

## Appendix L: Online Testing Highlights and Script

### Online Testing Highlights and Script for Spring 2025 Ohio's State Tests Administrations

Test administrators must use this document when administering Ohio's State Tests online. It includes step-by-step directions, the oral script that test administrators must read aloud (printed in **bold** letters), descriptions of test settings and accommodation codes, and troubleshooting tips. This document provides key information that test administrators need on test day. Be sure to review the [Spring 2025 OST Test Administration Manual](#) (OST-TAM) for additional information.

#### Step 1. Prepare for the Test Administration

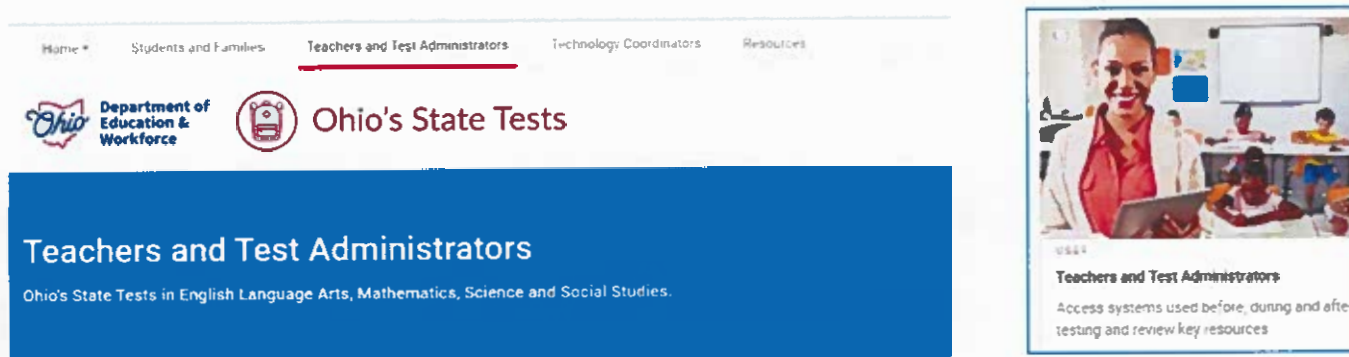
- ✍ Have available the information students will need for signing in: first name and SSID (Student ID for students who do not have an SSID). Test administrators may print test tickets to distribute to students on test day; find instructions in the [TIDE User Guide](#). → Testing tickets
- Have available each student's accessibility features information. If a student will use the text-to-speech feature, the student must use headphones. If the student is tested in a one-on-one situation, speakers are allowable.
- Have access to the [Test Administrator User Guide](#). The user guide provides complete information regarding the TA Interface and Student Testing Site.
- ✍ Have available at least two sheets of blank paper for each student <sup>+pencil</sup> (required for English language arts; by student request or at district direction for other subjects).
- ✍ <sup>Yes!</sup> The online Student Testing Site includes the appropriate embedded calculator for grades 6-8 and EOC mathematics tests; use of approved handheld calculators is at district or school discretion. If students are using approved handheld calculators, confirm that the memory is cleared before and after each testing session. *Note:* Clearing the memory may reset mode to radians, if needed, you may need to show your students how to change the mode to degrees. See the [Mathematics - Calculator Guidance](#) documents for calculator policies.
- ✍ The online Student Testing Site includes the reference sheets for grades 4-8 and EOC mathematics tests; use of paper reference sheets is at district or school discretion. <sup>Yes!</sup> If students wish to use paper copies of the reference sheets, students may use only the reference sheets posted on the [Resources](#) page of the Ohio's State Tests portal within the mathematics folder. The test administrator must provide the sheets; students may not bring their own copies.
- ✍ Prepare the test room. Ensure charts, maps, blackboards, whiteboards, and other materials in the room that could assist students with test items are covered, erased, or removed before the test administration.
- Close all open applications on students' devices and launch the [Secure Browser or SecureTestBrowser app](#).



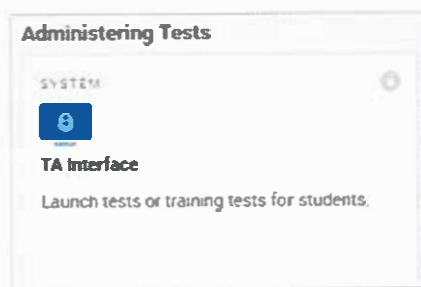
## Step 2. Establish a Test Session

To test online, students must sign into an active test session and be approved for testing by the test administrator. Test administrators can establish test sessions only on test day, immediately before students begin testing. Note that the TA Interface will log out test administrators whose sessions are idle for more than 20 minutes. **Therefore, test administrators should establish the test session within 20 minutes of when students will sign in.**

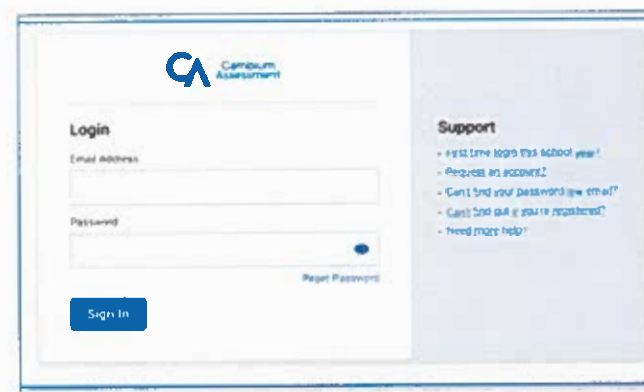
**2a.** From your device, navigate to the [Teachers and Test Administrators](#) page on the test portal from the top bar or from the card.



Select the TA Interface card, located under the Administering Tests section.



Log in using the same username (email) and password used to log in to TIDE.



**2b.** After logging in, you will land on the Active Sessions dashboard. Select join an in-progress session (if you have one) or select [Start a New Session Now].



Active Sessions

These are your current/active testing sessions.

The table below shows all the sessions that are live for you right now

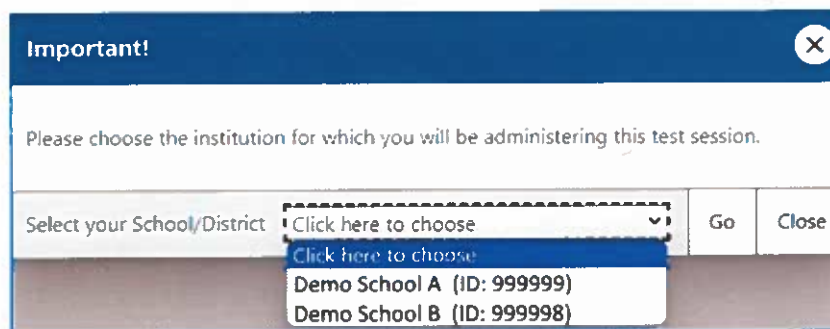
Active Sessions

Session ID	Action
No active sessions	

Start a New Session Now

**2c.** After logging in, you **may** be prompted to select an institution for which you will be administering the test session.

- This prompt will **only** appear if your email is associated with multiple schools or districts. **Select ANY school from the dropdown; UNLESS** students in your session are with a school or district that set the operational test window in TIDE, make sure to select that school or district that is set to test during that designated test window.
- Regardless of the specific school selected from the dropdown, you will be able to administer tests to students from any of the multiple schools that you are associated with in the test session that you start.



Important!

Please choose the institution for which you will be administering this test session.

Select your School/District

Click here to choose

Click here to choose

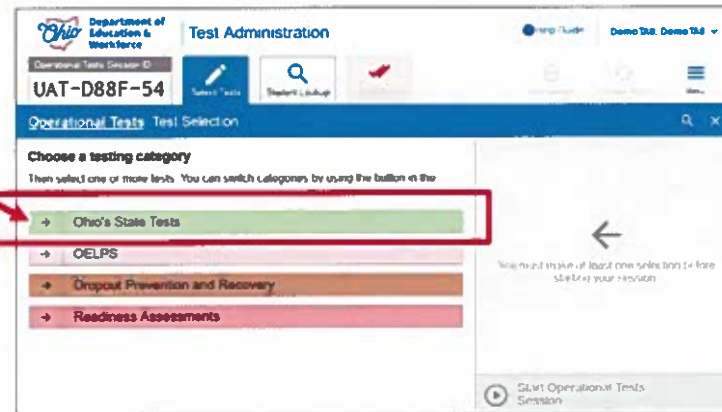
Demo School A (ID: 999999)

Demo School B (ID: 999998)

Go Close

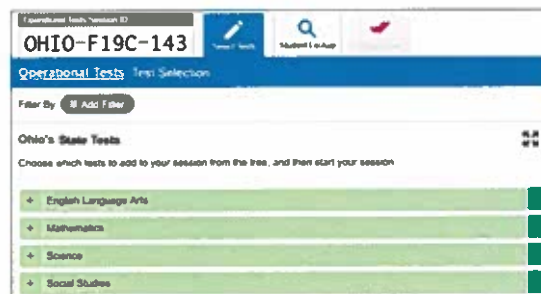
**2d.** After logging in, the test selection tab is selected, and the Session ID is available.

- Click the arrow -> besides **Ohio's State Tests** (OST) test category indicated by the green bar to select the OST tests.



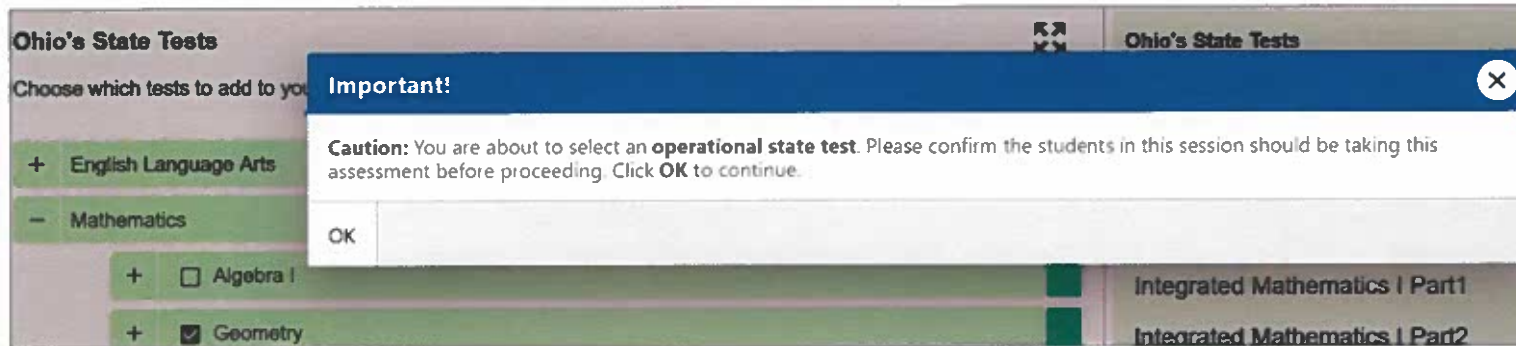
**IMPORTANT:** Ensure that you have selected the proper tests.

- Confirm that you have selected the **Ohio's State Tests (OST)** in the color green. This is for the **summative (operational) OST tests**. Do NOT proceed further unless your Test Selection tab shows Ohio's State Tests as the header and the OST subject tests are on a green background.



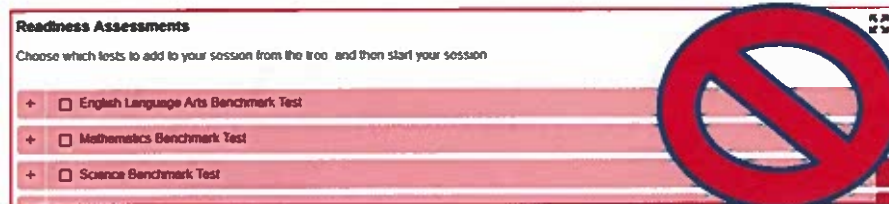


**NOTE:** A pop-up box will appear cautioning test administrators that an operational state test has been selected when an **OST** test subject has been selected.



**NOTE:** The **optional** Readiness Assessments are on a red background and will have benchmark or checkpoint after the subject.

- No pop-up box appears when a Readiness Assessment test has been selected.



Testers in your session are able to take only the tests that they are eligible for and that you select for the session.

- If testers are taking both parts of a test during the session, select both parts of the test for the session.
  - After the tester submits one part of the test, they will sign in again using the same session ID and select the remaining part of the test.
- If testers are taking only one part of a test during the session, select only that part of the test for the session.
- Click the **+** next to subject to see the available grades or tests for the OST administration. (Shown below are high school math tests.)

Operational Tests Session ID: UAT-6B29-1

Operational Tests Test Selection

Filter By: Add Filter

**Ohio's State Tests**

Choose which tests to add to your session from the tree, and then start your session.

- + English Language Arts
- + Mathematics
- + Science
- + Social Studies

Back

↑

You must make at least one selection before starting your session.

Start Operational Tests Session 0 Tests Selected

Operational Tests Session ID: UAT-863D-1

Operational Tests Test Selection

Filter By: Add Filter

**Ohio's State Tests**

Choose which tests to add to your session from the tree, and then start your session.

- English Language Arts
  - + English Language Arts II
- Mathematics
  - + Algebra I
  - + Geometry
  - + Integrated Mathematics I
  - + Integrated Mathematics II
- + Science
- + Social Studies

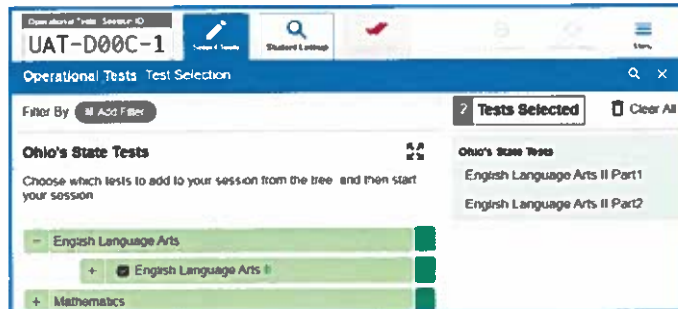
Back

↑

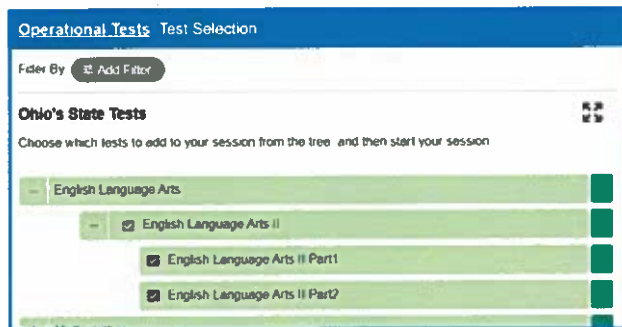
You must make at least one selection before starting your session.

Start Operational Tests Session 0 Tests Selected

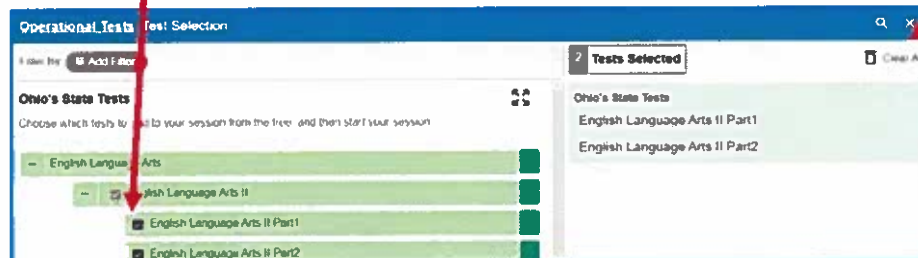
2e. By clicking the checkbox next to the grade or subject, you are selecting *both* test parts for the session. (Shown below are high school ELA tests.)



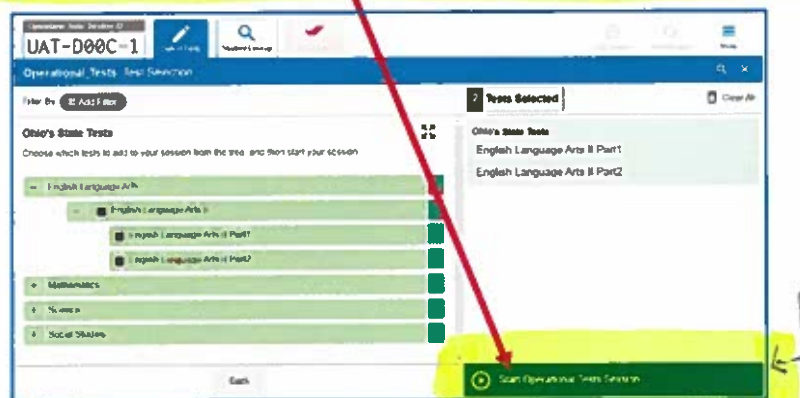
- To select individual test parts, click the **+** to see each individual test part. Click the checkbox next to a test part to include it in the test session.



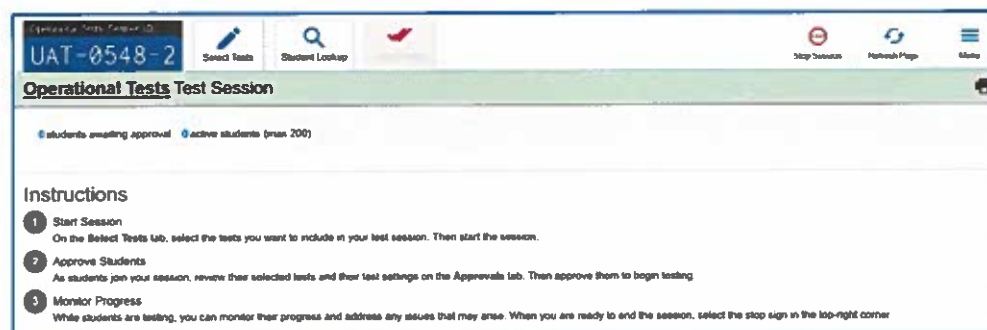
- The right side of the test selection tab shows the number of OST test parts that you have selected for the test session and the test names.
  - To remove test parts from the Tests Selected click on the box next to the test part on the left side of the screen.
  - To remove all tests from the Tests Selected click on the [Clear All] icon. This can only be done prior to starting the session.



2f. Click the green [Start Operational Tests Session] button to start the session.



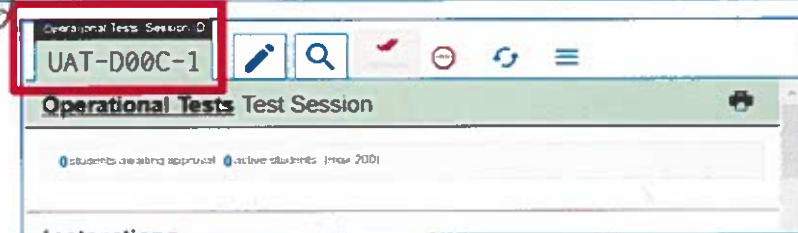
The Test Administration screen will show.



2g. Locate the Session ID. It appears at the top of the TA Interface screen.

Write your Session ID on the board so that all students can see it.

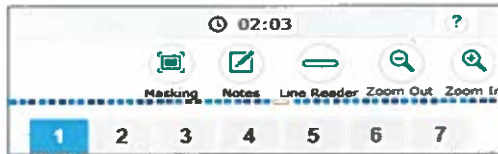
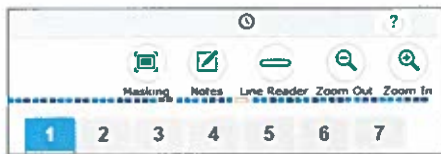
Please note that if students are taking both parts of a test during the session, students will use the same Session ID to sign into both parts.



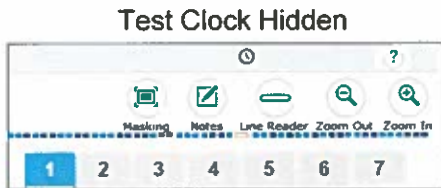
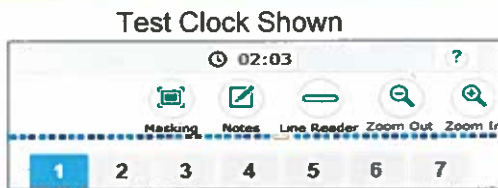


### Step 3. Introduce Students to the Test Administration

Follow the script in the right column below to introduce the test administration to students. Use these directions for all students when starting a session.

For this group of students	Use this script to orient students to the test administration
For all students	<p>SAY: <b>Today you are taking an Ohio's State Test for</b> (provide the test name(s)).</p> <ul style="list-style-type: none"> <li>If administering only one part of the test during the session,            SAY: <b>You will take part (1 or 2) of the test today.</b>  <b>You will have</b> (provide the correct <u>testing time*</u>) <b>to take this part of the test.</b> </li> <li>If administering both parts of the test during the same session,            SAY: <b>You will take parts 1 and 2 of the test today. You will have</b> (provide the correct <u>testing time*</u>) <b>to take part 1 and</b>  <b>(provide the correct <u>testing time*</u>) to complete part 2. You will start with part (1 or 2).</b> </li> </ul> <p><i>*Note:</i> Grades 6-8 and high school English language arts tests have two writing prompts as described in the Ohio Blueprint. The total testing times noted for these ELA tests are divided into two sessions of 1 hour and 45 minutes for each test part. Districts may elect to allow students needing additional time to complete the test 30 additional minutes (that is 15 minutes per test part for a total of two hours per test part). Districts set the policy for additional time and test coordinators are responsible for communicating the policy to appropriate personnel. If allowed, not all students will need this additional time and, in some sessions, no students will need this additional time. Schools also should provide students with disabilities additional time as needed, according to their individualized education programs (IEPs) or 504 Plans.</p> <p>Unless the student test clock is set to "Off" for all students:</p> <p>SAY: <b>You will be able to track how much time you have been in the test by looking at the clock in the upper right corner of your screen. This clock only runs while you are in the test. You can click on the clock to hide the time and click on the clock again to show the time.</b></p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;"> <p>Test Clock Shown</p>  </div> <div style="text-align: center;"> <p>Test Clock Hidden</p>  </div> </div>

*see testing time log.*



For this group of students	Use this script to orient students to the test administration
For all students	<p>have a ?  SAY: If you need a break during the test, raise your hand.</p> <p>SAY: You may use blank paper as scratch paper during the test.</p> <ul style="list-style-type: none"> <li>For English language arts tests:  SAY: I will now distribute the scratch paper. Use this paper to help plan your writing response. This paper is for your notes only. You may use the paper to write down ideas and organize what you will write.</li> <li>For mathematics, science, and social studies tests:  SAY: If you would like scratch paper, raise your hand. Distribute paper to students who request it.  If district policy is to provide scratch paper to all students:  SAY: I will now distribute scratch paper.</li> </ul> <p>SAY: Anything you write on this paper will not be scored. You must put all your answers in the online testing system.</p> <p>Read each question carefully. Think about what is being asked. Look carefully at graphs or diagrams because they will help you understand the question.</p> <p>If you do not know the answer to a question, skip it and go on to the next question. You can use the mark for review tool to help remind you which items you want to return to later. If you have time, go back to the questions you skipped and try to answer them before submitting your test.</p> <p>You do not have to save your response to each test question. As soon as you mark your answer, the system records it. If you change an answer, the system saves your new answer.</p> <p>If you are typing an answer and want to make sure it is saved, you can click the [SAVE] button. If you do not click the [SAVE] button, the system will save your response when you move to the next question.</p>

For this group of students	Use this script to orient students to the test administration
<p>For all students</p> <p>-OR-</p>	<p>For mathematics, science, social studies tests and <b>Part 2 of the grades 3-5 English language arts test</b>:</p> <p>SAY: <b>When you reach the last question and click [NEXT] you will see the Review Screen.</b></p> <p><b>Questions you have marked for review and questions you did not fully answer will be flagged.</b></p> <p><b>When you are done reviewing your answers, you will click [SUBMIT TEST].</b></p> <p>For grades 6-8 and high school English language arts tests and <b>Part 1 of grades 3-5 English language arts tests</b>:</p> <p>SAY: <b>When you reach the last question and click [NEXT] you will see the Review Screen.</b></p> <p><b>Questions you have marked for review and questions you did not fully answer will be flagged.</b></p> <p><b>If the essay response is your final version and you are done reviewing your answers, you will click [SUBMIT TEST].</b></p> <p>NOTE: A student may review their prior essay versions by selecting the Restore Previous Version tool from the Context Menu while taking the test.</p> <p>Once a student has clicked [SUBMIT TEST], or if the test has been paused or lost connectivity, the prior response versions are no longer available using the Restore Previous Version tool.</p>
<p>For students who will be released immediately after they submit their tests</p>	<p>If administering both parts of the test during the same session,</p> <p>SAY: <b>You need to complete all the items on one part of the test and submit that test before you can start the other part of the test. After you submit the first part of the test, log out, and go back to the sign-in screen. Type your name, SSID (or Student ID), and the same Session ID. If you need help signing in again, raise your hand. After you submit the second part of the test, please log off your computer. You will then (provide instructions to students who are released after testing).</b></p> <p>If administering only one part of the test during the session,</p> <p>SAY: <b>After you submit your test, please log off your computer. You will then (provide instructions to students who are released after testing).</b></p>

For this group of students	Use this script to orient students to the test administration
For students who will not be released after they submit their tests	<p>If administering both parts of the test during the same session,</p> <p><b>SAY: You need to complete all the items on one part of the test and submit that test before you can start the other part of the test.</b></p> <p><b>After you submit the first part of the test, log out and go back to the sign-in screen.</b></p> <p><b>Type your name, SSID (or Student ID), and the same Session ID.</b></p> <p><b>If you need help signing in again, raise your hand.</b></p> <p><b>After you submit the second part of the test, please log off your computer.</b></p> <p><b>You will work on (refer to the material(s) students should work on). Place your (material) where you can find it easily, but do not take it out at any time during the test.</b></p> <p>If administering only one part of the test during the session,</p> <p><b>SAY: After you submit your test, please log off your computer. You will work on (refer to the material(s) students should work on). Place your (material) where you can find it easily, but do not take it out at any time during the test.</b></p>
For all students	<p><b>SAY: Does anyone have any questions?</b></p> <p>Answer any questions.</p> <p><b>SAY: I will now walk you through the steps for starting the test.</b></p> <p><b>If someone is having trouble during the test, I will help that student.</b></p> <p><b>Students are not allowed to work together.</b></p> <p>Proceed to the student sign-in step.</p>



## Step 4. Student Sign-In

In order to sign in and take a test, each student must enter their first name (as it appears in TIDE), their SSID (or Student ID for a student who does not have a SSID), and the Session ID. Follow the script below to start the student sign-in process.

- 4a. SAY:** You should see the test sign-in screen. If you do not see the test sign-in screen, raise your hand.

Launch the Secure Browser or SecureTestBrowser app on the student's device if needed.

- 4b. SAY:** You should see a box in the lower left that states, "This is the Operational Test Site".

If your box does not say this, raise your hand.

If the student's box says "Practice Test Site" instead, have the student click [Take an Operational Test] button.

- 4c. SAY:** Before you can start the test, you must type in three things.

In the First Name box, type your first name only.

In the Student ID box, type your SSID (or Student ID). *As it appears on your test ticket*

In the Session ID box, type the Session ID exactly as it appears on the board. The Session ID is (provide Session ID from Step 2).

Once you have typed in your information, click [Sign In].

After you sign in, you will see a page that says, "Is This You?".

Raise your hand if you do not see a page that says, "Is This You?".

If a student is unable to sign in, a message will appear that describes the reason for sign-in failure. Refer to the [Troubleshooting](#) section for possible resolutions.

Ohio Department of Education & Workforce

Read Page

### Please Sign In

First Name: EX JORDAN

Student ID: AB123456

Session ID: UAT-...

Sign In

Operational Test Site

Browser: Chrome v132



**4d. SAY: Read the “Is This You?” screen.**

**Make sure the information is correct.**

**If the information is correct, click [Yes].**

**If your information is not correct, raise your hand.**

If any of the student’s information is not correct, the student *may not* continue.

Contact your test coordinator, who will need to update the student’s demographic information in TIDE prior to testing.

The screenshot shows the 'Is This You?' screen in the TIDE system. At the top, there is a blue header with the 'TIDE' logo and the text 'Department of Education & Workforce'. To the right of the header are icons for 'Read Page', settings, and a user profile. The main content area has the title 'Is This You?' and the instruction 'Please review the following information.' Below this is a table with student demographic information:

First Name FN	Last Name LN
SABID: DFAC066004	Grade 09
Date of Birth March 1, 2005	School: DEMO School

**4e. SAY: The next screen shows “Your Tests.”**

**Click on [provide the test name and part].**

**If you need help, raise your hand.**

Students can select only one test at a time.

If students are taking both parts of the test during the session, they will select one part of the test (for example, part 1). After they submit that part of the test, they will sign in again using the same session ID and select the remaining part of the test (for example, part 2).

If the correct test is not available, see the [Troubleshooting](#) section for possible resolutions.

**SAY: After you have clicked on your test, you will see a screen that says, “Waiting for Approval.”**

**Please wait for approval and the next set of instructions.**

## Your Tests

Select the test you need to take.



Ohio's State Tests

### Mathematics

#### Algebra 1



Start Algebra Part 1



Start Algebra Part 2

## Waiting for Approval

Your Test Administrator needs to review your requested test and your test settings. This may take a few minutes.

First Name

Jane

Last Name

Doe

Session ID

OHIO-8046-S

Test

Algebra 1 Part 1



Click to cancel the request and return to the login page

# Approve Your Students!!

## Step 5. Approve Students for Testing

**5a.** Once students begin appearing in the approvals queue, click the tab at the top of the TA Interface. The number of tests awaiting approval is shown next to the checkmark.

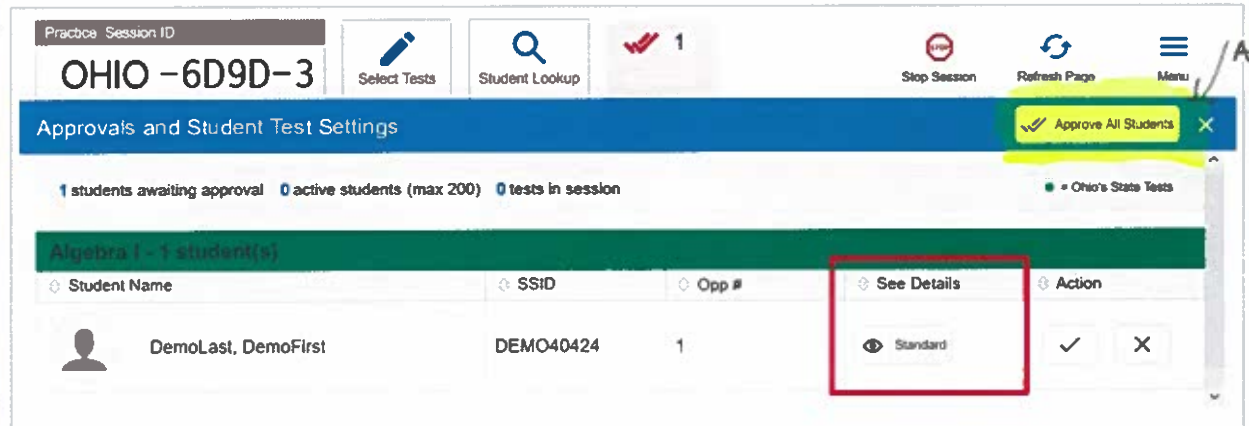


**5b.** Confirm that the students listed in the Approvals and Student Test Settings tab are the students who are testing during the test session.

Make sure each student is listed under the correct test.

Click the lookup icon  to review a student's accessibility features.

(Accessibility features are described in the [Test Settings and Accommodations](#) table at the end of this document.)



Approve All

\*Wait to approve when all students are ready.

**5c.** Review and edit a student's accessibility features and accommodation codes within the Test Settings window.

*Do not approve a student to test if the correct features or accommodation codes are not marked.*

Click [Set] to confirm the settings and return to the Approvals and Student Test Settings box.

Click [Set & Approve] to confirm the settings and approve the student's test.

*Note:* Test settings and accommodation codes vary by test. For a complete guide, refer to the [Test Settings and Accommodations](#) table at the end of this document.

**Test Settings for: GUEST** ☒ Set ☒ Set & Approve ☐ Cancel

You must select [Set] or [Set & Approve] to confirm these test settings. Use [Set] to confirm the settings and return to the main Approvals screen to approve this student.

SSID: GUEST | G3 English Language Arts Practice Test | Opp # 1

**General Testing Tools**

Highlighter ☒ ON

Masking ☒ ON

Strikethrough ☒ ON

Test Clock ☒ ON

**5d.** If a student's test settings do not require updating, click the checkmark to approve an individual student (recommended) or click [Approve All Students]. After doing so, each approved student will advance to the next step.

Click the X to deny a student's request to access the test. You will be prompted to enter a reason why the student's request was denied (for example, the student selected the wrong test).

Practice Session ID: OHIO -6D9D-3

Select Tests Student Lookup 1

Stop Session Refresh Page Menu

**Approvals and Student Test Settings** ☒ Approve All Students

1 students awaiting approval 0 active students (max 200) 0 tests in session

Algebra I - 1 student(s)

Student Name	SSID	Opp #	See Details	Action
DemoLast, DemoFirst	DEMO40424	1	Standard	<input checked="" type="checkbox"/> <input type="checkbox"/>

## Step 6. Text-to-Speech Sound Check (if applicable)

Students who have the text to speech function turned on will see an Audio/Video Checks screen. The “Text-to-Speech Sound Check” panel allows students to verify their audio for this function.

If your students are not using text to speech but see the sound check panel, this means the feature is available. To disable text-to-speech, instruct students to click [Back]. Clicking [Back] returns students to the Your Tests page. From that page, students will click [Resume “test name”], this moves students to the Approvals tab. From the Test Settings window, correct the test settings when approving students to test.

The sound settings display the voice pack that is used for text-to-speech. If more than one voice pack is installed on the computer, a drop-down menu may be available. Additionally, depending on the student’s device, three slider bars may be available to allow the student to adjust volume, pitch, and rate.

*Note:* Students taking a Bilingual English-Spanish test with text-to-speech will have a Spanish audio check panel after the English audio check panel.

If your students are using text-to-speech,

**SAY:** Click the speaker button at the top of the screen.

The computer should say, “This text is being read aloud.”

If you want to change the volume, pitch, or rate, move the slider bars, and click the speaker button again.

If you heard the voice and like your settings, click the green [I heard the voice] and then click the green [Continue].

After you click the [Continue] button, you will see the Instructions and Help page.

If you did not hear the voice, raise your hand.

Assist students as needed. If students do not hear the text being read aloud, confirm the audio is on and that the device contains a compatible voice pack. If students are using headphones, confirm that they are correctly plugged in and are not muted. Refer to the “Testing with Text-to-Speech” section of the [Assistive Technology Manual](#) for additional information.

The screenshot displays the 'Audio/Video Checks' interface. At the top, it states 'Your test uses multi-media features. Please perform the following checks before continuing.' The first section is 'Recording Device Check', which includes a list of four steps: 1. To start recording, press the Microphone button (top left button). 2. Say your name into your recording device. 3. When you are done, press the stop button to stop recording. 4. To listen to your recording, press the Play button (bottom button). Below these steps are two buttons: 'I heard my recording' and 'I did not hear my recording'. The second section is 'Text-to-Speech Sound Check', which includes a speaker icon and the instruction 'Press the speaker button. You should hear a voice speak the following sentence: "This text is being read aloud."'. Below this is a 'Sound Settings' section with a dropdown menu for 'Current Voice Pack' set to 'Microsoft David - English (United States)'. There are three sliders for 'Volume', 'Pitch', and 'Rate', each with a blue dot and a range from 0.0 to 1.0. Below the sliders are two buttons: 'I heard the voice' and 'I did not hear the voice'. At the bottom of the screen are two large buttons: 'Continue' and 'Back'.



## Step 7. Review the Instructions and Help Information

Note: The review test Instructions and Help information screens have been updated.

SAY: The Instructions and Help page provides a link to review your test settings by clicking the [View Test Settings] button.

The page contains a message regarding test security, please review the information under the heading Additional Test Information.

The Help Guide, which has information about test navigation, tools, and features, can be reviewed now by clicking the [View Help Guide] button.

If you want to refer to this information during the test, click on the question mark in the top right corner of your screen.

If you have any questions regarding the Help Guide, the Additional Testing information, or if any of your test settings are incorrect, raise your hand.

If any settings are incorrect, the student should click [Go Back]. When the student logs back in, correct the test settings when approving the student to test.

**Instructions and Help**  
You may select the question mark button to access this Help Guide at any time during your test.

**Test Settings**  
Use this button to review your test settings.  
[View Test Settings](#)

**Additional Test Information**  
All state tests (including all test passages, test questions and any other secure material developed for use with any operational test) are secure materials. It is not permissible to reproduce any of this secure material or cause it to be reproduced in any format. You are not permitted to reveal any test question that is known to be on a state test in any manner whatsoever. The following includes, but is not limited to, examples of actions that would be considered a test security violation and end your test opportunity immediately:  
• Using and/or possessing cellphones, cameras, smart watches or any other internet connected devices.  
• Sharing test and test-related information (giving or receiving).  
• Having notes, study guides, or "cheat" sheets.

**Help Guide**  
The Help Guide and test rules can be accessed at any time by using the button on the top part of the test page.  
[View Help Guide](#)

[Begin Test Now](#) [Go Back](#)

The availability of Student Testing Site tools depends on whether certain accessibility features, such as masking, are turned on and which test the student is taking. More detailed information on the Student Testing Site tools is available in the [Test Administrator User Guide](#).

Test administrators may prefer that all students start the test at the same time. Note, however, the bandwidth requirements of the test are greatest when students click [Begin Test Now]. If all students click [Begin Test Now] at the same time, it may temporarily affect the speed of the network.

SAY: When you are ready to start your test, click [Begin Test Now].


When students click [Begin Test Now], the Student Testing Site presents the first item.

## Step 8. Monitor the Test Administration


### 8a. Monitor Testing and Ensure Test Security

FYI

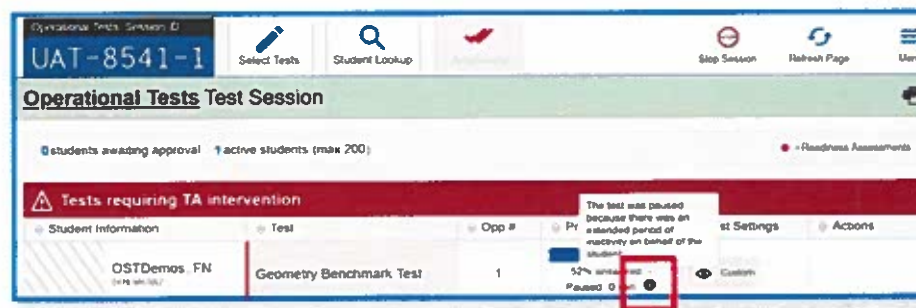
Use the TA Interface to view the testing progress of any student. The site does not show test questions or scores, but the student Progress column shows a bar graphic of your student's testing progress. The student Time column displays the *approximate* time each student has been in the test. The timer only runs while the student is viewing test content. The timer does not count the time when the student is on log-in pages, the review page, or when the test is paused. When a test is resumed after a pause or reopen, the time continues from the time the test was paused or closed. *The online system will not enforce a time limit.* Test administrators are responsible for ensuring that students complete each part of their tests within the testing times published in Section 2.2 of the *Spring 2025 OST Test Administration Manual*.

The TA Interface automatically refreshes every minute. You can manually refresh at any time by clicking the Refresh Page icon  at the top of the page.

When the test session first begins, all students will appear under the *Tests started/paused/completed* heading on the TA Interface. If the system notices an irregularity (for example, system crash or student inactivity), the student will show under the *Tests requiring TA intervention* heading which will appear at the top of the TA Interface, flagging the student for the test administrator's attention. Click the [more info] button in the Progress column for the student to see details about this identification. You can provide this information to the Ohio Help Desk for assistance in troubleshooting issues.

**Note:** A test that is paused by the student will show "Paused" under the Progress column. Next to the "Paused" status there is an information icon .

Click this icon to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk for assistance in troubleshooting issues.



Circulate through the room periodically. Make sure that all conditions of test security are maintained. Assist students with test navigation, as needed, but do not answer questions about test content.

Check the TA Interface at least every 20 minutes to ensure that the session does not close out due to inactivity.

## 8b. Pausing a Test (if needed)

It may be necessary to pause an individual student's test (for example, the student needs a break). A student can pause their test from the Student Testing Site, or you can click the pause icon  in the Actions column to sign the student out of the test.

Reminder: Once a test is paused, the student will not have access to the Select Previous Version tool in the Context menu to select prior essay responses.

If a student's test remains paused for the rest of the day, the student will not be able to revisit the test on a subsequent day. Students, including those with extended time accommodations, are required to complete each part of the test in one day. If a test needs to be re-opened, the district test coordinator must submit a Test Status Request in TIDE.

If a situation requires all students to stop testing, you can pause all students' tests by stopping the session. If you stop the session, all in-progress tests are paused, and the system will sign students out of their tests. Students will not be able to review answers before the system signs students out. If a session is stopped, it cannot be resumed. You will have to create a new session and give the new Session ID to students so that they can sign in and resume testing.

Reminder: The time a test is paused does not reduce the student's testing time and the test timer will not include the time elapsed while the test is paused.

\* make note of the amount of time a test is paused  
Students are entitled to that time to finish tests

## 8c. Transferring a Session (if needed)

If you have problems with your computer or Web browser or need to change computers during an active test session, you can transfer the session from one computer, mobile device, or Web browser to another without stopping the session or interrupting students' in-progress tests. To transfer a test session to a new device or browser:

- Do not stop or log out of the session you are currently in. If you do, you will end the test session and pause all students' tests, signing students out of their tests.
- Log into the TA Interface on the new machine or in the new browser. The Active Sessions page appears listing the active session.
- Select Join. The test session page appears allowing you to continue monitoring your students' progress.
- The test session on the previous computer or browser automatically closes. This will not stop the session or pause student tests.

If you do not wish to return to the active session, you can select Start a New Session Now to open the Test Selection tab and create a new test session. Prior to taking this action, students should pause their tests. Remind students that once they pause their tests, they will not be able to select prior essay responses from the Select Previous Version tool. Students will then have to sign in again with your new Session ID.

## Step 9. Notify Students about the End of the Test

If administering only one part of the test during the session, when there are approximately 10 minutes left for the test session, let students know they are nearing the end of the testing session.

**SAY: There are 10 minutes left in the test session.**

If administering both parts of the test during the session, students must not test beyond the allotted time. Test administrators must keep track of time and let students know when they only have 10 minutes left to complete a part of their test.

*Note:* It is permissible to notify students of the time remaining in the test session prior to the last 10 minutes (for example, “There are 30 minutes left in the test session”). Test administrators still must notify students when 10 minutes are remaining in the test session.

## Step 10. Ending the Test Administration

A student’s test ends if the student submits the test part. If the student reaches the maximum allowable amount of time for the test part but has not submitted their test, the test administrator must pause the student’s test to end the student’s administration for that part of the test.

The test administrator ends a test session if all students have submitted their tests within the allowable testing time or the maximum allowable time for that test part has been reached.


## Student Submits the Test


When the student reaches the last item and clicks [Next] they then view a screen similar to the one shown on the right.

All items (marked and unmarked) are available for the student to review.





After a student clicks [Submit Test], there will be one last pop-up window: Are you sure you want to submit the test? Once the student clicks [Yes], the student will not be able to review test questions or responses.

**Congratulations, you reached the end of the test!**  
If you need to review your answers, select the question number you wish to review. A flag icon appears for any questions that you marked for review.

 You have marked questions. Review these questions before submitting your test.

 Please review your unanswered questions before submitting the test.

**Questions:**

1	5	9		13	17	21	25 
2	6	10		14	18	22	26
3	7	11		15  	19	23	27
4	8	12		16	20	24	28

**Next Step:**  
When you are done reviewing your answers, select **Submit Test**. You cannot change your answers after you submit the test.

[Submit Test](#)

## Student Reaches the Testing Time

If a student reaches the maximum allowable amount of time for a test part, let the student know you are ending the test. Pause the student's test from the TA Interface. The test will remain in paused status; the testing system will force paused tests through to scoring at the end of the day.

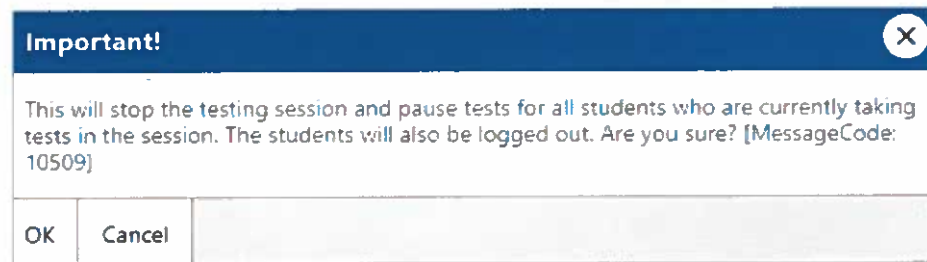
## Test Administrator Ends the Test Session

If all students within the session submit their tests before the maximum allowable time elapses, then end the session. If the maximum testing time is reached, let students know that the test session is ending. Click the [Stop Session] button to end the test session.

 <b>Stop Session</b>	 <b>Refresh Page</b>	 <b>Menu</b>
--	--	--



The test administrator will receive the below message, click [OK] to end test session for all students.



If a student does not submit their test, the test will remain in paused status; the testing system will force paused tests through to scoring at the end of the day. Students do not need to log back in to submit their tests.

Logout of the TA Interface by clicking on your name in the upper right of the screen and select [Logout] from the dropdown. A message will appear, asking you to confirm that you want to log out.

Immediately after testing, collect any used and unused scratch paper, white boards, and reference sheets from students. Securely shred the paper containing student writing and erase the white boards. If students taking a mathematics test used approved handheld calculators, confirm that the memory on all calculators is clear. Note: Clearing the memory may reset mode to radians, you may need to show your students how to change the mode to degrees if needed.

FYI


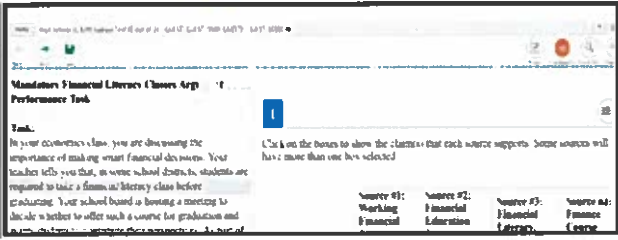
## Test Settings and Accommodations

Guidelines and policies governing accessibility features can be found in [Ohio's Accessibility Manual](#). A summary of the accessibility features available in the Student Testing Site is available below.

Test Setting	Description															
Accommodation Codes	<p>Test administrators should mark <b>accommodation codes</b> in the TA Interface for students who are eligible to receive accommodations on the test.</p> <p>Accommodation codes cannot be indicated in TIDE.</p> <p>The accommodation codes do not turn on or off any features in the Student Testing Site.</p> <p>All students have “None” as the default value.</p> <p>The following accommodation codes are available by test.</p> <table><tr><td>▪ English language arts tests:</td><td>▪ Mathematics tests:</td><td>▪ Science and social studies tests:</td></tr><tr><td>○ Read Aloud</td><td>○ Calculator (grades 3-7 only)</td><td>○ Scribe</td></tr><tr><td>○ Scribe</td><td>○ Scribe</td><td>○ Other</td></tr><tr><td>○ Other</td><td>○ Other</td><td>○ None</td></tr><tr><td>○ None</td><td>○ None</td><td></td></tr></table>	▪ English language arts tests:	▪ Mathematics tests:	▪ Science and social studies tests:	○ Read Aloud	○ Calculator (grades 3-7 only)	○ Scribe	○ Scribe	○ Scribe	○ Other	○ Other	○ Other	○ None	○ None	○ None	
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○ Scribe	○ Scribe	○ Other														
○ Other	○ Other	○ None														
○ None	○ None															
General Testing Tools																
Highlighter	<p><b>Highlighter</b> is set to “ON” by default and allows the student to highlight text.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>															
Masking	<p><b>Masking</b> is set to “ON” by default and allows the student to cover an area of the item so they can focus on certain item elements.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>															

FYI

Test Setting	Description
Strikethrough	<p><b>Strikethrough</b> is set to “On” by default and allows the student to cross out answer options for selected response items.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
Test Clock	<p>The student <b>Test Clock</b> is set to “ON” by default and displays the amount of time the student has been in the test. The clock only runs while the student is viewing test content. The clock does not count the time when the student is on log-in pages, the review page, or when the test is paused. When a test is resumed after a pause or reopen, the time continues from the time the test was paused or closed.</p> <p>The student can collapse or un-collapse the test clock by clicking on it.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
<b>Reading Tools</b>	
Paginated Stimuli*  <i>*Is not compatible with Screen Reader Mode.</i>	<p><b>Paginated Stimuli</b> is set to “OFF” by default for English language arts and social studies tests.</p> <p>Paginated stimuli is not available for mathematics or science tests.</p> <p>Paginated stimuli, when enabled, allows a student to read a passage by flipping pages, similar to a book or e-reader. This eliminates vertical scrolling on passages.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
Text-to-Speech	<p><b>Text-to-speech</b> is an accessibility feature that speaks aloud words in test questions and descriptions of graphics.</p> <p>Text-to-speech is turned “On” by default for all students taking mathematics, science, and social studies tests.</p> <p>For students taking English language arts tests, text-to-speech is turned “Off” by default. Text-to-speech is considered a reading access accommodation for English language arts tests. See <a href="#">Ohio's Accessibility Manual</a> for guidance.</p> <p>Use of the text-to-speech feature requires the student's device to have a voice pack <a href="#">installed</a>. If the student is testing with the Spanish form, the device must have both an English and Spanish voice pack installed.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>

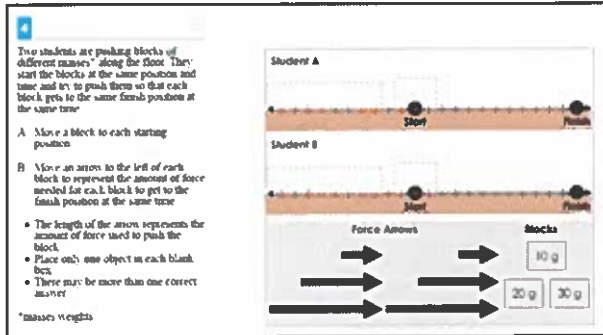


Test Setting	Description
Text-to-Speech Tracking	<p><b>Text-to-speech tracking</b> is an accessibility feature that highlights words in test questions as the words are spoken aloud.</p> <p>Text-to-speech tracking is turned “On” by default for all students taking mathematics, science, and social studies tests and is “Off” by default for students taking English language arts tests.</p> <p>Text-to-speech tracking is not available for most graphics, although it may be available for some (but not all) tables.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
Group Oral	<p><b>Group Oral</b> ensures that a group of students receiving a read aloud accommodation receive the same sequence of items and is “OFF” by default for all tests.</p> <p>This setting can be changed in TIDE and the TA Interface.</p> <p>Note: If a student starts a test without the flag turned “On”, you must request that the district test coordinator submit a test reset in TIDE. Once the test reset is processed, confirm the setting is correct before approving the student. If it is decided that the reset would be disruptive to the student, then the test administrator will need to read items individually to the student that differ from the group oral form.</p>
Line Reader	<p><b>Line Reader</b> allows the student to highlight a line of text as they read.</p> <p>There are three options for this feature:</p> <ol style="list-style-type: none"> <li>1. Enhanced line reader is “On” by default and highlights the student selected text line and greys out all non-selected text.</li> <li>2. Classic line reader highlights only the student selected text.</li> <li>3. The line reader feature can also be turned off.</li> </ol> <p>This setting can be changed in TIDE and the TA Interface.</p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;"> <p><b>Enhanced Line Reader</b></p>  </div> <div style="text-align: center;"> <p><b>Classic Line Reader</b></p>  </div> </div>

FYI

Test Setting	Description
<b>Visual Tools</b>	
Print Size	<p>The default print size is approximately 12 point; other sizes (levels 1-4) scale up.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
Color Choice	<p>The following background colors are available in addition to the default "Black on White".</p> <p>NOTE: The background color of some graphics will not change.</p> <ul style="list-style-type: none"> <li>• Light Yellow</li> <li>• Reverse contrast (black background with white text)</li> <li>• Light Blue</li> <li>• White on Navy (navy background with white text)</li> <li>• Light Magenta</li> </ul> <p>This setting can be changed in TIDE and the TA Interface.</p>
Mouse Pointer	<p>The following pointer sizes and colors are available in addition to the system default.</p> <ul style="list-style-type: none"> <li>• Large Black</li> <li>• Large Green</li> <li>• Large Red</li> <li>• Large Yellow</li> <li>• Large White</li> <li>• Extra Large Black</li> <li>• Extra Large Green</li> <li>• Extra Large Red</li> <li>• Extra Large Yellow</li> <li>• Extra Large White</li> </ul> <p>This setting can be changed in TIDE and the TA Interface.</p>



FYI

Test Setting	Description
<p>Screen Reader Mode*</p> <p><i>*Is not compatible with Paginated Stimuli.</i></p>	<p><b>NOTE:</b> Students who use screen readers should use the <b>Screen Reader Accessible</b> accommodation when available. For tests where the Screen Reader Accessible accommodation is not available, Screen Reader Mode should be used instead.</p> <p><b>Screen Reader Mode</b> is an accommodation for students with visual impairments who use screen readers.</p> <p>Screen Reader Mode is set to "Off" by default.</p> <p>This mode changes the layout of test content. This mode offers a vertical presentation (rather than displaying item elements side-by-side) and offers more white space. See an example below.</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p><b>Standard Mode</b></p>  </div> <div style="text-align: center;"> <p><b>Screen Reader Mode</b></p>  </div> </div> <p><b>IMPORTANT:</b></p> <ul style="list-style-type: none"> <li>Students who are working in this mode will not see animations for those item types. Instead, alternative text will display that describes the animation.</li> <li>Students who are working in this mode must use the context menu (  ) to access tools such as text-to-speech (if turned on) and highlighting.</li> <li>Screen Reader Mode is not available for the grade 8 science test or the biology test.</li> </ul> <p>This setting can be changed in TIDE and the TA Interface.</p>

FYI

Test Setting	Description
Other Tools	
<p>Presentation: Screen Reader Accessible*</p> <p><i>*Is not compatible with Paginated Stimuli.</i></p>	<p>The <b>Presentation</b> test setting has three settings available – Screen Reader Accessible, English (default), and Bilingual English-Spanish.</p> <p>The <b>Screen Reader Accessible</b> accommodation is for students with visual impairments who use screen readers. It is available for all grades and subjects. It is not available for Breach tests.</p> <p>This accommodation changes the layout as described above in the Screen Reader Mode tool. In addition, other changes are made to improve the screen reader experience:</p> <ul style="list-style-type: none"> <li>• Text-to-Speech (TTS) is disabled as the student will be receiving all audio, including test content typically read by TTS, from the screen reader software.</li> <li>• All images and graphics have text descriptions which the screen reader can read to the student.</li> <li>• Items that cannot be adequately described by a screen reader (such as simulation items) have been replaced with accessible items.</li> </ul> <p>More information on using screen reader software, including keyboard commands, is available in the <a href="#">Assistive Technology Manual</a>.</p> <p><b>IMPORTANT: Both test parts must be taken with the Screen Reader Accessible accommodation enabled to receive a score.</b> A reset is <b>required</b> if a student started or completed a test with the Screen Reader Accessible accommodation enabled for one part but disabled for the other. The student must then take that part with the presentation enabled.</p> <p>This setting can be changed in TIDE and the TA Interface.</p>
<p>Presentation: Bilingual English-Spanish</p>	<p>The <b>Bilingual English-Spanish</b> accommodation is only available for mathematics, science, and social studies tests. <b>English language arts tests are never translated.</b></p> <p>The default setting is English.</p> <p>This setting can be changed in TIDE and the TA Interface.</p> <p><b>NOTE:</b> If a student starts testing in English and requires Bilingual English-Spanish (or vice versa), you must request that the district test coordinator submit a test reset in TIDE. Once the test reset is processed, confirm the language setting is set correctly before approving the student to test.</p>

Test Setting	Description
Speech-to-Text	<p><b>Speech-to-Text</b> is an embedded feature that allows the student to use their voice to dictate responses in the student testing site.</p> <p>Use of this tool requires approval by the Department prior to testing (<b>request at least 72 hours prior to testing by following the procedures in <a href="#">Ohio's Accessibility Manual</a></b>).</p> <p>Speech-to-Text cannot be enabled from the TA Interface or TIDE.</p>
Permissive Mode	<p><b>Permissive Mode</b> is for those few students with disabilities who need to use specialized software or assistive technology in the secure browser; permissive mode enables them to do so. For additional information, refer to the <i>Assistive Technology Manual</i> and the Assistive Technology Guidelines in <a href="#">Ohio's Accessibility Manual</a> (with appendices).</p> <p>Use of this tool requires approval by the Department prior to testing (<b>request at least 72 hours prior to testing by contacting the Ohio Help Desk at 1-877-231-7809 or <a href="mailto:OHHelpDesk@cambiumassessment.com">OHHelpDesk@cambiumassessment.com</a></b>). Permissive mode cannot be enabled from the TA Interface or TIDE.</p>

FYI!

## Troubleshooting

Description	What to Do
A pop-up message says: "Forbidden applications are running".	<ul style="list-style-type: none"> <li>○ The secure browser will not allow the student to begin testing if forbidden applications are running.</li> <li>○ Close any open applications then re-launch the secure browser on the student's device.</li> </ul>
A Chromebook message indicating Kiosk Mode is needed.	<ul style="list-style-type: none"> <li>○ Refer to the <a href="#">Technology Guide</a> for guidance.</li> </ul>
A student has difficulty signing into a test.	<p>Try each of the following steps:</p> <ul style="list-style-type: none"> <li>○ Observe the student as they are logging in to ensure they are entering information correctly or log in on behalf of the student.</li> <li>○ Use the Student Lookup icon on the TA interface to verify student information for login purposes only. It does not indicate whether a student is eligible to test. To verify student eligibility for a specific online assessment, please check TIDE.</li> <li>○ Ensure the student's device is using a supported operating system and has the latest version of the Secure Browser or SecureTestBrowser app.</li> <li>○ Test the student on a different device of the same operating system.</li> <li>○ Test the student on a different device of a different operating system.</li> <li>○ If the student continues to experience the issue after trying each step, contact the Ohio Help Desk at 1-877-231-7809 or <a href="mailto:OHHelpDesk@cambiumassessment.com">OHHelpDesk@cambiumassessment.com</a>.</li> </ul>
During student sign-in, the following message displays: <i>Session ID does not exist.</i>	<ul style="list-style-type: none"> <li>○ Verify that the student has entered the correct Session ID with no extra spaces or characters.</li> <li>○ Verify that the session was created in the TA Interface (not the TA Practice Site) and that the student is logging into the Student Testing Site (not the Student Practice Site).</li> </ul>

Description	What to Do
<p>During student sign-in, the following message displays:</p> <p><i>The testing session is closed.</i></p>	<ul style="list-style-type: none"> <li>Verify that the student entered the correct Session ID for the session that is active in the TA Interface.</li> <li>Verify that the Session ID is active in the TA Interface.</li> </ul>
<p>During student sign-in, the following message displays:</p> <p><i>Please check that your information is entered correctly. If you need help, ask your test administrator.</i></p>	<p style="text-align: right;">look closely at 0 v. O and spaces before + after.</p> <ul style="list-style-type: none"> <li>Verify that the student has entered the correct first name and SSID or Student ID as they are entered in TIDE.</li> <li>If necessary, use the Student Lookup Tool located in the TA Interface to verify that the student is preidentified.</li> </ul>
<p>There are no tests available for the student to select on the "Your Tests" screen or the test the student is to take is not showing.</p> <p><i>Text Megan 330.604.5051</i></p>	<ul style="list-style-type: none"> <li>Verify that a test for which the student is eligible is selected in the TA Interface. For example, ensure that if the student is to take the American History test that the American History test option was selected for inclusion in the test session.</li> <li>Click [Select Tests] in the TA Interface to add additional tests to the session if needed.</li> <li>Verify that the student is identified as an online tester in their student record in TIDE.</li> <li>Verify that the student's test eligibility was not set as "Yes" for the alternate assessment.</li> </ul>
<p>A test is grayed out and the student cannot select the test on the "Your Tests" screen.</p>	<p>Tests will be grayed out if the student started a test on a previous day but did not submit the test.</p> <ul style="list-style-type: none"> <li>Refer to Appendix H of the <a href="#">Spring 2025 OST Test Administration Manual</a> if the student was unable to complete testing in one day due to a test interruption (for example, illness or loss of internet connectivity).</li> <li>Verify that the student has not already taken the test; students can only take each part of the test once.</li> </ul>



Description	What to Do
<p>The wrong accessibility features are listed for the student on the "Test Settings" page.</p>	<ul style="list-style-type: none"> <li>○ Have the student sign out and then sign back in.</li> <li>○ Before approving the student to start the test, click the test settings and adjust them to provide the student with the desired accessibility features. Once features are correct, approve the student to test. The student will be able to continue their test with the appropriate features.</li> </ul> <p><b>Important:</b> A reset is required if a student <b>starts the test</b> with the <b>Bilingual English-Spanish</b> accommodation and wants an English-only version of the test instead (or vice versa). When the test is reset, it is removed from the system and no responses are retained. The student will start a new test.</p> <p>Once the test reset is processed, confirm the presentation is set correctly before approving the student to test.</p> <p><b>Important:</b> Both test parts must be taken with the <b>Screen Reader Accessible</b> accommodation enabled to receive a score. A reset is required if a student started or completed a test with the Screen Reader Accessible accommodation disabled for one part but enabled for the other. The student must then take that part with the presentation enabled.</p> <p>Once the test reset is processed, confirm the presentation is set correctly before approving the student to test.</p>
<p>A student gets signed out of a test while a session is still active.</p>	<ul style="list-style-type: none"> <li>○ If a student's test is interrupted, have the student sign back in and rejoin the session.</li> </ul>
<p>A session ends before the allowable testing time elapses.</p>	<ul style="list-style-type: none"> <li>○ Log in and start a new session.</li> <li>○ Provide the students with the new Session ID.</li> <li>○ Have the students sign back in and resume testing.</li> </ul>

Description	What to Do
Review screen shows item unanswered, but student believes they have answered.	<ul style="list-style-type: none"> <li>○ The student should revisit the item, review the question and ensure that all parts of the item have a response. This may require students to scroll down to view all parts of the item.</li> </ul>
<p>A student inadvertently deletes some or all of their essay response</p> <p><i>and</i></p> <p>the test has <b>not</b> been paused</p> <p><i>and</i></p> <p>the device has <b>not</b> lost connectivity.</p>	<ul style="list-style-type: none"> <li>○ A student may recover their prior essay response by using the built in Select Previous Version tool from the Context menu. <ul style="list-style-type: none"> <li>• Essay responses are auto saved every two minutes. Essay responses are also saved whenever a student navigates to a different page or item and when the student clicks the [Save] button.</li> <li>• NOTE: If the test has been paused or lost connectivity, no prior responses will be available in the Select Previous Version tool.</li> </ul> </li> </ul>
<p>A student inadvertently deletes some or all of their essay response</p> <p><i>and</i></p> <p>the test <b>has</b> been paused or the device <b>has</b> lost connectivity</p> <p><i>and</i></p> <p>when the student re-accessed the test, the student's response for the essay question is not their desired version.</p>	<p>If the test has been paused or if the device has lost connectivity, no prior essay responses will be available in the Select Previous Version tool from the Context menu for the student to select when they re-access the item.</p> <p>Essay responses are auto saved every two minutes. Essay responses are also saved whenever a student navigates to a different page or item and when the student clicks the [Save] button.</p> <ul style="list-style-type: none"> <li>• All saved versions are stored in the Cambium Assessment server and a prior version can be restored with Department approval; <ul style="list-style-type: none"> <li>○ Call the Ohio Help Desk at 1-877-231-7809 or email <a href="mailto:OHHelpDesk@cambiumassessment.com">OHHelpDesk@cambiumassessment.com</a> to request the restoration.</li> <li>○ Provide SSID, test name, test part, question number, and if the student will continue testing in that test part the current day.</li> </ul> </li> </ul> <p>NOTE: The response may not be able to be restored the same day. The student may need to return another day to complete their response to the question using the restored version.</p>

Description	What to Do
<p>A student's test freezes.</p>	<ul style="list-style-type: none"> <li>○ Force quit the Secure Browser or close SecureTestBrowser app and re-launch it. <ul style="list-style-type: none"> <li>• Force quit commands include: <ul style="list-style-type: none"> <li>▪ Windows: [Ctrl] + [Alt] + [Shift] + [F10]</li> <li>▪ Mac OS X: [Ctrl] + [Alt] + [Shift] + [F10] (The Ctrl key may appear as Control, Ctrl, or ^)</li> <li>▪ Linux: [Ctrl] + [Alt] + [Shift] + [Esc]</li> </ul> </li> <li>• No force quit commands exist for mobile devices. Instead do the following: <ul style="list-style-type: none"> <li>▪ ChromeOS: To exit the Secure Browser from the sign-in screens, press [Ctrl] + [Shift] + [S]. You cannot force-quit once the test begins.</li> <li>▪ iPadOS: Double tap the Home button, then close the SecureTestBrowser app as you would any other iOS app</li> </ul> </li> </ul> </li> <li>○ Have the student sign back in. If another device is available, the student can sign in on that device.</li> </ul>
<p>A student receives an error message (usually five digits) while taking the operational test.</p>	<ul style="list-style-type: none"> <li>○ Record the error message and check the <a href="#">Message Codes</a> guidance document for additional information.</li> <li>○ For additional assistance, contact the Ohio Help Desk at 1-877-231-7809 or email <a href="mailto:OHHelpDesk@cambiumassessment.com">OHHelpDesk@cambiumassessment.com</a>.</li> </ul>

Description	What to Do
A student reports being kicked out of a test.	<p>Try each of the following steps:</p> <ul style="list-style-type: none"> <li>○ Ensure the student's device is using a supported operating system and has the latest version of the Secure Browser or SecureTestBrowser app.</li> <li>○ Stand over the student as they are logging in or log in on behalf of the student. If you log in on behalf of the student, do not advance past the "Is This You?" page.</li> <li>○ Actively monitor the student during testing to see if they are pausing the test.</li> <li>○ In the TA Interface under the Progress column, a paused test has an information icon. Click this icon to see details about why the student's test is paused. You can provide this information to the Ohio Help Desk for assistance in troubleshooting the issue.</li> <li>○ Test the student on a different device of the same operating system.</li> <li>○ Test the student on a different device of a different operating system.</li> </ul> <p>If the student continues to experience the issue after trying each step, contact the Ohio Help Desk at 1-877- 231-7809 or email <a href="mailto:OHHelpDesk@cambiumassessment.com">OHHelpDesk@cambiumassessment.com</a>.</p>

If you experience technical issues during a test session or for additional trouble shooting assistance, please have this information available when you contact the Ohio Help Desk at 1-877-231-7809 or email [OHHelpDesk@cambiumassessment.com](mailto:OHHelpDesk@cambiumassessment.com):

- 1) Test administrator name or information technology/network contact person and contact information.
- 2) SSID(s) or approved State test identifier(s) of affected student(s).
- 3) Test name and test part being administered and test question number, if applicable.
- 4) Operating system and device information.
- 5) Any error messages and codes that appeared, if applicable.
- 6) Information about your network configuration, for example, wired or wireless Internet network setup.