

Online Testing System Test Administrator User Guide

2023-2024

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Prepared by Cambium Assessment, Inc.



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Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in WY-TOPP training and operational tests. This section describes the organization of this user guide and provides an overview of the Test Delivery System sites.

Organization of the User Guide

This user guide is color-coded for ease of reference, and includes the following sections:

- Section I. How to Access the Test Administration Sites
- Section II. How TAs Proctor Test Sessions in the TA Site
- Section III. How Students Sign in to the Student Testing Site and Complete Tests

There is also an <u>Appendix A. Alternate Assessments in the Student Testing Site</u> with additional information and instructions about the TA Site, the Secure Browser, and more.

Overview of the Test Delivery System Sites

The Test Delivery System (TDS) delivers Wyoming's online tests and consists of training test sites and operational testing sites. The training sites function identically to the operational testing sites. However, the tests that are available in the practice and operational sites are different. Tests administered in the TA Training Site are for practice whereas the tests provided in the TA Interface are operational and students' scores will be official.

1. Training Sites

- TA Training Site: Allows TAs to practice administering tests.
- Student Training Site: Allows students to practice taking tests online and using test tools.
 Students can log in to the testing site with their name and ID or as guests. They can either take proctored tests in sessions created by TAs in the Training TA Site or they can take non-proctored tests.

2. Operational Testing Sites

- Operational Test Administration Interface: Allows TAs to administer operational tests.
- Student Testing Site: Allows students to take operational tests.

Throughout the rest of this user guide, "TA Site" refers to both the Operational Test Administration Interface and TA Training Site.

Section I. How to Access the Test Administration Sites

To be able to access the TA Sites, your TIDE administrator must first create your account in the Test Information Distribution Engine (TIDE). Once your account is created, you will receive an account activation email. You can log in to the TA Sites after activating your account.

How to log in to the Test Administration Sites

- 1. Navigate to the Wyoming Assessment Portal (https://wyoassessment.org/).
- 2. Select your user role.

WY-ALT Students and Families

Access practice tests and other resources.

WY-ALT

WY-ALT Students and Families

Access practice tests and other testing.

USER

Educators

Access systems and resources used before, during, and after testing.

USER

WY-ALT

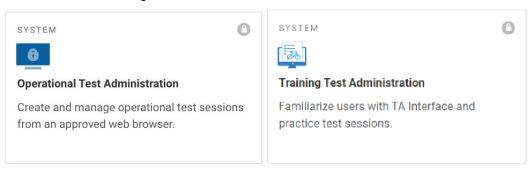
WY-ALT Educators

Access systems and resources used before, during, and after WY-ALT testing.

Figure 1. Portal User Cards

- 3. Select the appropriate TA Site:
 - a. To access the TA Interface, click **Operational Test Administration**. To access the TA Training Site, click **Training Test Administration**.

Figure 2. Card for TA Interface



- 4. The *Login* page appears. Enter your email address and password.
- 5. Click **Secure Login**. The selected TA Site appears.
 - a. If you have not logged in using this browser before, or if you have cleared your browser cache, the *Enter Code* page appears and an email containing an authentication code is sent to your address.
 - i. In the Enter Emailed Code field, enter the emailed code.
 - ii. Click **Submit** to view the TA Site.

Figure 3. Login Page



Figure 4. Enter Code Page



Note: You must use the authentication code within 15 minutes of the email being sent. If the code has expired, click **Resend Code** to request a new code.

b. If you receive a warning message about not being certified, you must complete the TA Certification Course and then log in again.

If you are associated with multiple institutions that have test windows set, a pop-up message prompts you to select a testing institution. Select your institution from the drop-down list and click **Go**. To change the institution, you must log out and then log back in.

How to reset your password

Your username for logging in to the TA Site is the email address associated with your account in TIDE. When you are added to TIDE, you receive an activation email containing a temporary link to the *Reset Your Password* page. To activate your account, you must set up your password within 15 minutes of the email being sent.

1. If your first temporary link expired:

In the activation email you received, click the second link provided and proceed to request a new temporary link.

2. If you forgot your password:

On the *Login* page, click **Forgot Your Password?** and then enter your email address in the *Email Address* field. You will receive an email with a new temporary link to reset your password.

3. If you did not receive an email containing a temporary link or authentication code:

Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your Building or District Test Coordinator to make sure you are listed in TIDE.

4. Additional help:

If you are unable to log in, contact the Wyoming Help desk for assistance. You must provide your name and email address. Contact information is available in the <u>User Support</u> section of this user guide.

Section II. How TAs Proctor Test Sessions in the TA Site

Administering online tests in TDS is a straight-forward process and the basic workflow is as follows:

- 1. The TA selects tests and starts a test session in the TA Site.
- 2. Students sign in to the Student Testing Site and request approval for tests.
- 3. The TA reviews students' requests and approves them for testing.
- 4. Students complete and submit their tests.
- 5. The TA stops the test session and logs out.

This section describes how TAs perform the following tasks within the TA Site to successfully administer online tests:

<u>Selecting Tests and Starting a Test Session</u>

Monitor an Ongoing Test Session

For information about the testing process from a student's perspective, see <u>Section III. How Students</u> Sign in to the Student Testing Site and Complete Tests.

For information on how to proctor authored tests outside the Secure Browser, please see <u>Appendix L.</u> <u>Administering Authored Tests outside of the Secure Browser.</u>

Selecting Tests and Starting a Test Session

In order for students to complete online tests, you must select which tests they need to take and start a test session.

Only the tests that you choose to include will be available to students who join your session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test in a new session. You can also <u>transfer active sessions</u> to a new window or device.

How to Create a New Test Session

- 1. To create a test session, first make sure you log in to the appropriate TA Site. The **Select Tests** tab opens, displaying a list of test categories (see Figure 5).
 - If the Select Tests tab does not open automatically, click Select Tests or click Start a New Session Now on the Active Sessions tab.

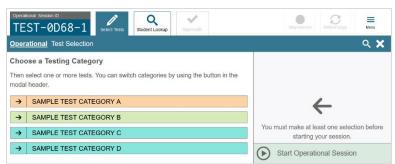


Figure 5. Select Tests Tab: Test Categories View

- **2.** From the list of test categories, select the test category whose tests you wish to include in the session. A list of test groups or individual tests in that category appears.
 - To view the tests in a test group, click to expand it (or \$\frac{1}{2}\$ to expand all groups).
 - To filter tests by their subject or grade level, click **Add Filter** above the test list. Mark the checkbox for each grade or subject you wish to filter by and click **Apply Filter(s)**. To remove an applied filter, click next to that filter.
 - To search for a test, select in the top-right corner of the **Select Tests** tab. Enter a search term and click **Go**. To close the search panel, select **Close** at the bottom of the panel.

Operational Test Selection Filter by: Seadd Filter 4 Test(s) Selected m Clear All SAMPLE TEST CATEGORY 50 SAMPLE TEST CATEGORY Choose which tests to add to your session, then start it. 2022-23 Grade 5 Science 2022-23 Spanish Grade 5 Science ✓ Science 2022-23 Grade 8 Science + ☑Grade 5 2022-23 Biology + ⊠Biology ♣ □Social Studies Start Operational Session Back

Figure 6. Select Tests Tab: Tests Selected

- **3.** To select a test you wish to administer in the session, mark the checkbox for each test you want to include. To select all the tests in a test group, mark the checkbox for that group.
- **4.** Optional: To add tests from a different test category, select **Back** at the bottom of the **Select Tests** tab to return to the test categories view (see Figure 5). Then select the appropriate tests.
- **5.** *Optional*: If you need to remove a selected test, clear the checkbox for that test on the left. To remove all the selected tests, select **Clear All** in the top-right corner of the *Tests Selected* panel.
- **6.** If any of the selected tests require you to select additional settings, such as a test reason, options for those settings appear in the *Session Settings* section. Select the required settings for your session.
- 7. Once the required tests have been selected, select **Start Session** (the exact label for this button may vary depending on whether you are starting a training or operational session). A Session ID appears in the top-left corner. Be sure to share the Session ID with students who will be joining the session.

How to Add Tests to an Active Test Session

If necessary, you can add additional tests to an active test session. You cannot remove tests from an active test session.

- 1. Open the **Select Tests** tab. This tab opens to the test list that you last viewed and shows the tests that are currently active in the session.
- 2. Mark the checkboxes of the tests that you wish to add to the session following the instructions in the <u>Selecting Tests and Starting a Test Session</u> section. Tests that are already included in the session or cannot be added to the session are grayed out.
 - If you select a new test reason when adding tests to a session, then the test reason changes for every active test opportunity in the session. Any test opportunities that were completed before you changed the test reason will be submitted with the original test reason.
- 3. Click **Add to Session** (the exact label for this button may vary depending on whether you are starting a training or operational session).

4. In the confirmation message that appears, click **OK**.

How to Approve Students for Testing

After students sign in to the Student Testing Site and select tests, you must verify that their settings and accommodations are correct before approving them for testing. If a test uses segments that require TA approval, you must also follow the same procedure when approving students' entry to test segments.

1. Once students request approval, a notification appears on the **Approvals** tab. Open this tab to view a table of students awaiting approval.



Figure 7. Approvals and Student Test Settings Window

2. To check a student's test settings and accommodations, click in the See Details column for that student. The *Test Settings* window appears (see <u>Figure 8</u>), displaying the student's test settings grouped by their area of need.

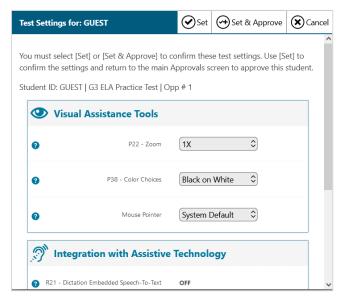


Figure 8. Test Settings Window for a Selected Student

a. If any settings are incorrect, update them as required. Students should not begin testing until their settings are correct. Editable settings must be updated in this window, while read-only settings must be updated in the Test Information Distribution Engine (TIDE).

- b. To confirm the student's settings, do one of the following:
 - To confirm the settings, click **Set**. You will still need to approve the student for testing (see step <u>5</u>).
 - To confirm the settings and approve the student for the test all at once, click Set & Approve.
- 3. Repeat step 2 for each student on the **Approvals** tab. You can click **Refresh page** in the top-right corner to update the list of students awaiting approval.
- **4.** Optional: If you need to deny a student access to the test, click **x** for that student. In the window that appears, enter an optional reason for denying the student and click **Deny**. The student receives the denial explanation and is logged out. They can still request access to the test again.
- 5. To approve students from the *Approvals tab*, click in the Actions column to approve an individual student, or click **Approve All Students** to approve every student currently listed in the table.

Monitor an Ongoing Test Session

When students begin testing in your session, you can monitor each student's testing progress, approve students' print requests, and pause students' tests.

The progress tables that display during an active test session show you the testing details for each student logged in to your session. If you navigate away from these tables, you can click the Session ID in the top-left corner to display them again.

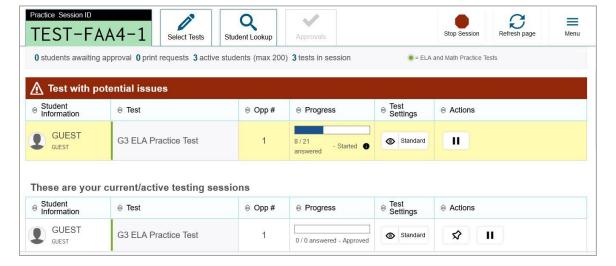


Figure 9. Tables for Monitoring Students' Test Progress

When the session begins, all students are listed in a single test progress table. If a student requires assistance, they will be listed in a separate table for tests with potential issues, which appears at the top

of the page. This can occur when a student has a pending print request or a student's test was paused due to a security issue, such as the launch of a forbidden application.

The progress tables refresh at regular intervals, but you can also refresh them manually by clicking **Refresh Page** in the top-right corner.

<u>Table 1</u> describes the columns in the tables for monitoring students' test progress.

Table 1. Columns in the Table(s) for Monitoring Students' Test Progress

Column	Description
Student Information	The name and WISER ID of the student in the session.
Test	Name of the test the student selected. For segmented tests, this column also displays the name of the test segment that the student is currently testing.
Opp#	Opportunity number for the student's selected test.
Progress	Indicates the student's test progress. It may display how many questions the student has answered out of the total number of test questions or display a progress bar to indicate how far the student has progressed in the test.
	The progress bar indicates the percentage of questions the students have answered out of the total number of questions, the percentage of questions the student has answered or viewed out of the total number of questions, or the percentage of questions the student has answered and the percentage of questions the student has viewed out of the total number of questions.
Test Settings	This column displays one of the following: i. Standard: Default test settings are applied for this test opportunity. ii. Custom: One or more of the student's test settings or accommodations differ from the default settings. To view the student's settings for the current test opportunity, click
Actions	 Allows you to perform any of the following actions for the student: To pause a student's test, click . The student will be logged out of the test. If a student has a pending print request, click to print the requested test content. If you want to pay close attention to the progress of a particular student, click to list the student in a pinned table at the top of the page.

<u>Table 2</u> describes the codes in the Test Status column of the table(s) for monitoring students' test progress.

Table 2. Student Testing Statuses

Column	Description
Approved	You approved the student, but the student did not yet start or resume the test.
Started	Student started the test and is actively testing.

Review	Student visited all questions and is currently reviewing answers before completing the test.
Completed	Student submitted the test. The student can take no additional action at this point.
Submitted	Test was submitted for quality assurance review and validation.
Reported	Test passed quality assurance and is undergoing further processing.
Paused*	Student's test is paused. The time listed indicates how long the test has been paused.
Expired*	Test was not completed by the end of the testing window and the opportunity expired.
Pending*	Student is awaiting approval for a new test opportunity.
Suspended*	Student is awaiting approval to resume a test opportunity.

^{*}Appears when the student is not actively testing. The student's row grays out in such cases.

How to Approve a Student's Print Request

Students using the print-on-request tool can request printouts of test passages and questions. You must view and approve these print requests. When students send print requests, a notification appears in the "Tests With Potential Issues" table.

You can also view a list of every print request you approved during the current session. For more information, please refer to the Appendix.

- 1. To review a print request, click in the Actions column of the "Error! Unknown document property name". table for a student. The request notification appears only for students who have sent print requests.
- 2. Review the request in the **Student Print Request** window and do one of the following:
 - To approve the request, select 🗹. A cover sheet appears in a new browser window or tab.

Figure 10. Student Print Request Window

- To deny the request, select . In the window that appears, enter a brief reason for denying the request and click **Deny**. Do not proceed to the next step.
- 3. In the window displaying the cover sheet, click **Print**. Then click **OK** to print the requested test elements.

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- When students are finished using printed test content, you should securely dispose of it and delete the downloaded files.

Removing Files from the Web Browser Download Archive

Most supported web browsers automatically save downloaded files. For security purposes, you must delete all test-related files from your browser's download archive.

To remove files in Google Chrome:

- 1. Open the Chrome menu icon in the top-right corner.
- 2. Select **Downloads**. The **Downloads** page opens.
- 3. Remove all test-related files by doing one of the following:
 - For each file, click X.
 - Click **Clear all** in the top-right corner. Files saved to your computer are not deleted.

To remove files in Edge:

- 1. Click the Edge Hub icon in the upper-right corner.
- 2. Select **Downloads** from within the downloads list.
- 3. Select each file and click X to delete it.

To remove files in Mozilla Firefox:

- 1. Open the **Tools** menu and select **Downloads**. The *Library* window opens.
- 2. Delete all test-related files by doing one of the following:
 - Select each file and press **Delete** on your keyboard.
 - Click **Clear Downloads** at the top of the window (if available). Files saved to your computer are not deleted.

How to Pause a Student's Test

You can pause a student's test if necessary.

- 1. In the Actions column of the table(s) for monitoring students' test progress, click for the student whose test you wish to pause.
- 2. Click **Yes** to confirm. The Test Delivery System logs the student out and an information button appears in the Pause Test column.

How to Enable Screensaver Mode

You can enable screensaver mode to protect any sensitive student information displayed in the TA Site when you are away from your device. If screensaver mode is auto-enabled, the screensaver automatically turns on after 5 minutes of TA inactivity. If screensaver mode is not auto-enabled, it is strongly recommended that you turn on the screensaver when stepping away from your device.

1. To turn on screensaver mode, select **Toggle Screensaver** from the **Menu** in the top-right corner. A masking screen appears over the TA Site. The screensaver displays notifications if students are awaiting approval, if there are pending print requests, or if students require other interventions.

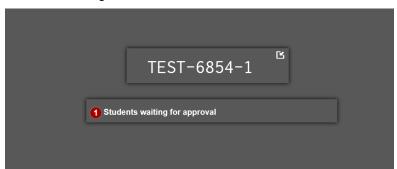


Figure 11. Screensaver Mode Enabled

2. To dismiss the screensaver, click . It may also dismiss when mouse or keyboard activity is detected.

How to Stop a Test Session

When students finish testing, or the current testing time slot is over, you should stop the test session. Stopping a session automatically logs out all the students in the session and pauses their tests.

Once you stop a test session, you cannot resume it. To resume testing students, you must start a new session. Please note, the Test Delivery System automatically logs you out after 20 minutes of both user and student inactivity in the session. This action automatically stops the test session.

- 1. To stop a test session, click **Stop Session** at the top of the TA Site.
- 2. In the confirmation message that appears, select **OK**. The test session stops.

If you accidentally close the browser while students are testing, your session remains open until it times out. To return to the test session, you must log in to the TA Site and rejoin the active session. You can also transfer your session to another device.

Transfer a Test Session

You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful if your computer malfunctions or if you

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accidentally close the browser while a session is in progress.

Your session remains open until it times out. If you do not return to the active session within 20 minutes and there is no student activity during that time, the Test Delivery System logs you out and pauses the students' tests.

The Test Delivery System ensures that you can administer a test session from only one browser at a time. If you move a test session to a new device, you cannot simultaneously administer the session from the original browser or device.

1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. The **Active Sessions** tab appears (see <u>Figure 12</u>), listing the active session.

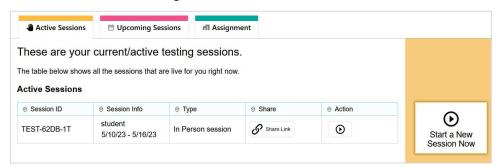


Figure 12. Active Sessions Tab

2. In the table that appears, click in the Action column for the session you wish to join. The test session page appears, allowing you to continue monitoring your students' progress. The test session on the previous computer or browser closes automatically.

If you do not wish to return to the active session, you can click **Start a New Session Now** to open the **Select Tests** tab and create a new test session.

Export Closed Session Information

After you stop a session, **Export** buttons appear next to the heading of each progress table, **Pinned** or **Tests in Started/Paused/Completed Status**, on the **Session ID** tab (<u>Figure 13</u>).

When you select **Export**, the information in the progress table is downloaded. You'll need to select **Export** for each progress table.

Practice Test Session Closed: UAT-F5BD-1

© students awaiting approval © active students (max 200)

Pour session is not active. In order to start the session please add at least 1 test to it. →

Pinned ✓ Export

© Student Information

© Test

© Progress

© Test Settings

© Actions

Tests in Started/Paused/Completed Status ✓ Export

57

Figure 13. Export Buttons on Practice Session ID Tab

How to Log Out of the TA Site

Grade 6 Mathematics Sample Items

You should log out of the TA Site only after stopping a test session to prevent stopping a test session that is in progress. Please note that navigating away from the TA Site also logs you out. If you need to access another application while administering tests, open it in a separate browser window.

If you log out from another Wyoming system, such as TIDE, you will also log out of the TA Site.

- 1. In the banner, click on your name and select **Logout** from the dropdown that appears...
- 2. In the warning message, click **Yes**. The Wyoming Assessment Portal appears.

Section III. How Students Sign in to the Student Testing Site and Complete Tests

This section describes the student sign-in process for the Student Testing Site that students follow when starting a new test or resuming a paused test. It also describes how students can view stimuli, respond to questions, pause a test, review previously answered questions, and submit a test.

How Students Sign in and Select Tests

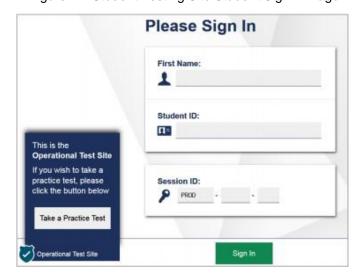
When testing, students must sign in to the appropriate testing site. For sessions created in the TA Interface, students sign in to the Student Testing Site on the Secure Browser or Take a Test app.

Students may also take practice tests in the Student Training Site to familiarize themselves with the online testing process. Aside from the sign-in process, the Student Training Site has the same appearance and functionality as the Student Testing Site. For information on how students sign in to the Student Training Site, please see Appendix D. For more information on how students sign in to authored tests outside the Secure Browser, please see Appendix K.

How to Sign in to the Secure Browser or Take a Test App

- 1. Launch the Secure Browser or Take a Test app on the student's testing device. The **Student Sign-In** page appears.
- 2. Next, students enter the following information:
 - In the *First Name* and *WISER ID* fields, students enter their first name and WISER ID as they appear in TIDE.
 - In the Session ID field, students enter the Session ID as it appears on the TA Site. The first part of the three-part session ID, that indicates whether a student is on the Student Testing Site or the Student Training Site, is pre-filled.
 - Students select **Sign In**. The *Is This You?* page appears.

Figure 14. Student Testing Site Student Sign-In Page

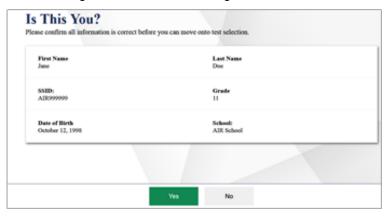


How to Verify Student Information

After signing in, students must verify their personal information on the *Is This You?* page.

- 1. If all the information on the *Is This You?* page is correct, the student selects **Yes** to proceed.
- 2. If any of the information is incorrect, the student should select **No**. You must notify the Building Coordinator that the student's information is incorrect. Incorrect student demographic information must be updated before the student begins testing.

Figure 15. Is This You? Page

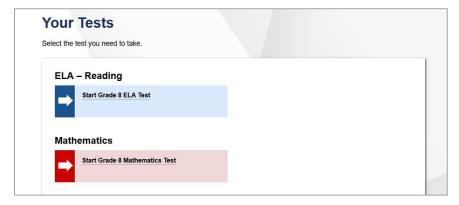


How to Select a Test

Students can select their tests from the *Your Tests* page that appears after students verify their personal information. The *Your Tests* page displays all the tests that a student is eligible to take. Students can only select tests that are included in the session and still need to be completed.

- 1. From the **Your Tests Page** that lists a student's eligible tests in color-coded categories, the student selects the name of the test.
 - If a student's required test is inactive or not displayed, the student should log out. You should verify the test session includes the correct tests and add additional tests, if necessary.

Figure 16. Your Tests Page



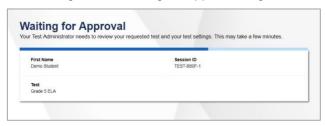
2. The student's request is sent to the TA for approval and the student is taken to the *Waiting for Approval* page. After you approve the student for testing, the student can proceed to the next step:

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• If starting a new test, the student must complete the login process before they begin testing.

• If resuming a paused test, the student is taken directly to the test page where they stopped the test, based on the applicable pause rules.

Figure 17. Waiting for Approval Page

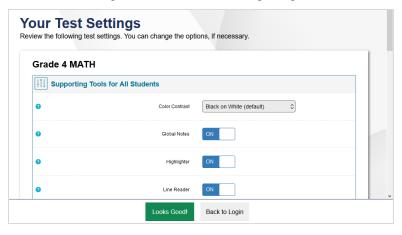


How to Verify Test Setting Information

Once students have been approved for testing, they can verify their test settings from the **Your Test Settings** page. At this point, the student's actual test settings override any settings selected earlier in the sign-in process.

- 1. If the settings are correct, the student selects **Looks Good!** to continue.
- 2. If the settings are incorrect, the student should select **Back to Login** to log out of the Student Testing Site. After you correct the student's test settings, the student must sign in and request approval again.

Figure 18. Your Test Settings Page



How to Check Student Device Functionality

The student may need to verify that their testing device is functioning properly from the *Audio/Video Checks* page. This check will depend on the test content and the specified test settings for the student.

1. From the *Audio/Video Checks* page that displays each required functionality check in its own panel, the student verifies each functionality as explained below.

Audio/Video Checks

Your test uses multi-media features. Please perform the following checks before continuing.

Audio Playback Check

Make sure audio playback is working.

(1) To play the sample sound, press the speaker button.

Next Step:

If you heard the sound, choose I heard the sound. If not, choose I did not hear the sound.

I heard the sound I did not hear the sound.

Recording Device Check

Make sure your recording device is working.

To start recording, press the Microphone button (top button).

Figure 19. Audio/Video Checks Page

How to Check Audio Playback Functionality

- 1. From the *Audio/Video Checks* page, the student verifies each functionality check in the appropriate panel. The following functionality check panels may appear:
 - **Text-to-Speech Check:** This panel appears if a student has the Text-to-Speech (TTS) setting. To test TTS settings, students select and listen to the audio. If the voice is clearly audible, students select **I heard the voice**. TTS is available for K-2 students.
 - If the voice is not clearly audible, students adjust the settings using the sliders and select to listen to the audio again. If students still cannot hear the voice clearly, they select I did not hear the voice and follow the instructions that appear.
 - Audio Playback Check: This panel appears for tests with listening questions. To test the device's audio playback functionality, students select (a) and listen to the audio. If the sound is clearly audible, students select I heard the sound.
 - If the sound is not clearly audible, students select I did not hear the sound and follow the instructions that appear.

- Recording Device Check: This panel appears for tests with questions that require students to record spoken responses. It also displays for students who have a Speech-to-Text (STT) accommodation. To verify recording device functionality, students select and record a vocal sample. Then they select to stop recording and select to listen to their recorded audio. If the recorded audio is clearly audible, students select I heard my recording.
 - If the recorded audio is not clearly audible, they select I did not hear my recording and follow the instructions that appear.
 - If the student is testing on a device with multiple recording options, they can select the Select New Recording Device option to open the Recording Input Device Selection panel and select a different recording device.
- Sound and Video Playback Check: This panel appears for tests with both audio and video content. To verify the functionality of audio and video playback, students select to play the video and sound. If the video plays and the sound is clearly audible, students select I could play the video and sound.
 - If students are not able to play the video or hear the sound, students select I could not play
 the video or sound and follow the instructions that appear.
- Video Playback Check: This panel appears for tests with video content. To verify the functionality of video playback, students select to play the video. If the video plays without issue, students select I could play the video.
 - If students are not able to play the video, students select I could not play the video and follow the instructions that appear.
- 2. Once all functionality checks have been verified, the student selects **Continue** at the bottom of the page to proceed to the *Instructions and Help* page.
- **3.** If any of the device functionality checks fail, the student should log out and you should troubleshoot their testing device. Students should not continue with a test unless all functionality checks pass.

How to View Instructions and Begin Testing

The *Instructions and Help* page is the last step of the sign-in process. Students may review this page to understand how to navigate the test and use test tools. Students may also review their test settings from this page.

- 1. *Optional*: To review their test settings, students select **View Test Settings**. To close the window, students select **OK**.
 - Optional: Review any additional test information, as applicable.
- 2. *Optional*: To view the help guide, students select **View Help Guide**. To close the window, students select **Back**.
 - 3. To start the test, students select Begin Test Now.

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

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

Return to Login

Figure 20. Instructions and Help Page

How Students Navigate the Student Testing Site

A test page can include the following sections:

1. The *Global Menu* section displays the global navigation and tool buttons. It also includes the **Items** drop-down list, test information, help button, pause button, and system settings button.

Begin Test Now

- **2.** The *Stimulus* section, which appears only for questions associated with a stimulus, may contain the stimulus content and context menu.
- **3.** The *Question* section contains one or more test questions (also known as "items"). Each question includes a number, context menu, stem, and response area. Each question also displays the student's name and the question's most recent save date.

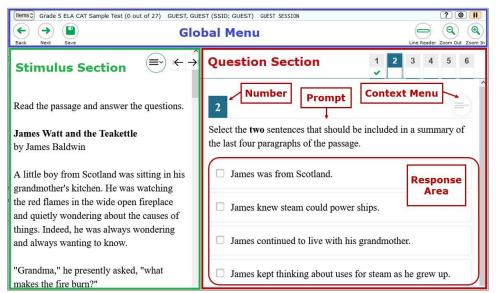


Figure 21. Sample Test Layout

The Student Testing Site uses a slightly different layout for <u>alternate assessments</u> and <u>early childhood</u> <u>students</u>. The following sections provide details about how to navigate the Student Testing Site.

How to Navigate between Items

Some test pages may have only one question and others may have more or may consist of multiple parts that students must answer.

- After students respond to all the questions on a page, they select Next in the upper-left corner to proceed to the next page.
- To navigate to a previous question in a test, students select Back.

Figure 22. Navigation Buttons



When multiple items are grouped with a stimulus, the items are tabbed for individual viewing. Students select the tabs in the upper-right corner to proceed to the corresponding question.

Figure 23. Paginated Items



To jump directly to an item, students can select an item number from the items drop-down that appears when students select the **Items** menu.

- If an item has been marked for review,
 is displayed next to the item.
- If an item has been skipped or not answered, ▲ is displayed next to the item.
- Items that students cannot navigate to are grayed out.

Figure 24. Item Drop-Down



How to Respond to Test Questions

The items presented in TDS may use various interaction types and students may need to respond to them in different ways. Students can use the Student Training Site to familiarize themselves with the question types that may appear on tests.

All responses are saved automatically. Students can also manually save their responses to questions by selecting **Save** in the upper-left corner.

Test questions may require students to do any of the following tasks:

- 1. Select one or more choices from a list of answer options.
 - For multiple choice type items, students can re-click a selected radio button to deselect the response option provided this feature is enabled.
- 2. Use an on-screen keypad to generate an answer. Students can select in the answer space to open the keypad.
- **3.** Select graphic objects or text excerpts.
- **4.** Place points, lines, or bars on a graph.
- 5. Drag and drop text or graphic objects.
- **6.** Enter text in a text box or table.
- 7. Match answer options together.
- 8. Modify a highlighted word or phrase in a reading selection.
- **9.** Enter input parameters to run an on-screen simulation.
- 10. Expand categories and select options within them.
- 11. Create graphs and charts.

How to Pause Tests

Students can pause the test at any time. Pausing a test logs the student out. To resume testing, students must repeat the sign-in process. See <u>Appendix D. Pause, Test Timeout, and Expiration Rules</u> for more information.

• To pause a test, students select **Pause** in the global menu and then select **Yes** in the confirmation message that appears.

If students are testing on Chromebooks, please ensure that they pause the test before closing the lid of the Chromebook. If the lid is closed before the test pauses, whoever opens the Chromebook next will be able to see the last question that the student was viewing (and any response they entered).

How Students Use Test Tools

A number of testing tools are available for students in TDS. Some tools are available for all tests, while others are only available for a particular subject, accommodation, or type of question. There are primarily two types of test tools available:

- 1. Global Tools: These tools appear in the global menu at the top of the test page and are available for all items in a test. Some of the tools available in the Global Menu may depend on the subject or whether the tool is enabled in TIDE.
- 2. Context Menu Tools: These tools are specific to the passage or question being viewed.

Students can access tools using a mouse or keyboard commands. For information about keyboard commands, please see Appendix B. Early Childhood Assessments in the Student Testing Site

For students in certain grade levels, the Student Testing Site uses a simplified layout with larger text and buttons.

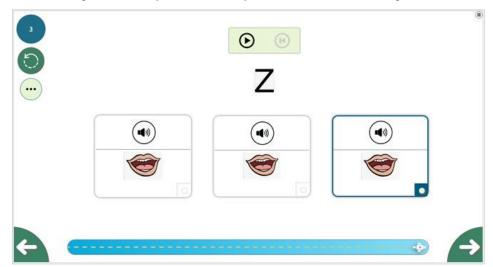


Figure 38. Early Childhood Layout of the Student Testing Site

The process for navigating a test and responding to questions is slightly different in the early childhood version of the Student Testing Site.

To listen to a question, students select **()** at the top of the page.

While the voice is reading, students can select to pause it. They can also select to stop the voice so they can listen from the beginning again.

- Students select in the bottom-right corner to proceed to the next question. A spaceship at the bottom of the page indicates the student's progress through the test.
 - Students select in the bottom-left corner to return to the previous question.
 - If students need to change their answer to a question, they can select in the top-left corner and then select **Yes** in the confirmation message that appears.

To access context menu tools, students select in the top-left corner. Most of the standard Student Testing Site tools are not available in the early childhood version of the site.

- When students finish answering questions, they can select in the bottom-right corner to finish the test.

Appendix C. Keyboard Commands in the Student Testing Site.

Some tools, such as the dictionary, calculator, and tutorials, open in pop-up windows. Students can resize the window using the resizing handle . Students can also maximize or minimize the window by selecting . When maximized, the window covers the entire test page except for the navigation bar on top. Students can also drag and move the window to different parts of the test page, however not when the window is maximized.

How to Use Global Tools

The global menu consists of navigation buttons on the left and tool buttons on the right. <u>Table 3</u> lists the tools available in the global menu.

To use a global test tool, select the button for the tool. The selected test tool activates.

Figure 25. Global Menu



Table 3. Global Tools

Tool Name	Instructions
Calculator	To use the on-screen calculator, select Calculator in the global menu.
Dictionary	To look up definitions and synonyms in the Merriam-Webster dictionary, select Dictionary in the global menu.
Help ?	To view the on-screen <i>Help Guide</i> , select the question mark button in the upper-right corner.
Language Toggle	For items and stimuli that have content in two languages, you can select the language in which to display the content for easier readability.
	By default, items are presented in the language specified at the beginning of the test. To switch the language, select Language Toggle in the global menu.

Line Reader*	To highlight an individual line of text in a passage or question, select Line Reader in the global menu. This tool is not available while the Highlighter tool is in use.
Masking*	 The Masking tool temporarily covers a distracting area of the test page. To use this tool: Select Masking in the global menu. Click and drag across the distracting area. To close the Masking tool, select Masking again. To remove a masked area, select in the upper-right corner of that area.
Notes 🗷	To enter notes in an on-screen notepad, select Notes in the global menu. These notes are available globally and can be accessed from any page in the test. Depending on the tool's settings, advanced editing features, such as word and character count, spell check, and text formatting options may be available.
Pause	To pause a test, select . If you pause the test, then you will be logged out.
Periodic Table	To view the on-screen periodic table, select Periodic Table in the global menu.
System Settings	To adjust audio volume, or color contrast during the test, select in the upper-right corner. Students testing with TTS can also use this tool to adjust TTS settings. Students testing on mobile devices cannot use this tool to adjust volume. To adjust audio volume on mobile devices, students must use the device's built-in volume control.
Zoom buttons	To enlarge the text and images on a test page, select Zoom In . Multiple zoom levels are available. To undo zooming, select Zoom Out .
*Accommodation must be enable	ed in TIDE.

How to Use the Masking Tool

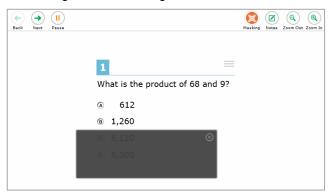
The Masking tool allows students to hide distracting areas of the test page.

- 1. To mask an area of a test page:
 - Select **Masking** in the global menu. The button becomes orange.
 - Click and drag across the distracting area of the test page. The selected area becomes dark gray. The tool remains active until you deactivate it.
- 2. To deactivate the masking tool, select Masking in the global menu again. The button becomes

green. Please note that masked areas will remain on the screen until you remove them.

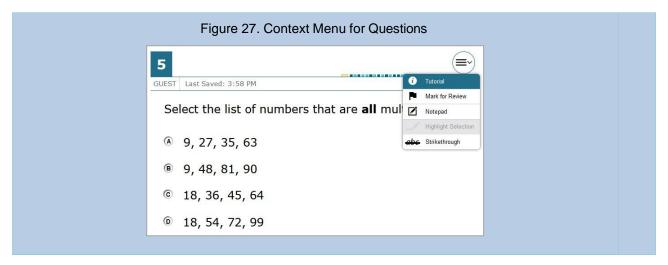
3. To remove a masked area from a test page, select on the upper-right corner of a masked area.

Figure 26. Test Page with Masked Area



How to Use Context Menu Tools

A test page may include several elements, such as the question, answer options, and stimulus. The context menu for each element contains tools that are applicable to that element (see <u>Figure 27</u>).



If a question has multiple parts, a context menu may be available for each part of the question. In such cases, the active context menu (i.e., the context menu for the item or stimulus currently in focus) appears enabled while the other context menus look grayed out.

Furthermore, when enabled, the item number and context menu of the item a student is attempting remains visible on the screen even when scrolling through the item's content to allow easy access to an item's context menu.

Test Administrator User Guide

To use the context menu, do one of the following:

To open the context menu for an item or stimulus, click the context menu or right-click the required elements.

To open the context menu for an answer option, do one of the following:

- If you are using a **two-button mouse**, right-click an answer option.
- If you are using a single-button mouse, click an answer option while pressing Ctrl.
- If you are using a **Chromebook**, click an answer option while pressing **Alt**.
- If you are using a **tablet**, tap the answer option and then tap the context menu button.

Table 4 lists the available context menu tools.

Table 4. Context Menu Tools

Tool Name	Instructions
American Sign Language ¹	You can watch videos that translate test content into American Sign Language (ASL). To view ASL videos: From the context menu, select American Sign Language. If only one ASL video is available, the video opens automatically. If only one ASL video is available, the video opens automatically. If multiple ASL videos are available, sign language () icons appear next to the test content for each video. Select the icon for the test content you wish to translate into ASL. If the ASL video content includes chapter markers, you can jump from one point of the video to another.
Closed Captioning	Questions and stimuli with audio elements automatically display closed captions for students testing with the appropriate accommodations. You can select the up arrow to move the closed captioning to the top of the screen or the down arrow to move it to the bottom. You can also exit closed captioning by selecting .
Highlighter	To highlight text, select the text on the screen and then select Highlight Selection from the context menu. If multiple color options are available, select an option from the list of colors that appears. To remove highlighting, select Reset Highlighting from the context menu. Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use.

¹ Please note that ASL is only available on the Summative Assessments and when selected in TIDE.

Mark for Review	To mark a question for review, select Mark for Review from the context menu. The question number displays a flap in the upper-right corner and a flag icon appears next to the question number on the test page. The Questions pop-up window also displays a flag icon next to the question number.
Notepad	To enter notes for a question, select Notepad from the context menu. After entering a note, a pencil icon appears next to the question number on the test page. You can only access your notes for a question on that question's test page.
Print Item	To send a print request for an individual question, select Print Item from the context menu. After sending the request, a printer icon appears next to the question number on the test page.
Select Previous Version	To view and restore responses previously entered for a Text Response question, select the Select Previous Version option from the context menu. A list of saved responses appears. Select the appropriate response and click Select .
Strikethrough	For selected-response questions, you can cross out an answer option to focus on the options you think might be correct. There are two options for using this tool: Option A: • To activate Strikethrough mode, open the context menu and select Strikethrough. • Select each answer option you wish to strike out. • To deactivate Strikethrough mode, press Esc or click outside the question's response area. Option B: • Right-click an answer option and select Strikethrough .
Text-to-Speech ²	To listen to passages and questions, select a Speak option from the context menu. To listen to your responses to constructed-response items, use the TTS button in the item response area.
Text-to-Speech Tracking ²	When this tool is enabled, words become highlighted as TTS reads them aloud.
Tutorial	To view a short video demonstrating how to respond to a particular question type, select Tutorial from the context menu.

²Please note that TTS and TTS Tracking are only available when selected in TIDE.

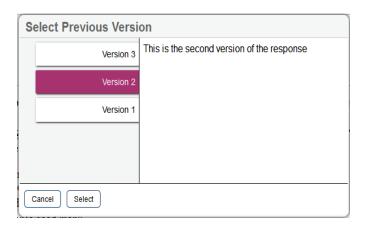
How to Use the Select Previous Version Tool

The Select Previous Version tool allows students to view and restore responses they previously entered for a text response question. For example, if students type a response, click **Save**, delete the text, and enter new text, they can use this tool to recover the original response. Please note that if the student's test pauses, any responses entered prior to pausing cannot be recovered.

1. To recover a previously entered response, select the **Select Previous Version** option from the context menu. The **Select Previous Version** window appears, listing all the saved responses for the question in the left panel.

- 2. Select a response version from the left panel. The text associated with that response appears in the right panel.
- **3.** Click **Select**. The selected response appears in the text box for the question.

Figure 28. Select Previous Version Window



How to Use the Text-To-Speech Tool

Students testing with TTS can listen to passages, questions, and answer options using the TTS options available in the selected element's context menu. A test may include text that is not permissible to be read aloud. This text will be skipped when using TTS. Below are some tests that may include text that will not be read aloud by TTS:

- WY-TOPP Grades 3 10 ELA Interim and Modular Assessments:
 - If there is a direct quote from the passage within the item, this text will not be read aloud by TTS.
- WY-TOPP Grade K 2 ELA Interim and Modular Assessments:
 - The Grade K-2 assessments have built-in human voice recording audio. TTS should not be enabled in TIDE for these specific tests. Some items on the Gr K 2 ELA tests will not include built-in human voice audio due to the standard being measured.

If you are experiencing issues with TTS, please contact the Wyoming Help Desk.

If a student is using Text-to-Speech Tracking, the words become highlighted as they are read aloud. TTS is only available when using the Secure Browser or a supported Chrome or Firefox browser.

Figure 29. TTS Options for Questions



- 1. To listen to a passage, students open the passage context menu and select a **Speak** option. Students can also select a portion of text to listen to, such as a word or phrase. To do this, students select the text, open the passage context menu, and select **Speak Selection**.
 - Please note that when listening to passages, students can pause TTS and then resume it at the
 point where it was paused. While this functionality is available on Windows, Mac, and iOS, it is
 not available on Chrome OS. Students testing on a Chrome OS can resume a paused TTS passage
 by selecting the remaining text to be read aloud and selecting Speak Selection from the context
 menu.
- **2.** To listen to a question or answer options, students open the question context menu and select one of the following **Speak** options:
 - To listen only to the question, students select Speak Question.
 - To listen only to an answer option, select Speak Option from the context menu and then select the answer option. Students can also right-click the answer option and select Speak Option.
- **3.** To listen to TTS, read from anywhere in a passage or item to the end of that passage or item, students can right-click where TTS should begin reading and select **Start Speaking From Here**.
- **4.** Some tests may also display ear icons by questions and answer options when TTS is enabled. Students can click these icons to listen to the corresponding test content.
- **5.** Depending on their accommodations, students may also be able to use TTS to listen to their responses to constructed-response items. Students can select or as available in the formatting toolbar of the text-response area to listen to the text as entered.



Figure 30. Constructed-Response Item with TTS Tool

How to Use Other Tools

In addition to the global tools and context menu tools, there are some additional tools that may be available to students. <u>Table 5</u> lists the additional tools available in the Student Testing Site.

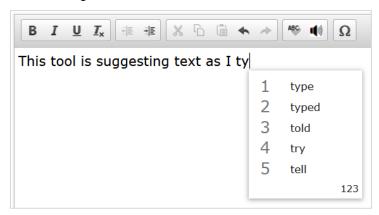
Table 5. Other Tools

Tool Name	Instructions
Co:Writer Word Prediction	When this tool is enabled, suggested words will pop up in a menu as students type a written response. Students can select a word in the pop-up menu instead of typing it out manually. This tool is only available for Writing tests. For more information, see the section How to Use the Co:Writer Word Prediction Tool .
Expand Passage	To expand the passage section, select the double arrow icon. The section will expand and overlap the question section for easier readability. To collapse the expanded section, select the double arrow icon again.
Expand Buttons	You can expand the passage section or the question section for easier readability. • To expand the passage section, select the right arrow icon below the global menu. To collapse the expanded passage section, select the left arrow icon in the upper-right corner. To expand the question section, select the left arrow icon below the global menu. To collapse the expanded question section, select the right arrow icon in the upper-left corner.
Speech-to-Text (STT)	Speech-to-Text allows students testing with the appropriate accommodations to dictate responses to constructed-response items. To use STT, select the microphone icon in the formatting toolbar of the item response area and begin speaking. The dictated response will be transcribed in the item response area.

How to Use the Co:Writer Word Prediction Tool

The Co:Writer Word Prediction tool, which is available on all devices for most subjects, is available for students with the appropriate accommodations documented in an IEP or 504 Plan. This tool must be selected in TIDE. This tool automatically predicts each word as students type a written response on Writing tests only, allowing them to select a word from a suggested list instead of typing it manually. For more information, please review the Assistive Tech Manual.

Figure 31. Co:Writer Word Prediction Tool



- 1. To use the Co:Writer Word Prediction tool, students begin to type in the text box for an item with a written response on a Writing test only. Suggested words automatically pop up based on what students type.
- **2.** To select a suggested word, students do either of the following:
 - To select a word with the mouse, click it in the list of words.
 - To select a word using keyboard navigation, press the number key associated with that word in the list. For example, in <u>Figure 31</u> above, students would press **1** to select "type" from the list.

Note: Since number keys are used to select options in the menu, students may not be able to use some number keys to enter numerals in the text box. If a student needs to enter a numeral when Co:Writer is enabled, they should select 123 in the corner of the pop-up. A list of numerals appears. Students can select a numeral or select abc to return to the list of suggested words.

About the Speech-to-Text Tool

Students with the appropriate accommodations may use the Speech-to-Text (STT) tool when responding to text response items or entering notes. In supported items, the STT tool allows a student to dictate a spoken response that is transcribed in the item response area. Students can dictate for five minutes at a time. If the appropriate accommodations are set, students can also select whether to dictate text in English or Spanish from the language drop-down list in the toolbar.

To begin dictating, the student selects the microphone button $| \cdot |$ in the toolbar of the item's text response area. Dictation is active when the microphone button is selected, shown as a darker gray color.

The student can stop the dictation by selecting the darkened microphone button \P . Students can click the microphone button again to resume dictation. If no sound is detected, a warning message alerts the student to select the microphone icon to continue dictation.

Depending on the tool settings, the entered text may be auto-punctuated. Students can also control the punctuation and grammar of the text through speech commands to some extent. For example, students

can say, "New Paragraph" to create a new paragraph. It is ultimately the student's responsibility to ensure the accuracy of the transcription, as well as grammar and punctuation.

The buttons in the item's formatting toolbar are disabled while dictation is on. Students cannot navigate away from the test page while dictation is on.

How Students Complete a Test

After students have completed their test, they need to submit their test.

How to Complete a Test Segment

In segmented tests, the *End Segment* page appears after students finish the last question in a segment where students can review questions from the current segment) or proceed to the next segment.

- 1. To review questions, students select a question number.
 - A flag (♥) icon appears for any questions marked for review. A warning ▲ icon appears for any unanswered questions.
- 2. To move to the next segment, students select **Next** in the global menu.

Figure 32. Segment Review Page



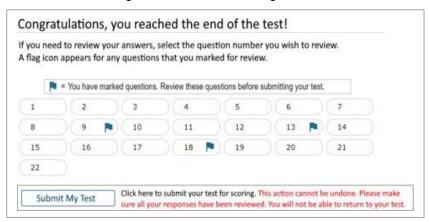
Please note, students cannot return to the segment after selecting Next.

How to Submit a Test

To complete the testing process, students must submit their tests when they are done answering questions. Please note that once students submit their tests, they cannot return to the test or modify answers.

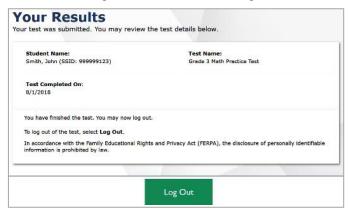
- 1. After answering the last test question, students click **Next** in the global menu. The test review page appears, displaying a list of questions available to review.
 - A flag icon appears for any questions marked for review. A warning icon appears for any unanswered questions.

Figure 33. Test Review Page



- 2. Optional: To review previous answers, students select a question number.
- **3.** To submit the test, students select **Submit My Test**. Then they should confirm their decision in the message that pops up. The **Your Results** page appears, displaying the test completion details.

Figure 34. Your Results Page



4. To exit the Student Testing Site, students select Log Out and close the Secure Browser

Appendix A. Alternate Assessments in the Student Testing Site

You can administer alternate assessments online by adding the tests to sessions in the TA Site following the same procedure used to add any other test to a session. However, the appearance and behavior of the Student Testing Site is slightly different for alternate assessments.

Navigating Alternate Assessments

The Student Testing Site displays alternate assessments in full-screen mode with the global menu hidden by default.

1. To proceed to the next question, students select Next

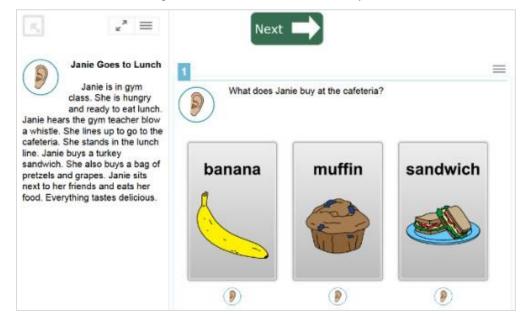


Figure 35. Alternate Assessment Layout

- 2. To exit full-screen mode and access the global menu, students select in the upper-left corner. A message appears, asking for a password.
 - Enter the student's first name and click **OK**. The global menu appears at the top of the screen.
 - When signed in as a guest user in the Student Training Site, students enter Guest.
- 3. To return to full-screen mode, students select Full Screen in the global menu.

Figure 36. Full Screen Button



Listening to Audio Content

Test pages display ear icons, which read aloud the content for passages, questions, and answer options. These icons also appear when students take alternate assessments with TTS enabled (in addition to the TTS options available in the context menu).

To listen to the test's content, students must do the following:

- 1. To listen to a passage, select beside the passage.
- 2. To listen to a question and its answer options, select beside the question.
- 3. To listen only to an answer option, select below the answer option.
- 4. To stop the audio, click while it is playing.
 - You cannot pause audio content. If you select again, it will play the audio from the beginning.

Responding to Questions and Ending a Test

Alternate assessment questions display answer options as cards, which may include text, graphics, or both.

1. To select an answer option, students select a card. Once a card is selected, arrows appear at the top and bottom of the card along with a blue border.

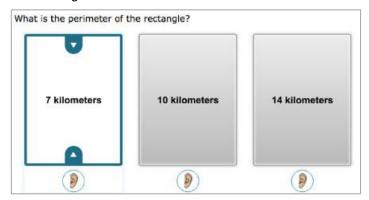


Figure 37. Alternate Assessment Card Item

- 2. To indicate that no response was provided for an item and proceed with the test, do the following:
 - From the item's context menu, select **Mark as No Response**, then select **Yes** in the confirmation message that appears.
 - The item's response options are disabled and a null symbol (\varnothing) is displayed next to the item number, in the item menu, and on the **Review** page at the end of the test. For reporting purposes, the item is assigned a condition code of NR.

Test Administrator User Guide

- Optional: To revert, from the item's context menu, select **Unmark No Response**. However, if you had entered any response prior to marking the item as "No Response", that response will not be retrieved.
- 3. To end a test, access the global menu and select **End Test**. Please note, the **End Test** button will not appear until you have responded to the last item on the test. You can submit the alternate assessment by following the same procedure used to submit all other assessments in the Student Testing Site.

Appendix B. Early Childhood Assessments in the Student Testing Site

For students in certain grade levels, the Student Testing Site uses a simplified layout with larger text and buttons.

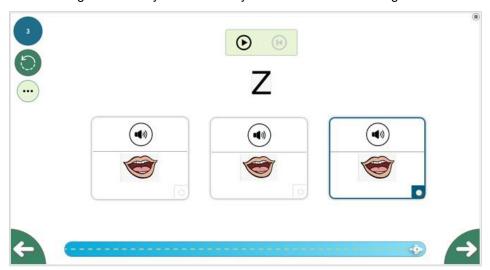


Figure 38. Early Childhood Layout of the Student Testing Site

The process for navigating a test and responding to questions is slightly different in the early childhood version of the Student Testing Site.

- To listen to a question, students select at the top of the page.
 - While the voice is reading, students can select to pause it. They can also select to stop the voice so they can listen from the beginning again.
- Students select in the bottom-right corner to proceed to the next question. A spaceship at the bottom of the page indicates the student's progress through the test.
 - Students select in the bottom-left corner to return to the previous question.
 - If students need to change their answer to a question, they can select in the top-left corner and then select **Yes** in the confirmation message that appears.
- To access context menu tools, students select ••• in the top-left corner. Most of the standard Student Testing Site tools are not available in the early childhood version of the site.
- When students finish answering questions, they can select in the bottom-right corner to finish the test.

Appendix C. Keyboard Commands in the Student Testing Site

Students can use keyboard commands to navigate between test elements, features, and tools. Some important things to note about keyboard commands are:

- 1. Keyboard commands require the use of the primary keyboard, so please do not use keys in a numeric keypad.
- 2. Some keyboard commands (such as the commands for using the Line Reader) may not work when testing on iOS devices connected to an external keyboard.
- 3. When Permissive Mode is enabled for a test, keyboard commands are blocked and will not work.

Keyboard Commands for Sign-In Pages and In-Test Pop-ups

<u>Table 6</u> lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

Table 6. Keyboard Commands for Sign-In Pages and Pop-Up Windows

Function	Keyboard Commands
Move to the next option	Tab
Move to the previous option	Shift + Tab
Select the active option	Enter
Mark checkbox	Space
Scroll through drop-down list options	Arrow Keys
Close pop-up window	Esc

Keyboard Commands for Test Navigation

<u>Table 7</u> lists keyboard commands for navigating tests and responding to questions.

Table 7. Keyboard Commands for Test Navigation

Function	Keyboard Commands
Scroll up	Up Arrow
Scroll down	Down Arrow
Scroll to the right	Right Arrow
Scroll to the left	Left Arrow
Move to the next element	Tab
Move to the previous element	Shift + Tab

Select an answer option	Space
Go to the next test page	Ctrl + Right Arrow
Go to the previous test page	Ctrl + Left Arrow
Open the global menu	Ctrl + G
Open a context menu	Ctrl + M

Keyboard Commands for Global and Context Menus

Students can use keyboard commands to access tools in the global and context menus. For more information about tools in these menus, see the How Students Use Test Tools section.

Global Menu

- 1. To access the global menu tools using keyboard commands, press **Ctrl** + **G**. The global menu list opens.
- 2. To move between options in the global menu, use the **Up** or **Down** arrow key.
- 3. To select an option, press Enter.
- 4. To close the global menu without selecting an option, press Esc.

Context Menus

- 1. To open the context menu for an element (question, answer options, or stimulus), navigate to the element using the **Tab** or **Shift** + **Tab** command.
- 2. Press Ctrl + M. The context menu for the selected element opens.
- 3. To move between options in the context menu, use the **Up** or **Down** arrow keys.
- 4. To select an option, press **Enter**.
- 5. To close the context menu without selecting an option, press Esc.

Keyboard Commands for Highlighting Selected Regions of Text

This section explains how to use keyboard commands to select a text excerpt (such as a word in a passage) and highlight it. These instructions only apply to students using the Secure Browser.

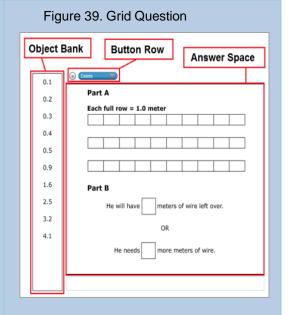
- 1. To select text and highlight it, navigate to the element containing the text you want to select.
- 2. Press Ctrl + M to open the context menu and navigate to Enable Text Selection.
- 3. Press Enter. A flashing cursor appears at the upper-left corner of the active element.
- 4. To move the cursor to the beginning of the text you want to select, use the arrow keys.
- 5. Press Shift and an arrow key to select your text. The text you select appears shaded.

6. Press Ctrl + M and select Highlight Selection.

Keyboard Commands for Grid Questions

Questions with the grid response area may have up to three main sections — an answer space, which is the grid area where students enter the response; an object bank, which is a panel containing objects you can move to the answer space; and a button row, which appears above the answer space and may include **Delete**, **Add Point**, **Add Arrow**, **Add Line**, **Add Circle**, **Add Dashed Line**, and **Connect Line** buttons.

- 1. To move between the main sections, do the following:
 - To move clockwise, press Tab. To move counter- clockwise, press Shift + Tab.
- 2. To add an object to the answer space, do the following:
 - With the object bank active, use the arrow keys to move between objects. The active object has a blue background.
 - To add the active object to the answer space, press
 Space.



- **3.** To use the action buttons, do the following:
 - With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
 - To select a button, press Enter, and then press Space to apply the point, arrow, or line to the answer space.
- **4.** To move objects and graph elements in the answer space, do the following:
 - With the answer space active, press Enter to move between the objects, and then press
 Space. The active object displays a blue border.
 - Press an arrow key to move the object. To move the object in smaller increments, hold Shift
 while pressing an arrow key.

Keyboard Commands for Equation Questions

Equation questions allow students to use keyboard commands to open a menu listing the special characters they can insert into the response area.

- 1. To insert special characters in the response area, with the focus in the text field of the response area, press Alt + 7. The *Special Characters* window opens.
- 2. To move between options in the context menu, use the **Up** or **Down** arrow keys.
- 3. To add the selected option to the response area, press Enter.

Appendix D. Pause, Test Timeout, and Expiration Rules

Pause Rules

TAs and students can pause a test in order to temporarily log the student out of the test session. Students cannot review or modify answered questions after their test pauses for more than 30 minutes on a Writing test or 20 minutes on all other tests, even if they marked questions for review. The only exceptions to this rule are if a student pauses the test before answering all of the questions on the current page or if you submit an appeal in TIDE.

These pause rules apply regardless of whether the student or the TA pauses the test or a technical issue logs the student out.

Test Timeout Rules

A warning message displays after 20 minutes of test inactivity, except for Grades 3, 5, 7, and 9 writing tests where a warning message displays after 30 minutes of test inactivity. Students who do not click **OK** within 30 seconds after this message appears are logged out. This timeout automatically pauses the test.

Expiration Rules for Test Opportunities

Opportunities refer to the number of times a student can take a test within a range of dates. A student's test opportunity remains active until the student submits the test or until the opportunity expires. Once a test opportunity expires, the student cannot complete or review the test.

Appendix E. Practice Test Site Student Sign-in Process

The Student Training Site allows students to take practice tests. Aside from the sign-in process, the Student Training Site has the same appearance and functionality as the Student Testing Site.

Students can take practice tests in proctored sessions created in the TA Training Site or in non-proctored/guest sessions. Students also have the option to sign in to the test sessions with their real identities to take tests specific to their grades or sign in as guests to take tests for any grade-level.

- 1. To access the Student Training Site, do one of the following:
 - Navigate to the Wyoming Assessment Portal (https://wyoassessment.org/), select the Students and Family portal user card and select the Training Test card.

Training Tests
Familiarize students and users with the testing system.

Figure 40. Practice Test Card

- In the Secure Browser, select the **Take a Practice Test** button.
- 2. To sign in, students do the following:
 - To sign in as a guest, students set the Guest User toggle to On. Otherwise, to use their real
 credentials, students set the Guest User toggle to Off and then enter their first name and
 WISER ID.
 - To join a guest session, students set the Guest Session toggle to On. Or else, to join a
 proctored session, students set the Guest Session toggle to Off and enter the Session ID
 from the TA Training Site.
 - Students select Sign In.
 - i. If signed in with their real identities, the *Is This You* page appears. Students verify their information and click **Yes** to proceed to the *Your Tests* page.
 - ii. If signed in as guest users, students are directly taken to the **Your Tests** page.

Please Sign In + + Text-to-Speech **Guest User** Toggle to sign in as yourself **Guest Session** Toggle to join an active session III Run Diagnostics Browser: Chrome v119 Sign In

Figure 41. Student Training Site Login Page

- 3. On the *Your Tests* page, students do one of the following:
 - If signed in with their real identities, students select a test from the ones available for their grade.
 - Students signed in as guests select their grade level from the drop-down list to view the tests available for that grade and then select a test.

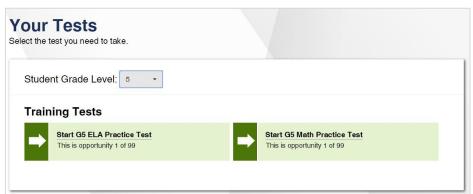
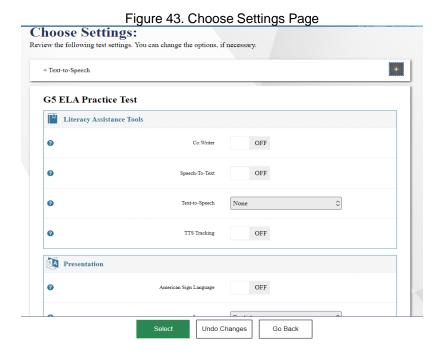


Figure 42. Your Tests Page

4. If the students signed in to a guest session, they must select the test settings they wish to use from the **Choose Settings** page and then select the **Select** button. When selecting the color of the text and background, mouse-pointer, and print size settings, students can see a live preview of their selected settings.



- 5. If the test includes audio content or text-to-speech settings, the *Audio/Video Checks* page appears displaying the functionality checks that need to be performed. Students must follow the instructions on this page to ensure their device is working properly.
- **6.** On the final sign-in page, students may review the help guide, their test settings, and the additional test information, then select **Begin Test Now** to start or resume their test opportunity.

Appendix F. Printing

Print Session Information

You can print a snapshot of the TA Site as it currently appears if you wish to keep a hard-copy record of the Session ID or list of approved students. Please note that Federal law prohibits the release of students' personally identifiable information. All printouts must be securely stored and then destroyed when no longer needed.

- 1. In the banner, click **Print Session**. The computer's print dialog window appears.
- 2. Click OK.

Print Approved Requests Information

You can view and print a list of every print request you approved for students during the current session.

- 1. From the **Menu** in the top-right corner, select **Approved Requests**. The **Approved Requests** window appears, listing all the approved print requests.
- 2. Select Print to print the list.

Print **X** Close Approved Requests Student Request Question # Approved On Print Passage -Grades 3-5 ELA 4/10/23 12:56 **GUEST** Page for Items 0 CAT Training Test РМ 1-2 4/10/23 12:57 Grades 3-5 ELA **GUEST** Print Passage -0 PM CAT Training Test | Page for Item 3

Figure 44. Print Requests Window

Appendix G. Secure Browser

The Secure Browser ensures test security by prohibiting access to external applications and navigation away from the test. When the Secure Browser launches, it checks for other applications running on the device. If it detects a forbidden application, it displays a message listing the offending application and prevents the student from testing. This also occurs if a forbidden application launches while the student is already in a test.

In most cases, a detected forbidden application is a scheduled or background job, such as anti-virus scans or software updates. The best way to prevent forbidden applications from running during a test is to schedule such jobs outside of planned testing hours.

Some additional measures you can implement to ensure the test environment is secure are:

1. Close External User Applications

Before launching the Secure Browser, or prior to administering the online tests, close all non-required applications on testing devices, such as word processors and web browsers.

2. Do not Test with Dual Monitors

Students should not take online tests on computers connected to more than one monitor. Systems that use a dual monitor setup typically display an application on one screen while another application is accessible on the other screen.

3. Disable Screen Savers and Timeout Features

On all testing devices, be sure to disable any features that display a screen saver or log users out after a period of inactivity. If such features activate while a student is testing, the Secure Browser logs the student out of the test.

Using the Secure Browser with Accessibility Software

For students with special needs or administrators seeking to accommodate students using accessibility features, the Secure Browser provides the option for assessments to be taken in less restrictive environments. This feature is known as Permissive Mode.

Permissive Mode is an accommodation option, available in TIDE, which allows students to use accessibility software in addition to the Secure Browser. Permissive Mode on macOS devices is supported only with Secure Browser versions 12.5 and 15.5. Offered on MacOS and Windows, students testing in Permissive Mode can have moderated access to the system outside of the Secure Browser. This allows students who need accessibility tools to seamlessly navigate between the Secure Browser and approved applications that suit their test taking needs.

Please note: Accessibility software must be certified for use with the Test Delivery System and forbidden applications will still not be allowed to run. For information about supported operating systems, see the Configurations, Troubleshooting, and Advanced Secure Browser Installation Guides and Quick Guide for Setting Up Your Online Testing Technology.

Permissive Mode activates when the student is approved for testing. Students who have the Permissive Mode setting enabled should not continue with the sign-in process until their accessibility software is correctly configured.

Testing with Permissive Mode on Windows and macOS 10.15

Students can follow the instructions in this section to use assistive technology alongside the Secure Browser with all supported Windows operating systems and with macOS 10.15.

- 1. Open the required accessibility software on the student's testing device.
- 2. Open the Secure Browser. Begin the standard sign-in process up to the proctor approval step.
- **3.** When a student is approved for testing, the Secure Browser allows the operating system's menu and taskbar to appear.
 - **Windows:** The Secure Browser resizes, and the taskbar remains visible inside the test in its usual position. Students can press **Alt+Tab** to switch between the Secure Browser and accessibility applications that they are permitted to use in their test session.
 - macOS 10.15: The Secure Browser resizes, and students can view the dock in its usual position inside the test. If the dock is set to autohide, no resizing occurs, and the dock is visible only when the mouse moves toward the bottom of the screen. Students can press Cmd+Tab to switch between the Secure Browser and permitted accessibility applications.
- **4.** The student must immediately switch to the accessibility software that is already open on the computer so that it appears over the Secure Browser. The student cannot click within the Secure Browser until the accessibility software is configured.
 - **Windows:** Click the accessibility software application in the task bar.
 - macOS 10.15: Click the accessibility software application in the dock.
- **5.** The student configures the accessibility software settings as needed.
 - If the student needs to test with multiple accessibility applications simultaneously, they should configure all of them during this step.
- **6.** After configuring all the necessary accessibility software settings, the student returns to the Secure Browser and continues the sign-in process. At this point, the student can no longer switch back to the accessibility software. If changes need to be made to the accessibility software, the student must sign out and then sign in again.

Testing with Permissive Mode on macOS 13

The Secure Browser 15.5 for macOS 13 requires students to launch approved accessibility software after logging in to the test.

- 1. Open the required accessibility software on the student's testing device.
- 2. Open the Secure Browser and follow the standard sign-in process.



- 3. On the first page of the test, click **Applications** in the global menu.
- 4. From the App Launcher window that pops up, select the appropriate assistive technology software and click **OK**.
- **5.** Configure the accessibility software settings as needed.
 - If the student needs to test with multiple accessibility applications simultaneously, they should repeat steps 3–5.
- 6. After configuring the accessibility software settings, the student returns to the Secure Browser and continues testing.

Note: Students should not close the assistive technology application while the Secure Browser is still open, as they may not be able to relaunch it. If the student accidentally closes the assistive technology application, they must sign out and then sign in again.

Accessing the Secure Browser on Mobile Devices

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the Quick Guide for Setting Up Your Online Testing Technology on the Wyoming Assessment Portal.

To configure iOS devices:

1. Tap the **SecureTestBrowser** (formerly **AIRSecureTest**) Secure Browser icon.

To configure Chromebooks:

2. From the Apps link on the Chrome OS login screen, select SecureTestBrowser (formerly AIRSecureTest) Secure Browser.

Closing the Student Testing Site on Tablets

After a test session ends, close the SecureTestBrowser (formerly AIRSecureTest) application on student tablets.

To close the Student Testing Site on iOS devices:

- 1. Double-tap the Home button. The multitasking bar appears.
- 2. Locate the SecureTestBrowser (formerly AIRSecureTest) app preview and slide it upward.

To close the Student Testing Site on Chromebooks:

1. Click Close Secure Browser in the upper-right corner.

Force-Quitting the Secure Browser

In the rare event that the Secure Browser or test becomes unresponsive, you can force-quit the Secure Browser. Please note that the Secure Browser hides features such as the Windows taskbar or Mac OS X dock. If the Secure Browser is not closed correctly, then the taskbar or dock may not reappear correctly, requiring you to reboot the device. Avoid using a force-quit command if possible.

To force the Secure Browser to close, use the keyboard command for your operating system as shown below. This action logs the student out of the test. When the Secure Browser is opened again, the student logs back in to resume testing.

Table 8. Force Quit Secure Browser Keyboard Commands

Operating System	Key Combination
Windows*	Ctrl + Alt + Shift + F10
Mac OS X*	Ctrl + Alt + Shift + F10. The Ctrl key may appear as Control, Ctrl, or ^
Linux	Ctrl + Alt + Shift + Esc

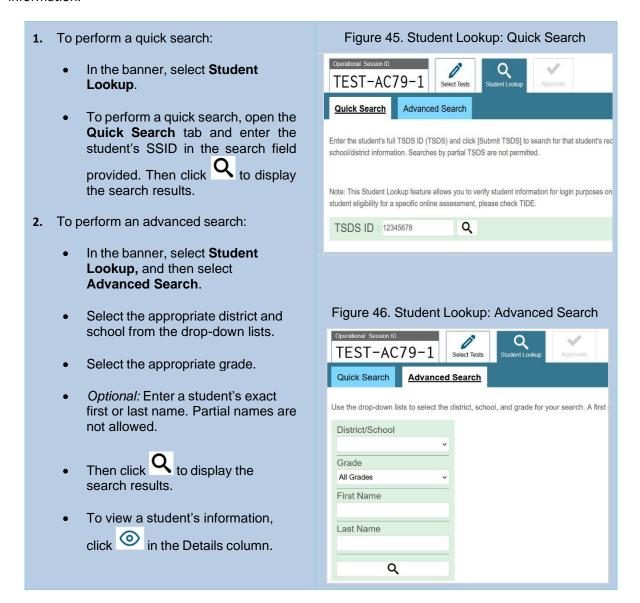
^{*} If you are using an Apple keyboard, you may need to press **Ctrl + Shift + Option + F10.** If you are using a laptop or notebook, you may also need to press **Function** before pressing **F10**.

Force-quit commands do not exist for the Secure Browser for iOS and Chrome OS devices.

- 1. iOS: Double-tap the Home button, then close the app as you would any other iOS app.
- 2. Chrome OS: To exit the Secure Browser from the sign-in screens, press Ctrl + Shift + S. You cannot force quit once the test begins.

Appendix H. Student Lookup Feature

You can use the student lookup feature in the TA Site to perform a quick or advanced search for student information. This is useful if students signing in to your test session cannot remember their login information.



Appendix I. Text Response Questions

For text-response item types in the Student Testing Site, students can use a formatting toolbar. This toolbar is available above the response field for text response questions (see <u>Figure 47</u>). The formatting toolbar allows students to apply styling to text and use standard word-processing features. The lower-right corner of the response field displays the word count and character count for the student's response. <u>Table 9</u> provides an overview of the formatting tools available

Figure 47. Text Response Question with Formatting Toolbar

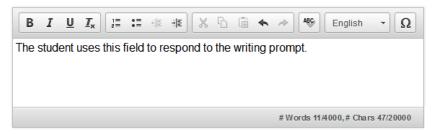
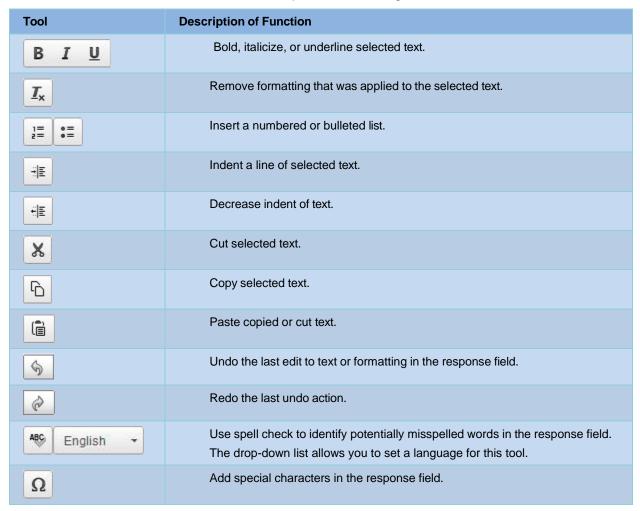


Table 9. Description of Formatting Tools

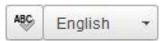


Spell Check Feature

The spell check tool identifies words in the response field that may be misspelled.

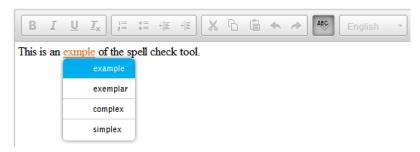
1. Select a language for the spell check tool from the Spell Check drop-down list, if necessary.

Figure 48. Spell Check Drop-Down List



- 2. In the toolbar, select . Potentially incorrect words change color and become underlined.
- 3. Select a misspelled word. A list of suggestions appears.

Figure 49. Spell Check Tool



- **4.** Select a replacement word from the list. If none of the replacement words are correct, close the list by clicking anywhere outside it.
- 5. To exit spell check, select again.

Special Characters Feature

Students can add mathematical, accented, and other symbols.

- 1. To add a special character, in the toolbar, select Ω
- 2. In the window that pops up, select the required character.

Appendix J. Transfer a Test Session

You can transfer an active test session from one device or browser to another without stopping the session or interrupting in-progress tests. This is useful in scenarios when your computer malfunctions or if you accidentally close the browser while a session is in progress.

Your session remains open until it times out. If you do not return to the active session within 20 minutes, and there is no student activity during that time, the Test Delivery System logs you out and pauses the students' tests.

The Test Delivery System ensures that you can only administer a test session from one browser at a time. If you move a test session to a new device, you cannot simultaneously administer the session from the original browser or device.

1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. The **Active Sessions** page appears listing the active session (Figure 50).



Figure 50. Active Sessions Page

2. 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.

If you do not wish to return to the active session, you can click **Start a New Session Now** to open the **Test Selection** window and create a new test session.

Appendix K. Troubleshooting Information

Common Student Sign-in Errors

The Test Delivery System generates an error message if a student cannot sign in. The following are the most common student sign-in issues:

1. Session does not exist:

The student entered the Session ID incorrectly or signed in to the wrong site. Verify that the student correctly entered the active Session ID. Also, verify that both you and the student are using the correct sites. For example, students signed in to the Student Training Site cannot access sessions created in the TA Interface. A message displayed in the bottom-left corner of the **Student Sign-In** page indicates which site the student is on. If a student is on the wrong site, the student can select the button included in the message to proceed to the correct site.



2. Student information is not entered correctly:

Verify that the student correctly entered the WISER ID. If this does not resolve the error, use the Student Lookup tool to verify the student's information.

3. Session has expired:

The Session ID corresponds to a closed session. Ensure that the student enters the correct Session ID and verify that your session is open. For more information about test sessions, see the section Selecting Tests and Starting a Test Session.

Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing in to tests using the Secure Browser.

1. You cannot login with this browser:

This message occurs when the student is not using the correct Secure Browser. To resolve this issue, ensure the latest version of the Secure Browser is installed, and that the student has launched the Secure Browser instead of a standard web browser. If the latest version of the Secure Browser is already running, then log the student out, restart the device, and try again.

2. Looking for an internet connection:

This message appears when the Secure Browser cannot connect with the Test Delivery System. This can occur if there is a network-related problem. Make sure that either the network cable is plugged in (for wired connections) or the Wi-Fi connection is live (for wireless connections). Also check if the Secure Browser must use specific proxy settings; if so, those settings must be specified as options when configuring the Secure Browser. If connection issues persist, contact a network technician.

3. Test Environment Is Not Secure:

This message can occur when the Secure Browser detects a forbidden application running on the device. If this message appears on an iPad, ensure that either Autonomous Single App Mode or Automatic Assessment Configuration is enabled.

Appendix L. Administering Authored Tests outside of the Secure Browser

For added flexibility, students can take authored tests outside the Secure Browser. Tests are administered via an online browser like Chrome, Safari or Firefox, which allows students to use personal devices. When a TA creates an active test session, the online testing system provides a session ID and link to the test session. TAs provide this information to their students so students can join when it begins. Students can click the link and are taken to the testing website.

For information about communicating session information to students, see the section <u>How to</u> Communicate Session Information Securely to Students below.

For more information on how to create authored tests, please reference the Authoring User Guide.

How TAs Proctor Test Sessions in the TA Site for Students Accessing Tests outside of the Secure Browser

TAs can create an active test session by following the steps below:

- **1.** Access the test administration site by following steps in the section <u>How to log in to the Test</u> Administration Sites.
- 2. The Active Sessions tab* on the Test Administration page appears.
- *Please note, this Appendix reviews how to use the **Active Sessions** and the **At Home Assignments** tabs. At this time, the **Upcoming Sessions** tab will not be used by TAs.

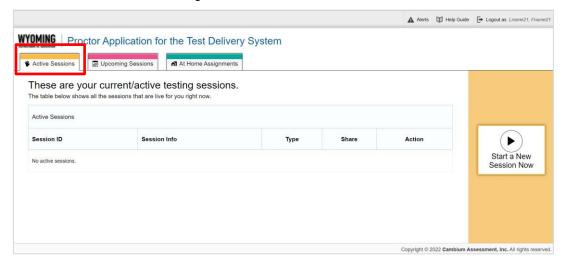
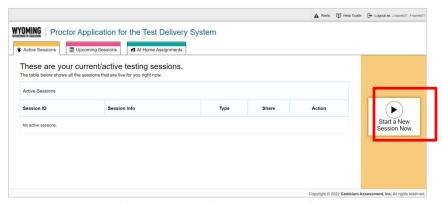


Figure 51. Test Administration Site

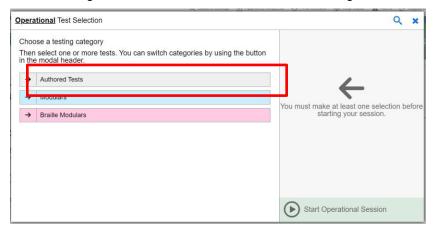
3. Select Start a New Session Now (See Figure 52).

Figure 52. Active Sessions Tab



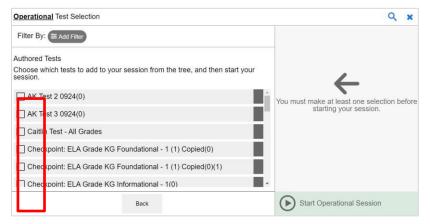
4. The *Test Selection* page appears (See <u>Figure 53</u>). From the list of color-coded test categories, select **Authored Tests**. Please note, you are only able to administer Authored Tests outside of the Secure Browser, and you are not able to administer any other tests outside of the Secure Browser.

Figure 53. Active Sessions - Test Selection Page



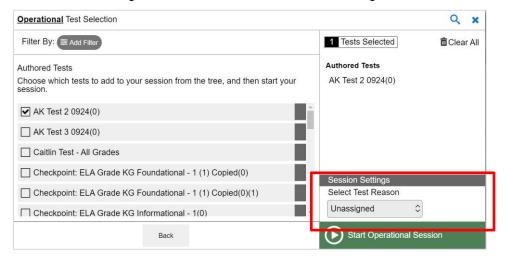
5. The tests or test groups for Authored Tests appear (See Figure 54). Select a test or group of tests to add to the session by marking the checkbox(es) by the test(s). Expand a group of tests by selecting the Plus Sign button (+) next to that group.

Figure 54. Active Sessions - Tests Available within Test Selection Page

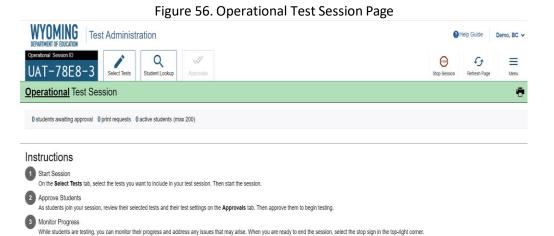


6. Once you have selected a test or tests to add to the session, the *Session Settings* fields appear (See <u>Figure 55</u>). From the **Test Reasons** drop-down list, if available, select a test reason. This drop-down list is only displayed if at least one of the selected tests requires a test reason.

Figure 55. Active Sessions - Session Settings



7. Select **"Start Operational Session."** This will take you to the Operational Test Session page (See Figure 56).



In order to access the share link to share with students, re-navigate to the *Test Administration* page by following the steps in the section <u>How to log in to the Test Administration Sites</u>. Re-navigating to the *Test Administration* page will bring you back to The **Active Sessions** tab on the *Test Administration*, where you will see the active session you just started.

▲ Alerts ☐ Help Guide ☐ Logout as Lname21, Fname21 WYOMING | Proctor Application for the Test Delivery System Upcoming Sessions At Home Assignments These are your current/active testing sessions. ve Sessions Session ID Session Info Туре Action Start a New WY-7F82-9 In Person session Monitor Test Session Session Now A Share Link Copyright © 2022 Cambium Assessment, Inc. All rights reserved.

Figure 57. Active Sessions Tab with Active Session Available

- **8.** Select **Share Link**. The *Session Information* pop-up window appear. This pop-up window provides the session ID and link you need to share with students so students can join the session when it starts. To make sure you communicate with students securely, see How to Communicate Session Information Securely to Students below.
 - a. You should also copy this session ID and link for yourself and save it in a secure location in case you need it later. To copy the information displayed in the *Session Information* window, select Copy. Once the information is copied to your clipboard, the button name changes to Copied to Clipboard.
 - b. After providing the session ID and link to students and copying it, select **Close**.

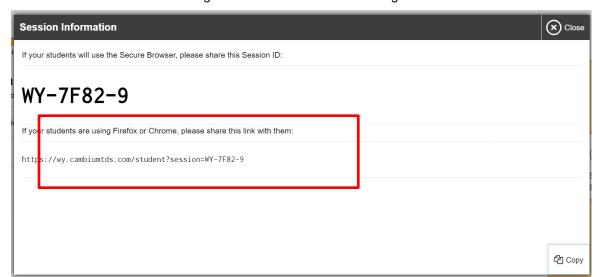


Figure 58. Session Information Page

- **9.** The *Test Administration* site appears again, displaying the *Active Sessions* page. The active session appears in the table.
 - a. To retrieve the session ID and link to the session again, select the Share Link button



b. To navigate back to the Operational Test Session page, select the Monitor Test Session button

```
Monitor Test Session
```

How to Use the At-Home Assignments

TAs can also use the online testing system to assign quizzes or assignments for students to complete on their own time without the need for the teacher or anyone else to monitor them. TAs choose the quizzes and assignments they want to schedule from the same test selection page they use to schedule tests. Unlike regular test sessions, these assignments and quizzes do not need to be a group activity and do not need to be monitored. The online testing system automatically filters the quizzes and assignments that are eligible to be taken without a teacher present, so that only these quizzes and assignments appear on the test selection page when a teacher is scheduling a quiz or assignment.

Any assignment that is created in the Authoring system can also be assigned to students using the steps below.

TAs can schedule assignments and quizzes in advance by following the steps below:

Access the test administration site by following steps in the section <u>How to log in to the Test</u> <u>Administration Sites</u>.

1. The *Test Administration* site appears. Select the **At Home Assignments** tab.

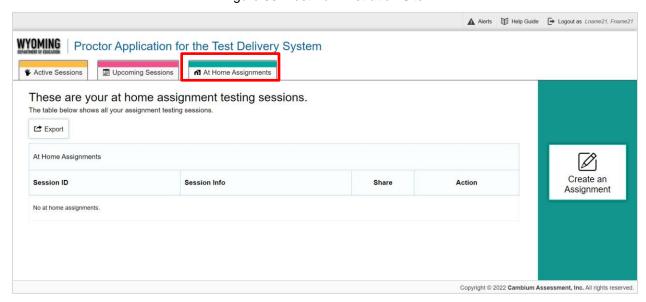
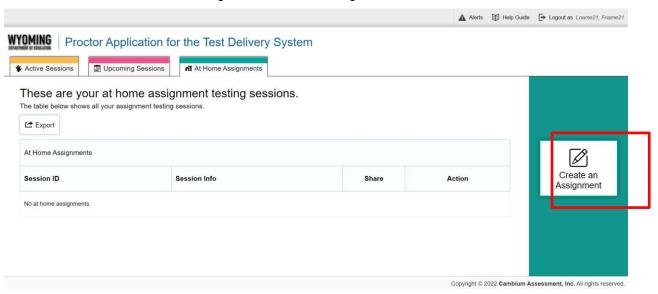


Figure 59. Test Administration Site

2. The At Home Assignments page appears. Select Create an Assignment.

Figure 60. At Home Assignments Tab



3. The *Create an Assignment* pop-up window appears. In the *Start* and *End* fields, enter a start and end date for the session and select **Next**.

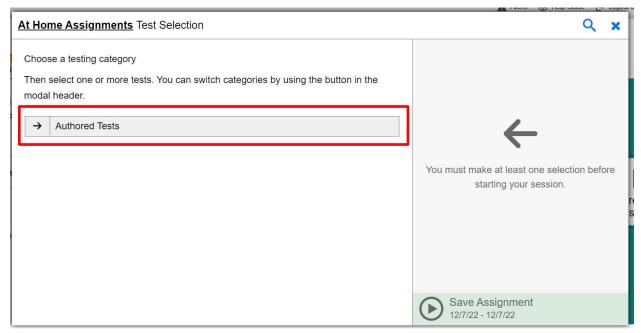
Figure 61. At Home Assignments Page



4. The At Home Assignments Test Selection page appears. From the list of color-coded test categories, select **Authored Tests**. Please note, you are only able to administer Authored Tests outside of the

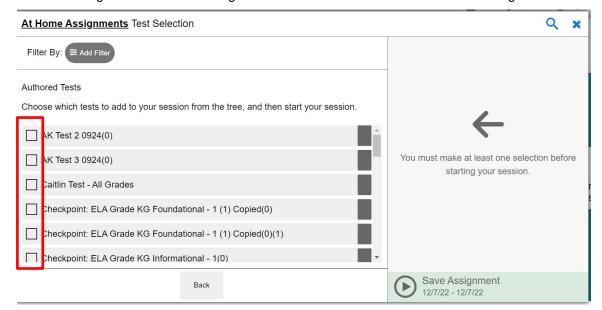
Secure Browser. Only assignments and quizzes eligible to be taken without a teacher present will appear in this list.

Figure 62. At Home Assignments - Test Selection Page



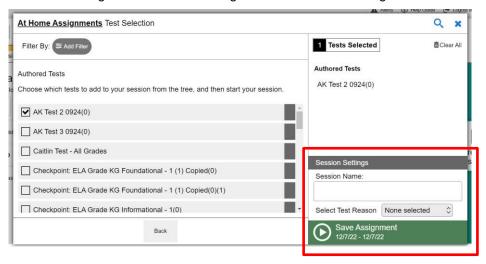
5. The assignment(s) or quiz(zes) for the selected category appear. Select an assignment or quiz or group of assignments or quizzes to add to the session by marking the checkbox(es) by the assignment(s) or quiz(zes). Expand a group of assignments or quizzes by selecting the Plus Sign button (+) next to that group.

Figure 63. At Home Assignments – Tests Available on Test Selection Page



- **6.** Once you have selected an assignment or quiz or a group of assignments or quizzes to add to the session, the *Session Settings* fields appear. Do the following:
 - i. In the Session Name field, enter a name for the session.
 - ii. From the **Test Reasons** drop-down list, if available, select a test reason. This drop-down list is only displayed if at least one of the selected assignments or a quiz requires a test reason.
 - iii. Select Save Assignment.

Figure 64. At Home Assignments – Session Settings



7. The *Session Information* pop-up window appears. From here, the process to schedule an assignment or quiz is exactly the same as the process to schedule a test session.

How Students Log into an Active Session outside of the Secure Browser

Students can access their test session through a Direct Test Session link. A <u>student can take a Proctored</u> <u>or Assignment test in a Public Browser using the Direct Test Session public browser link. The Direct Test Session link is provided by the TA.</u>

- 1. For a student to login to a test session on a standard internet browser using the Direct Test Session link provided by their TA, they will first open an internet browser on their testing device.
- 2. The student will navigate to the Direct Test Session login link as provided by their TA.
- 3. The student will enter their first name and their Student ID and select "Sign In."
 - The student will not need to enter their Test Session ID, as the Test Session ID will be prepopulated for them through the use of the Direct Test Session link.



Figure 65. Student Login via Direct Test Session Link

- **4.** The student will confirm their identity and select the correct test.
- **5.** The student will wait for the teacher to approve entry into the Test Session, and then follow instructions on the screen and take the test.

How to Communicate Session Information Securely to Students

TAs need to communicate links to the test session, session IDs, and student IDs to their students so students can take tests and complete assignments and quizzes that were scheduled in advance. This information should not be shared over unsecured communication methods like personal email or text messages. Instead, TAs should communicate this information to students using a secure method, such as whichever classroom management system teachers and students are already using for instructional purposes.

User Support

For information and assistance in using the Test Delivery System, contact the Wyoming Help Desk. The Help Desk is open Monday–Friday 7:00 a.m. to 5:00 p.m. MT (except holidays or as otherwise indicated on the Wyoming Assessment Portal).

Wyoming Help Desk

Toll-Free Phone Support: 1-888-897-8024

Email Support: wyohelpdesk@cambiumassessment.com

Please provide the Help Desk with a detailed description of your problem, as well as the following:

- Test Administrator name.
- If the issue pertains to a student, provide the student's WISER ID and associated district or school. Do not provide the student's name.
- If the issue pertains to a TIDE user, provide the user's full name and email address.
- Any error messages and codes that appeared, if applicable.
- Affected test ID and question number, if applicable.
- Operating system and browser version information, including version numbers (for example, Windows 10 and Firefox 60 or Mac OS 10.15 and Safari 11).
- Information about your network configuration, if known:
 - Secure Browser installation (to individual devices or network).
 - Wired or wireless internet network setup.