


## Troubleshooting Technology Issues for Students Testing at Home

### 1. What can I do to help my child if they are taking a test at home?

- Have your child coordinate with the teacher to take a [practice test](#). If your child can take a practice test without video, this indicates they should have sufficient bandwidth to take a real test without video.
- Perform an internet speed test before the day of testing. Use the Bandwidth Diagnostic check on the [Check My Speed website](#) to determine if your internet speed is fast enough to take a test at home.
- Run the network connectivity check on the [Check My Speed website](#). The network connectivity check will tell you if you can connect to the testing system.
- Make sure your child has the Secure Browser installed on their computer, laptop, or iPad device. The Secure Browser will allow your child to only access the test and will provide a secure testing environment. You can find the Secure Browser to download on the [OSAS portal](#). If you do not see the Secure Browser icon (shown on the right), contact your child's teacher or school to see if you need to install the Secure Browser. Instructions for installing the Secure Browser can be found on the ISAT portal. As a last resort, you can also install a conventional web browser such as Google Chrome or Mozilla Firefox. 
- Check your child's testing device for a built-in or plug-in webcam, microphone, or speakers/audio. Make sure that your child runs the Audio/Video checks on the [Diagnostics Check site](#) to check that their audio and video equipment is functioning properly.
- If your child requires assistive technology, such as text-to-speech software or a screen reader, make sure it's installed on the testing device. Note: This software only works with Windows and Mac OS.

For additional information on preparing your child to take a test from home, view the brochures at the following links:

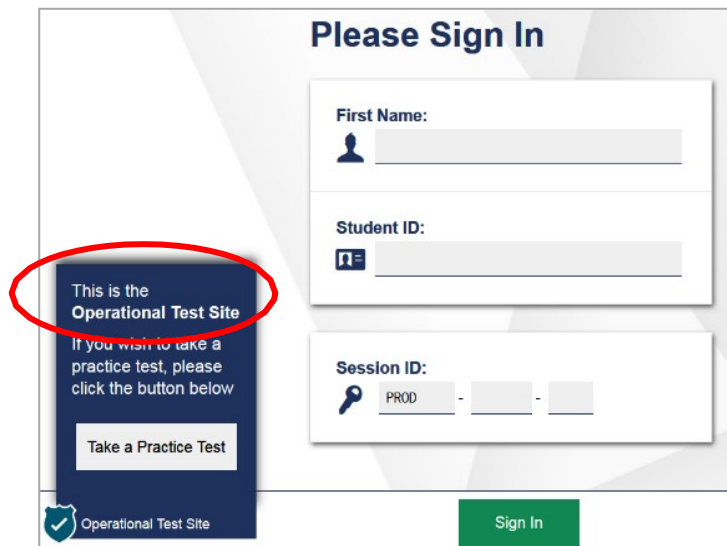
- ❖ [ODE Parent Guide: How to Check Your Internet Speed](#)
- ❖ [ODE Parent Infographic: Parent/Guardian Remote Testing Checklist](#)
- ❖ [ODE Parent Guide: A Quick Guide for Families and Students Testing Remotely](#)

## 2. Where do I get the username (First Name), Student ID number (SSID), and Session ID my child needs to log in to take a test remotely at home?

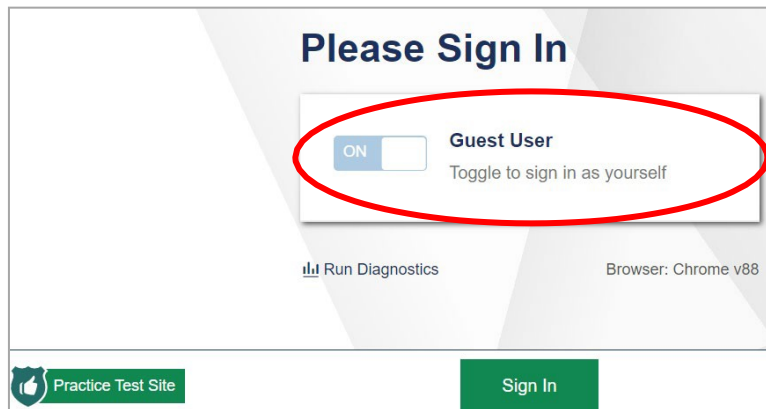
- Your child’s teacher should have all the information your child needs to log in to the test. The teacher should communicate student ID’s through a secure method and not through text messages or email.
- Students are required to enter the following information:
  - Their first name exactly as it appears on their school registration form. It is important that the student use their official first name when logging in to the test and not a nickname.
  - Their SSID exactly as it is assigned by their school, district, or state.
  - The Session ID for the remote test session they will be joining. This will be provided by the teacher before or on the day of the test (i.e. OR-F12A-9).

## 3. I am entering my information, but I cannot log in to the test. What should I do?

- The most common reason students cannot log in to the system is because they are at the wrong website. Please check the following scenarios to make sure your child is at the right website:
- If your child is using a Secure Browser to take the test from home, then the Secure Browser will display the login screen to access the test immediately after opening it.



- If your child is taking a practice test, which is different from a real test, then your child will see a different type of login screen that asks if they would like to log in as a guest.



**Note:** If your child is taking a real test assigned by a teacher, the login screen should NOT provide a guest login option. If you see the guest login option, please contact your child's teacher to make sure you are on the correct site for the test they are taking.

**4. My child cannot see their video, or they are getting a sad cloud icon when taking a test. How do I verify if everything is set up properly?**

- First, make sure the device your child is using has a webcam. Every iPad has a webcam. Most modern laptops come with built-in webcams that are visible to the naked eye, for example, a small lens centered above the screen. If your child is using a laptop or desktop computer that does not have a lens above the screen, a webcam can be plugged into the computer.
- Next, to make sure the webcam working properly, please visit the [Diagnostics Check site](#) and use the webcam check.
- Next, from the same website listed above, you can run the remote connectivity check. This automated check will verify whether your device and network configurations are set up properly for these features to work within the test. If there is an error reported on this check, please send it to your child's teacher so they can get help from the district or school's network IT staff.
- If your child is using a school-provided computer, the settings configured at the school may need to be changed. Your district or school's IT staff can help with this.

### 5. How do I check if my internet connection at home is fast enough to take a test?

The following brochure explains how to use the bandwidth diagnostic tool to make sure your home internet speed is fast enough: [ODE Parent Guide: How to Check Your Internet Speed](#)

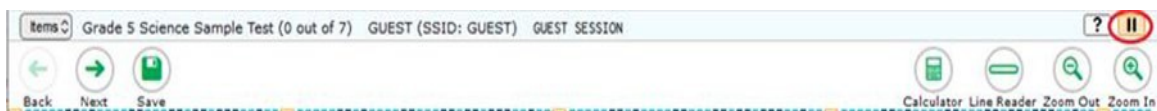
- Go to the [Diagnostics Check site](#) on the device and home network you will be using for testing. Use the bandwidth diagnostic check.
- The bandwidth diagnostic check will measure the current available bandwidth and check that against the requirements of the test.
- If there is enough bandwidth available, a **green** text box will appear with a message stating you have enough bandwidth to take the test from home.
- If not, a **red** text box will appear with a message stating you do not have enough bandwidth to take the test from home. If your speed is not fast enough, try running the check again when fewer people are using the Internet at home.

### 6. Will my child be recorded during the test?

- The Oregon Department of Education will not be recording any video, pictures, or audio during the test, nor will any transcript of the text chat be saved. The only exception to this practice is for the speaking domain on the English language proficiency assessment, where students’ spoken responses must be saved in order to be scored by human raters.
- The online testing system that allows students to take tests from home was built with a privacy-first design principle. The system directly connects the teacher’s computer to the student’s computer, and all the video, audio, and text is between those two individuals.

### 7. My child keeps getting taken back to the login screen while taking the test at home. Why could this be happening?

- The most common reason why students are sent back to the login screen is because they click the **Pause** button in the test. The **Pause** button is often used to allow students to have a bathroom break or other purposeful interruption during a test. See the two possible locations of the **Pause** button in the images below.



- The student could also be logged out of the test if they are taking their test with the Secure Browser and they try to access another application or the internet on the computer at the same time.

- To get back to the test, the student will have to re-enter their login information described in Question #2 and the test administrator will have to reapprove them into the test session.
- Before being redirected to the login screen, the student is always shown a message that says exactly why this is happening. The reason the student left the test will also appear on their teacher's screen, so you can contact the teacher for this information.

#### **8. What should I do if my child experiences internet issues while taking a test at home?**

- If the internet speed check described in Question #5 indicates that your home internet speed is not fast enough to take a test from home, you can try the following:
  - Make sure your child is the only person in the house using the Internet during the test so all your internet speed can be focused on the test. If someone else is in the house streaming a movie or TV show or using the internet for school, there will be less bandwidth for your child to take the test.
  - Move your computer or iPad closer to your modem or router.
  - Plug your computer directly into your modem or router.
  - Disconnect other devices connected to your network while your child is taking the test.
- Please note that although students might experience problems with their home internet connection, the test delivery system constantly saves students' work so your child's answers will be captured by the system automatically.
- If the testing system cannot save students' responses, it will automatically prevent your child from testing any further.
- To complete and submit their test, your child will need to have an active internet connection to finish the test. If your child is unable to complete the test from home, please contact your child's teacher.

#### **9. What can I do to help my child if they keep getting returned to the login screen?**

- If your child is logged out of the test they are taking at home, the best thing to do is to help your child get logged back in to the test as quickly as possible. Use the information in Question #2 to help them log back into the test.
- After your child logs back in to the test, the test administrator will clearly see them attempting to resume their test and, if applicable, the video conferencing will automatically re-engage.

- If possible, you might also want to send an email to your child's teacher explaining what happened because in some cases the teacher will need to write a report explaining any type of non-standard behavior during the test session.

#### **10. The camera keeps going on and off during the test. Why?**

- If this is happening, another program on your child's computer might be trying to access the camera at the same time your child is taking a test at home.
- Check to make sure any other application your child is using for remote or distance learning is closed so that the camera is only being used by the testing system. Applications running on your child's computer should appear in the computer's toolbar at the bottom of the screen. If any applications used for remote or distance learning are running, please close them before your child tries to take a test from home.
- The online testing system always needs exclusive access to the camera.
- If your child is using an external camera, make sure it is fully plugged into the computer.

#### **11. My screen keeps freezing when I am in the test. What should I do?**

- If your child experiences slowness or freezing while taking a test from home, it may be an indication of issues with your home internet connection. It may be that others in the home are using the internet or your child is sitting too far away from your router.
- Try the recommended steps in Question #8 to resolve the issue.
- If your child continues to experience this or any other technical difficulties while taking a test from home, you should contact your child's teacher.

*Note that if your child can successfully complete a practice test without their screenfreezing, they should be able to take remote test too.*

#### **12. Where can I find additional information on how to prepare my child's computer or iPad so they can take a test from home?**

- Please contact your child's teacher or for more information please visit the [ODE Test Administration website](#).