button to start the assessment (indicated in figure 10).

During the Test Session

Student Logon

1. Inform students of the session ID. The session ID is automatically generated upon selecting [**Start Operational Session**]. Write the session ID in a place where all students can clearly refer to it during group administrations. The current session ID also appears on the Test Administrator Interface screen saver when the screen saver is active. A sample of a session ID is shown in figure 13.
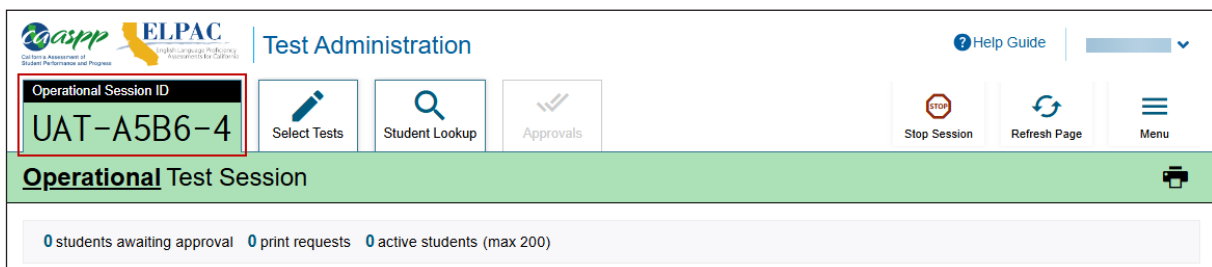

Figure 13. Sample session ID at the top of the Test Administrator Interface

2. Read the following SAY statement.

   SAY: **Today, you will take the [Smarter Balanced—insert grade, ELA/mathematics] test. You will be given a test session ID that is required to start the test. Before logging on, let's go over some test rules.**

   You must answer each question on the screen before selecting NEXT. If you are unsure of an answer, provide what you think is the best answer. If you would like to review that answer at a later time, mark the question for review before going on to the next question. You may go back and change the answer during this test session.

   You may pause at any point in the test by selecting PAUSE rather than NEXT after answering a question. Please raise your hand if you need a break and ask permission before selecting PAUSE.

3. Read the following SAY statement for the **ELA PT** only.

   SAY: **This test is divided into segments. When you get to the end of a segment, you will be told to review your answers before moving on. Once you submit your answers and move on to the next segment, you will not be able to return to any of the questions in the previous segment.**

During the Test Session (cont.)

4. Read the following SAY statement and all subsequent SAY statements to **everyone.**

   SAY: **Your answers need to be your own work. Please keep your eyes on your own test and remember, there should be no talking. If you have a cell phone, smartwatch, or other nonapproved electronic devices, please turn off the device and put it away.**

   If you finish your test early, please sit quietly.

5. Logon tickets may be provided to each student. The logon tickets should provide the students' SSID (Statewide Student Identifier). Note that logon tickets are secure testing materials and should be securely destroyed after testing.

Student

6. Log on to the Student Testing Site through the secure browser.

Test Administrator

7. Direct students to sign in using the *Student Sign-In* screen. It is not necessary to read any italicized, asterisked sentences to students testing over multiple days who have already heard these instructions at least once for this assessment.

   SAY: **Now we are ready to log on. Once you have logged on, you will have to wait for me to approve the test before you start. I'll be checking that you have correctly entered the test session ID and other information.**

   Enter your first name and SSID number, as listed on your logon ticket. Then enter the test session ID. *Raise your hand if you need help typing this information on your keyboard.*

During the Test Session (cont.)

8. Sign in using the *Student Sign-In* screen, as shown in figure 14.

Figure 14. *Student Sign In* **screen**

> **NOTE:** If there is a special character in the student's first name, the student must use the Unicode character equivalent for that character; instructions for entering characters vary by operating system. Additionally, the Wikipedia topic Unicode input provides more information about entering Unicode characters and contains links to additional resources.
>
> a. **Windows:** Press [Alt] + number pad [####]. For example, press [Alt] + keypad [0201] to create the "É" in "JOSÉ."
>
> b. **Chrome:** Press [Ctrl] + [Shift] + [U] until an underlined "U" is displayed, and then key in the key sequence for the character. For example, after the underlined "U," type [00C9] + [Enter] or [Space] to create the "É" in "JOSÉ."
>
> c. **macOS and iOS:** Hold the standard character key until the Unicode accent characters are displayed. For example, holding down [A] will provide eight accented versions of the letter "A."
>
> d. **Linux:** Press [Ctrl] + [Shift], type [U], and then type the hexadecimal digits.

During the Test Session (cont.)

Test Administrator

9. Ensure that all students have successfully entered their information. If a student is unable to log on, the student will be prompted to try again and provided with a message describing the reason. If the student is still having difficulty, the student should indicate to you what is incorrect; you may assist students with logging on, if necessary. You can look up the correct information using the Student Lookup function on the Test Administrator Interface or in TOMS. If the issue cannot be resolved, you should tell the student to select [**No**] to end the logon process and then contact the site CAASPP coordinator to determine the next steps.

SAY: **Now select SIGN IN. Once you have successfully logged on, you will see a screen with your first name and other information about you. If all of the information on your screen is correct, select YES to continue. If any of the information is incorrect, please raise your hand and show me what is incorrect.**

Student

10. Have students verify their identity by selecting [**Yes**] or [**No**], as shown in figure 15.

Is This You?
Please review the following information.

First Name	SSID:
Grade 11	School:
State California	

✓ Operational Test Site   Yes   No

Figure 15. *Is This You?* **screen**

During the Test Session (cont.)

Test Administrator

11. Inform students of the assessment type (ELA or mathematics PT) in which they are participating today.

   SAY: **On the next screen, select the [INSERT NAME OF TEST (such as, ELA Grade 4 PT)], and then select START TEST. After you have selected your test, you will see a screen with a moving bar and message saying that you are waiting for test administrator approval. Please wait quietly while I check and approve each of your tests.**

   Only the assessments that you selected for the test session for which students are eligible are selectable by students (figure 16). Because students may be able to select from more than one assessment—for example, a PT and a CAT in both ELA and mathematics—you should direct students to select the appropriate test name based on the intended assessment (ELA or mathematics) and type, which is PT. You should contact the site CAASPP coordinator if you are unsure of the content area or assessment that is being administered.

Student
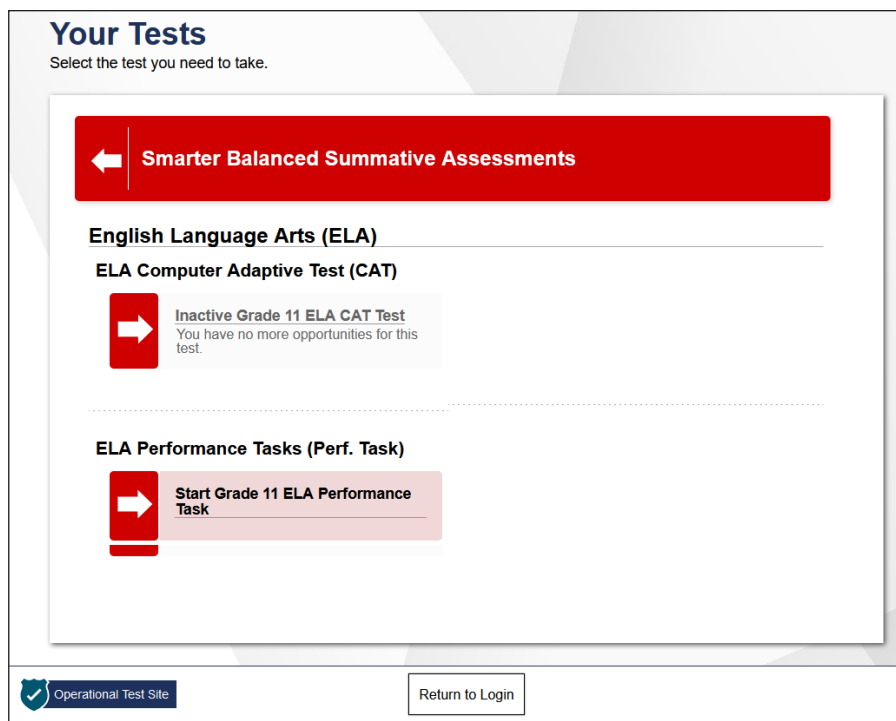
12. Select the assessment to take, as shown in figure 16.

Figure 16. *Your Tests* **selection screen**

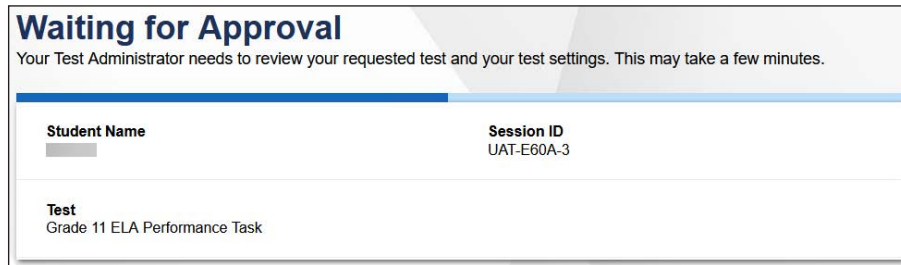13. Wait for the TA's approval, as shown in figure 17.

Figure 17. *Waiting for Approval* **screen**

14. Have students run the sound and video checks. Only students who are using the text-to-speech resource also have the text-to-speech sound check. Only students who are using the speech-to-text resource have the recording device check.

   SAY: **Next you should see a screen that prompts you to check that the sound and video on your computer are working. Put your headsets on and select the triangle PLAY button. If you hear the music and see the moving musical notes, select the I COULD PLAY THE SOUND AND VIDEO button. If not, raise your hand.**

Student

15. If beginning an assessment that has listening items, complete the audio and video checks with headphones. Test with the listening items audio and video check, as shown in figure 18.
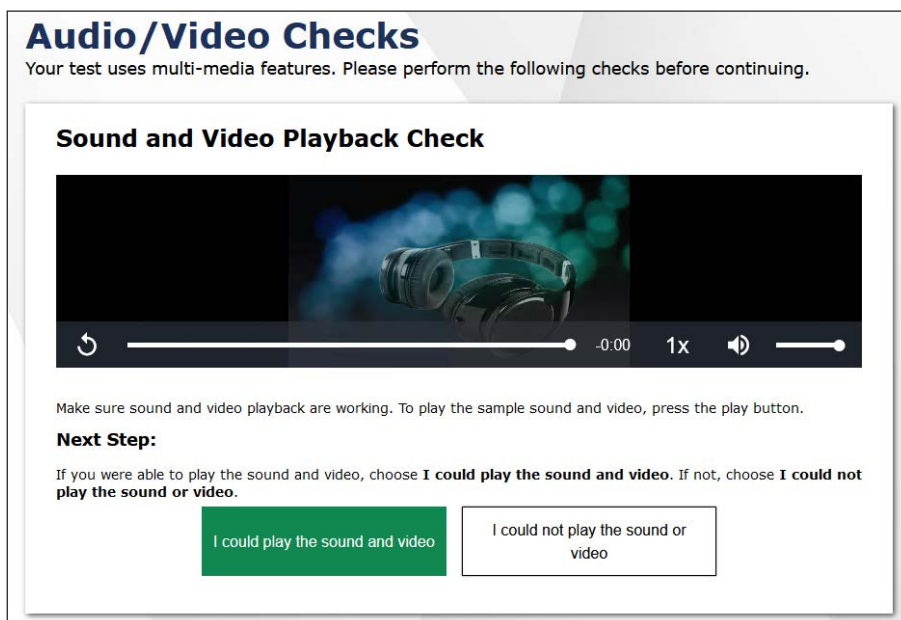

Figure 18. "Sound and Video Playback Check" section of the *Audio/Video Checks* **page**

During the Test Session (cont.)

NOTE: The SAY statements in steps 16 and 18 are only for students taking any assessment using the text-to-speech and speech-to-text resources. If no student is using either of these resources, continue to step 20.

16. *(only for students taking any assessment using the text-to-speech resource)*

SAY: **Next you should see a screen that prompts you to check that the sound on your computer is working. Put your headsets on and select the icon of the speaker in the circle to hear the voice. If you hear the voice, select I HEARD THE VOICE. If not, raise your hand.**

Refer to the Troubleshooting section for a list of actions that can be taken if the student raises their hand.

Student

17. If assigned text-to-speech, complete the audio checks with headphones. Test with text-to-speech audio check, as shown in figure 19.

Figure 19. *Text-to-Speech Sound Check* **screen**

During the Test Session (cont.)

18. *(only for students taking any assessment using the speech-to-text resource)*

   SAY: **You should see a screen that prompts you to check that your recording device is working. Put your headsets on and select the icon of the microphone in a circle to record the sound. Follow the rest of the instructions on the screen to record your voice and then listen to your recording. If you hear your voice, select I HEARD MY RECORDING. If not, raise your hand.**

Student

19. If assigned speech-to-text, complete the recording device check with a headset. Test with the recording device check, as shown in figure 20.
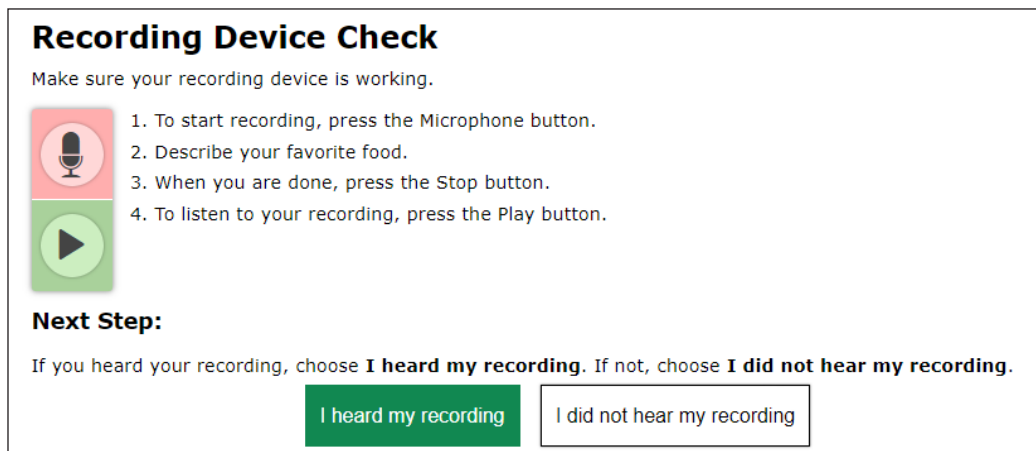
Figure 20. "Recording Device Check" section of the *Audio/Video Checks* page

Test Administrator

20. Tell students how to take the assessment.

   SAY: **Before your test appears, you will see a tutorial page listing the test tools and buttons that you may use during the test or that will appear on the test. You can also find this information during your test by selecting the HELP button.**

   When you are ready to begin your test, select BEGIN TEST NOW at the bottom of the page.

During the Test Session (cont.)

21. Select [**Begin Test Now**], as shown in figure 21, to begin testing.
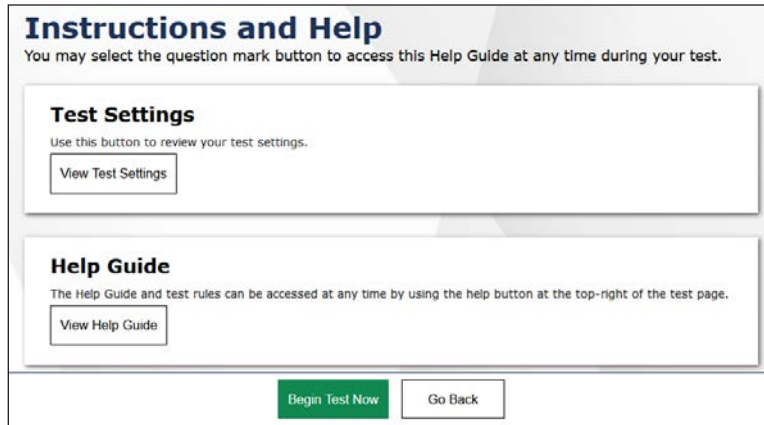
Figure 21. *Instructions and Help* screen

22. Approve students to test by selecting the [**Approve**] check mark [✔] icon in the *Actions* column for individual students or the [**Approve All Students**] button, as indicated in figure 22, for each group of assessments. Select the [**View**] eye [👁] icon, also in figure 22, to view the student's settings for the current assessment.

Figure 22. *Approvals and Student Test Settings* screen

23. Continue with the instructions in the next sections.

During the Test Session (cont.)

Monitoring Student Progress

Test Administrator

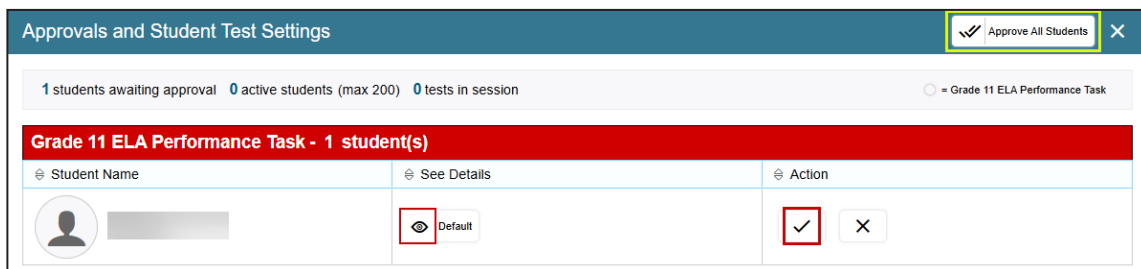It is very important that you monitor student progress throughout the test session. This includes verifying that students are participating in the PT for the appropriate content area.

You can monitor student progress through the *Tests* table in the Test Administrator Interface, shown in figure 23 with the *Test* column indicated. Note that the list of student names can be sorted by column headings. This site will not show test items or scores but will show the percentage of items that have been delivered to the student.
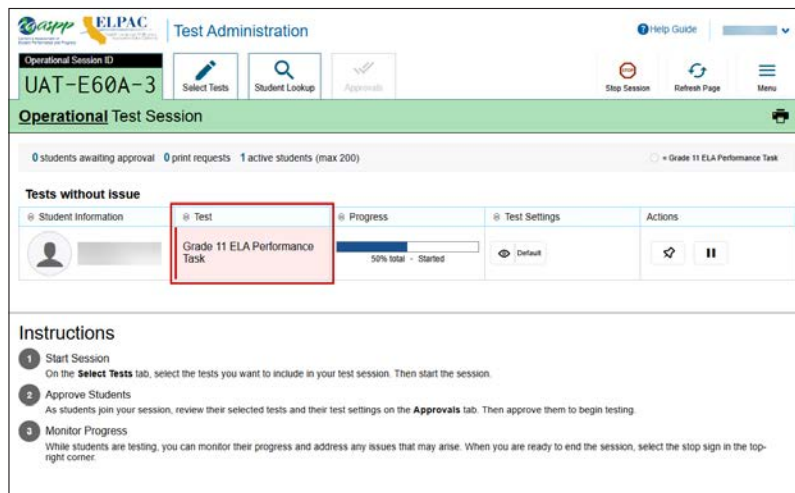
Figure 23. Monitoring student progress in the Test Administrator Interface

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WARNING: If the student has already begun to test with incorrect test settings, the assessment needs to be reset and the settings need to be corrected in TOMS by the site CAASPP coordinator or LEA CAASPP coordinator. To reset the assessment, the LEA CAASPP coordinator or site CAASPP coordinator must report the incident using the STAIRS/Appeals process and submit an Appeal.

Student Directions During Testing

While the Test Administrator Interface is designed to refresh automatically every minute, you can refresh it manually at any time by selecting the [**Refresh Page**] button at the top-right corner of the page.

> **WARNING:** Do **not** use the web browser's [**Refresh**] button to refresh the Test Administrator Interface. Instead, use the [**Refresh Page**] button in the Test Administrator Interface to update screen information manually.

If you notice that a student is off task, you may say the following statement to the student, **verbatim**, to keep the student focused.

SAY: It is important that you do your best. Do you need to pause the test and take a break?

If a student is concerned about an item, direct the student to review a tutorial by reading the following script **verbatim**.

SAY: Try your best and choose the answer that makes the most sense to you. If you are unsure about how a question works, you can review a tutorial by selecting the "tutorial" option from the context menu.

Ending a Test Session

1. When there are approximately 10 minutes left in the test session, you should give students a brief warning.

   SAY: **We are nearing the end of this test session. Please review your answers, including any questions you marked for review now. Do not submit your test unless you have answered all of the questions.**

Submitting Assessments

Test Administrator

1. After answering the last item in each segment, each student is presented with a screen prompting the student to review answers within that segment of the assessment prior to submitting. The Mark for Review function is provided as a reminder to the student that the student had a question or concern about a particular item. However, a student cannot return to items in segments that have been submitted.

   After answering the last question, students must submit their assessments. If students would like to review their answers before submitting their assessment, they should select an item number to review and then [**Submit Test**] after they finish reviewing all desired items. Once a student selects [**Submit Test**], the student will not be able to review answers.

2. Read the following for students who will continue testing on another day.

   SAY: **Please write your name on your scratch paper if you are not finished with the performance task. I will collect it for use during the next test session.**

   If you have answered all the questions on your test and have finished reviewing your answers, select SUBMIT TEST. I will now collect any scratch paper or other materials.

   You should select [**Stop Session**] to end the test session; when selected, the *Important!* message box appears (figure 24). However, ending the test session will pause any student assessment in the session that is still in progress.

Important!

This will stop the testing session and pause tests for all students who are currently taking tests in the session. The students will also be logged out. Are you sure? [MessageCode: 10509]
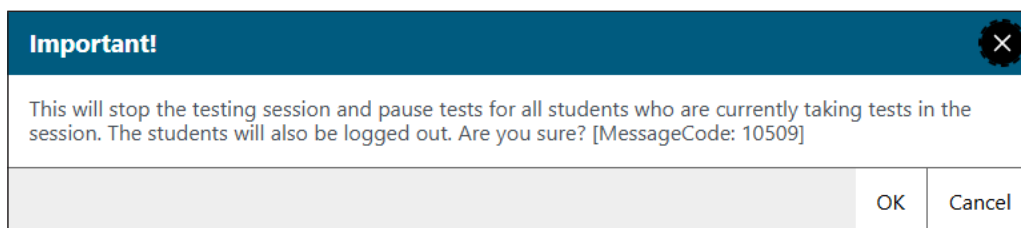
OK   Cancel

Figure 24. *Important!* **end-of-session message**

Ending a Test Session (cont.)

When finished, you can log off the Test Administrator Interface by selecting the [*Name*] drop-down list at the top right and then selecting *Logout*. You should also collect any scratch paper or graph paper and follow procedures for local secure destruction as outlined in the *Handling Secure Materials* section of the *CAASPP Online Test Administration Manual*.

Back to Dashboard

To close the test session and return to the Test Administration Dashboard, select the [*Name*] drop-down list in the top-right corner of the screen, and then select *Back to Dashboard* (figure 25).
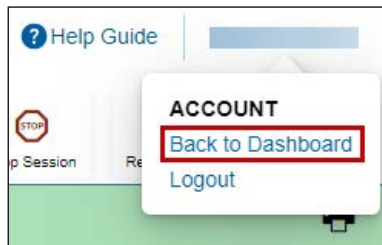

Figure 25. *Back to Dashboard* option under the [*Name*] drop-down list

Logging Off

Use caution when logging off the Test Administrator Interface, as this will log off other related systems (for example, TOMS). To log off the Test Administrator Interface, select the [*Name*] drop-down list in the top-right corner of the screen, and then select *Logout* (shown in figure 26).
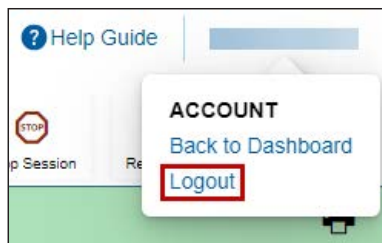

Figure 26. *Logout* option under the [*Name*] drop-down list

Once the Test Administrator Interface is closed, you will not be able to resume the test session and will need to create a new test session to continue testing.

Troubleshooting

Incorrect Assessment Selected

In the rare event that a student starts an assessment unintentionally (for example, if the student selected a PT instead of a CAT, or selected mathematics instead of ELA), you should pause the student's assessment and instruct the student to log off and log on again to select the correct assessment.

Pausing the assessment activates the expiration timeline for that particular assessment. If a student is unable to return to and complete the assessment before it expires, in 15 days (PT) or 45 days, the site CAASPP coordinator or LEA CAASPP coordinator must use the STAIRS/Appeals process to report the incident and submit an Appeal to reopen the assessment when the student is ready to resume testing.

Assessment Does Not Display in the Test Administrator Interface

When summative assessments are not displayed in the Test Administrator Interface, it may be that you have not signed the *Test Security Affidavit* in TOMS prior to logging on to the Test Administrator Interface. Once signed, you will be allowed access to view and administer the CAASPP assessments.

Other causes might include a dropped internet connection, incorrect web browser version, or other unique situations. These must be resolved before testing can begin.

Student Access

If a student experiences an issue with the Test Delivery System or if accessibility resources are not functioning as intended, have them either pause the test and then immediately rejoin the test session; or join a new test session. If the issue persists, have the student stop testing and notify the site CAASPP coordinator, who can escalate the issue.

Audio

If audio issues occur, take one of the following actions:

1. Ensure headphones are securely plugged in to the correct jack or USB port.
2. If the headphones have a volume control, ensure the volume is not muted.
3. Ensure that the audio on the device is not muted (often via a control panel or settings window).
4. Reboot the student's device.

If the student is still experiencing issues, contact the site CAASPP coordinator or school technology coordinator.

Troubleshooting (cont.)

Video

If video issues occur, take one of the following actions:

1. Make sure the student has selected the [**I could play the sound and video**] button before attempting to continue.
2. Ask the student to exit the secure browser and then restart the test session.
3. Reboot the student's device.

Recording

If the issue is that the student cannot hear their recorded voice, take one of the following actions:

1. Ensure headsets are securely plugged in to the correct jack or USB port.
2. Position the student's microphone closer to the student's mouth.
3. Ask the student to speak louder.
4. Reboot the student's device.