

## CAASPP Q & A Troubleshooting Guide

Many labs have been set in a clean state. In the event a test or PC freezes, please move the student to an available device to log-in and continue their test. Then reboot the affected PC. This will ultimately be the simplest and least disruptive fix for an individual testing station.

### **Q: What should a student do if their computer or test stops responding?**

A: There may be any number of reasons a computer/test may freeze. Try these 2 things:

- If possible, log out of the test and log back in.
- If the system is completely unresponsive, move the student to an unused testing station and reboot. The student's progress on the test will be saved.

### **Q: When a student logs into the secure browser, an error appears that Internet Explorer is in use and the SBAC secure browser will not launch?**

A: Internet Explorer can leave a service open even if the IE browser is closed. Try these 2 things:

- Log the user off and back on to the computer. This should kill all running processes.
- If it does not, reboot the computer.

***Protocol: Students should not launch any Internet browsers or open any programs prior to launching the SBAC Browser.***

### **Q: What should the student do if the screen goes black?**

A: Have the student shutdown their current computer and move them to an unused computer. The student's progress on the test will be saved.

### **Q: What should the TA do if Test Administrator's screen goes black?**

A: Do NOT log out of or stop the test session on the original computer or browser (doing so will end the test session for all students). Have the TA log into the TA Interface on a new machine or new browser. When the Session ID prompt appears, enter the active Session ID in the box and click "Enter". When the session ID is validated, the TA Interface will appear on the new screen or browser and monitoring of student progress will continue. The test session on the previous computer or browser will automatically close (but not stop the ongoing session).

### **Q: Why can't a student strike through on this question? Why can't a student highlight?**

A: Some Universal Tools are only available in certain question types/contexts. Strikethrough, for example, is available only on standard multiple choice questions, but not 'Select All That Apply' question types.

### **Q: What if my student can't log on?**

A: The system will generate an error message and associated code if a student cannot log in. Listed below in bold are the most common student login errors. Test Administrators may need to watch the student to ensure that he or she is entering all information properly.

**Please check that your information is entered correctly.** If you need help, ask your TA. Verify that the student has correctly entered his or her State-SSID and Confirmation Code (first name) as they appear in TOMS. If this does not work, use the Student Lookup tool to verify the Confirmation Code (first name) associated with the student's State-SSID. The Student Lookup tool allows you to verify the student's information as it appears in the system. This error can also occur when students do not enter their two-letter state abbreviation before their SSID.

**Session ID does not exist.** The student entered a Session ID that does not exist. Verify that the student entered the active Session ID correctly and that it does not contain any unnecessary spaces or characters. (Also verify that both you and the student are using the correct sites. For example, students logged in to the Practice and Training Test Site cannot enter a session that was created in the TA Interface.)

**The testing session is closed.** The Session ID entered corresponds with a session that is closed. Ensure that the student enters the correct Session ID for the active session. If this does not work, verify that your session is open. Reminder: Test Administrators cannot resume sessions. If a session is stopped, a new one will need to be created. Doing so will result in a new Session ID. (Also verify that both you and the student are using the correct sites. For example, students logged in to the Practice and Training Test Site cannot enter a session that was created in the TA Interface. They may not realize they are attempting to access a training or previous session that has since been closed, rather than accessing an live operational test session.

**The student is not associated with the school.** The student is not associated with the Test Administrator's school, or the Test Administrator is not associated with the student's school. The Test Administrator or student's school association may need to be updated in TOMS.