Test Delivery System
Test Administrator (TA) User Guide
2019–2020
Published June 12, 2020
Test Administrator:

Complete information below with your local School or District Test Coordinator. If you have any questions or issues during testing, contact this person immediately.

School or District Test Coordinator contact information during testing:

District/School Test Coordinator: ________________________________

Contact phone #: __________________________ Email: __________________________

Reminders for Test Administrators during CBT testing:

Once students start a test session:
  – The test session must be completed on the same day.
  – Student cannot start a new test session until the previous test session is submitted.
  – Do not approve students for more than one test at a time.

If the test session closes during testing or the Test Administrator closes the test session:
  – Open a new test session and have students sign back in.

If a student is approved for the wrong test session (example Reading Part 2 instead of Reading Part 1) and the TA approves the student to test:
  – The student must complete testing on the already opened test session.
  – Do not stop the student or open another test for this student until the student completes and submits the current test.

If a student is unable to log in:
  – Verify that the student is in TIDE with the correct grade level.
  – Verify that the student is using the correct legal first name and correct SSID #.
  – Verify that the student does not have a Special Paper Version accommodation in TIDE.

If an accommodation is not listed on the student’s device:
  – Do not approve the student to test; if the student has already been approved, have the student pause his/her test.
  – Add the accommodation to the student’s record in TIDE.
  – Create a new test session for the student.
  – Have the student log into the test session and verify the accommodation before approving the student to test.
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Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students taking AzM2 computer-based tests.

For a list of additional resources, including user guides and manuals see the section Additional Resources in the appendix.

This guide includes the following sections:

- How TAs Proctor Test Sessions in the TA Interface
- How Students Sign in to the Student Testing Site and Complete Tests

There is also an appendix with additional information and instructions.

Understanding the Online Testing System’s Sites

The Test Delivery System (TDS) consists of sample test sites and operational testing sites. The sample test sites function identically to the operational testing sites.

- Sample Test Sites
  - Sample Test TA Interface: Allows TAs to administer sample tests.
  - Student Sample Test Site: Allows students to practice taking tests online and using test tools. Students can log into the Sample Test Site with their name and ID or as guests. They can either take proctored tests in sessions created by TAs in the Sample Test TA Interface, or they can take non-proctored tests.

- Operational Testing Sites
  - Operational Test TA Interface: Allows TAs to administer operational tests.
  - Student Testing Site: Allows students to take operational tests.
  - Data Entry Interface (DEI): Allows TAs to enter responses for students who tested using a Special Paper Version of the test.

Throughout the rest of this user guide, “TA Interface” refers to both the Operational Test TA Interface and Sample Test TA Interface.
User Roles and System Requirements

Access to the sample and operational testing sites depends on your user role and browser.

- Users can use any supported web browser to access the Sample Test TA Interface, the Operational Test TA Interface, or the Data Entry Interface.
- Students, TAs, and parents can use a supported web browser or Secure Browser to access the Student Sample Test Site as guests. Students can also sign into a sample test session created by a TA.
- Students must use the CAI Secure Browser to access the Student Testing Site for operational tests.

For information about supported operating systems and browsers, refer to the Quick Guide for Setting Up Your Online Testing Technology, which is available on the AzM2 Portal in the Resources section (https://azm2portal.org/resources/technology-support-materials-tr/)
How TAs Proctor Test Sessions in the TA Interface

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 Interface.
2. Students sign into 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 the following tasks that TAs must perform to successfully administer online tests:

- Logging into the Operational Test TA Interface
- Logging into the Sample Test TA Interface
- Selecting Tests and Starting a Test Session
- Approving Students for Testing
- Managing a Test Session

For information about the testing process from a student’s perspective, see the section How Students Sign into the Student Testing Site and Complete Tests.

Logging into the Operational Test TA Interface

2. Click the Educators & Test Administrators or Test Coordinators card.

Portal Cards
3. Click the **Administer AzM2 Tests** card. The **Login** page appears.

4. Enter your email address and password, and then click **Secure Login**.

    **Notes:**
    - If you are associated with more than one school or district, you may be prompted to select the role, district, and/or school to complete the login process.
    - If this is the first time you are logging into one of the CAI systems this school year, click on the **Request a new one** for the school year link at the bottom of the Login page since passwords automatically expire at the end of each school year.

---

### Logging into the Sample Test TA Interface

1. Open your web browser and navigate to the AzM2 Portal at [https://azm2portal.org](https://azm2portal.org).

2. Click the **Sample Tests** card.

3. Click the **Administer Sample Tests** card. The **Login** page appears.
Selecting Tests and Starting a Test Session

The first step in administering online tests is to select the tests that you wish to administer and start a test session. You can select tests and start a test session from the Test Selection window that opens automatically when you log into the TA Interface.

Only the tests that you select 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.

**How to Create a New Test Session**

1. If the Test Selection window is not open, click Select Tests in the upper-right corner of the TA Interface (otherwise skip to step 2).

2. To select tests for the session, mark the checkbox for each test you want to include.
   - The Test Selection window color-codes tests and groups them into various categories. A test group may include one or more sub-groups. All test groups and sub-groups appear collapsed by default and you may have to expand the test group to view individual tests.
   - Please note, To expand a test group, click (or Expand All). To collapse an expanded test group, click (or Collapse All).

3. In the lower-left corner of the window, click Start Session (the exact label for this button may vary depending on whether you are starting a sample or operational test session)
4. The Session ID appears on the TA Interface. Provide the Session ID to your students. Please remember to write down the Session ID in case you accidentally close the browser window and need to return to the active test session.

Note: Sample Test Session IDs will begin with “SAMPLE” as shown in this image, and Operational Test Session IDs will begin with “AZ.”

**Approving Students for Testing**

After students sign into the Student Testing Interface and select tests, you must verify that their settings and accommodations are correct before approving them for testing.

When students are awaiting approval, the Approvals button next to the Session ID becomes active and shows you how many students are awaiting approval. The Approvals notification updates regularly, but you can also click in the upper-right corner to refresh it manually.

**How to Approve Students for Testing**

1. Click Approvals. The Approvals and Student Test Settings window appears, displaying a list of students grouped by test.

2. To check a student’s test settings and accommodations, click for that student. The student’s information appears in the Test Settings window.
   - This window groups test settings by their area of need.
Online Testing System User Guide

How TAs Proctor Test Sessions in the TA Interface

− 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 TIDE.

− Do one of the following:

  □ To confirm the settings, click Set. You must still approve the student for testing (see step 5).

  □ To confirm the settings and approve the student, click Set & Approve.

  □ To return to the Approvals and Student Test Settings window without confirming settings, click Cancel.

3. Repeat step 2 for each student in the Approvals and Student Test Settings list. Since the Approvals and Student Test Settings window does not automatically refresh, click at the top of the window to refresh the list of students awaiting approval.

4. If you need to deny a student access to testing, do the following (otherwise skip to step 5):

  − Click for that student.

  − In the window that appears, enter a brief reason for denying the student.

  − Click Deny. The student receives a message explaining the reason for the denial and is logged out. The student can still request access to the test again.

5. If you wish to approve students directly from the Approvals and Student Test Settings window, do the following:

  − To approve individual students, click for each student.

  − To approve all students for a given test or segment, click Approve All Students for that test or segment.
Managing a Test Session

After you approve students for testing, you can monitor the testing progress for each student logged into your session and pause a student’s test if necessary.

How to Monitor Students’ Test Progress

You can monitor the testing progress for each student logged into your session from the table(s) displayed on the TA Interface.

At the start of the test, all your students will be listed in the Tests without issues table. If TDS detects that a student requires assistance, such as a student’s test has been paused due to an environment security breach or due to the launching of a forbidden application, the Tests with potential issues table appears at the top. The top table lists the students who need intervention and the bottom table lists the other students in your session.

The table(s) refresh at regular intervals, but you can also refresh it manually by clicking in the upper-right corner of the TA Interface. You can also sort the tables by a given column by clicking the column header.

Table(s) for Monitoring Students’ Test Progress

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Information</td>
<td>The name and SSID of the student in the session.</td>
</tr>
<tr>
<td>Opp #</td>
<td>Opportunity number for the student’s selected test.</td>
</tr>
<tr>
<td>Test</td>
<td>Name of the test the student selected.</td>
</tr>
<tr>
<td>Progress</td>
<td>Indicates the student’s test progress.</td>
</tr>
</tbody>
</table>
### Online Testing System User Guide

#### How TAs Proctor Test Sessions in the TA Interface

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Test Status</strong></td>
<td>Current status for each student in the session. If TDS detects that a student may be experiencing technical difficulties or requires assistance, such as the student may be experiencing connection issues, or has paused his test, a more info icon (_indent1.png) is displayed in this column for the student. When you hover over the icon, a message is displayed providing details about the issue.</td>
</tr>
</tbody>
</table>
| **Test Settings** | This column displays one of the following:  
  • **Standard**: Default test settings are applied for this test opportunity.  
  • **Custom**: One or more of the student’s test settings or accommodations differs from the default settings.  
To view the student’s settings for the current test opportunity, click [edit](#). |
| **Actions**     | The Pause button in this column pauses the student’s test. When a test pauses, this column displays an information button that opens a pop-up message explaining how the test became paused. However, the information button is not displayed if the TA pauses a student’s test. |

### Student Testing Statuses

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>You approved the student, but the student did not yet start or resume the test.</td>
</tr>
<tr>
<td>Started</td>
<td>Student started the test and is actively testing.</td>
</tr>
<tr>
<td>Review</td>
<td>Student visited all questions and is currently reviewing answers before completing the test.</td>
</tr>
<tr>
<td>Completed</td>
<td>Student submitted the test. The student can take no additional action at this point.</td>
</tr>
<tr>
<td>Submitted</td>
<td>Test was submitted for quality assurance review and validation.</td>
</tr>
<tr>
<td>Reported</td>
<td>Test passed quality assurance and is undergoing further processing.</td>
</tr>
<tr>
<td>Paused*</td>
<td>Student’s test is paused. The time listed indicates how long the test has been paused.</td>
</tr>
<tr>
<td>Pending*</td>
<td>Student is awaiting approval for a new test opportunity.</td>
</tr>
<tr>
<td>Suspended*</td>
<td>Student is awaiting approval to resume a test opportunity.</td>
</tr>
</tbody>
</table>

*Appears when the student is not actively testing. The student’s row grays out in such cases.*
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 \( \text{pause} \) for the student whose test you wish to pause.

2. Click Yes to confirm. The Online Testing System logs the student out.

How to Stop a Test Session

When students finish testing, 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 Online Testing System automatically logs you out after 20 minutes of both TA and student inactivity in the session. This action automatically stops the test session.

1. In the upper-right corner of the TA Interface, click \( \text{stop} \), then click OK in the confirmation message that appears. The test session stops.

How to Log Out of the TA Interface

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

1. In the banner, click \( \text{log out} \). A warning message appears.

2. In the warning message, click Log Out. The AzM2 Portal home page appears.
How Students Sign into the Student Testing Site and Complete Tests

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

Signing in and Selecting Tests

When testing, students must sign into the appropriate testing site. For sessions created in the Operational Testing TA Interface, students sign into the Operational Student Testing Site in the Secure Browser.

Students may also take sample tests in the Student Sample Test Site in the Secure Browser to familiarize themselves with the online testing process. Aside from the sign-in process, the Student Sample Test Site has the same appearance and functionality as the Operational Student Testing Site.

How to Sign into the Secure Browser

1. Launch the Secure Browser on the student’s testing device. The Please Sign In page appears.

2. To sign into an Operational Test, students proceed to Step 4.

3. To sign into a Sample Test:
   - Students click Go to the Sample Test Site button in the lower left corner of the page.
   - The Sample Test Sign In page will appear.
   - Students must toggle off the Guest User and Guest Session options in order to enter their login information.
4. Students enter the following information:
   - In the First Name and SSID fields, students enter their first name and SSID as they appear in TIDE.
   - In the Session ID field, students enter the Session ID as it appears on the TA Interface.
   - The first part of the three-part session ID is pre-filled:
     - “AZ” indicates the student is in the Operational Student Testing Site.
     - “Sample” indicates the student is in the Sample Test Site.

5. Students select Sign In. The Is This You? page appears.

How to Verify Student Information

After signing into the Student Testing Site, 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 must select No.
   - You must notify the appropriate school personnel that the student’s information is incorrect. Incorrect student demographic information must be updated before the student begins testing.

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.

If a student is only eligible for one test, the Your Tests page is skipped. The test is automatically selected, and the student is taken directly to the Waiting for Approval page.
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.

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:
   
   – If starting a new test, a student must complete the login process before beginning testing.

   – If resuming a paused test, the student will be directly taken to the test page where the student stopped the test.

### How to Check Sound and Video Playback Functionality

The Sound and Video Playback Check panel appears for tests with video content and allows students to verify that they can view the sample video and hear its associated sound. Students will only see the sound/video playback check for Reading tests.

If the video or audio does not work, students should log out. You should troubleshoot the device and headphones or move the student to another device with working audio and video.

1. From the Sound and Video Playback Check page, students select \( \rightarrow \) to play the video and sound.
   
   – If the video can be played and the sound is clearly audible, students select I could play the video and sound. A green check appears at the upper-right corner of the panel and students can proceed to the next functionality check.

   – If students are not able to play the video or hear the sound, students select I could not play the video or sound to open the Video Playback Problem panel.

   – Students can select Try Again to return to the Sound and Video Playback Check panel.
How to Check Text-To-Speech (TTS) Functionality

The **Text-to-Speech Sound Check** panel appears for all students for all tests. If a student does not use TTS, they can skip the TTS Sound Check by selecting **Skip TTS Check** at the bottom of the page. Students can only use TTS within the Secure Browser or a supported Chrome or Firefox browser.

If TTS does not work, students should log out. You can work with students to adjust their audio or headset settings or move them to another device.

1. From the **Text-to-Speech Sound Check** panel, students select 🎧 and listen to the audio.
   - If the voice is clearly audible, students select **I heard the voice**. A green check appears at the upper-right corner of the panel and students can proceed.
   - If the voice is not clearly audible, students adjust the settings using the sliders and select 🎧 to listen to the audio again.

2. If students still cannot hear the voice clearly, they select **I did not hear the voice** to open the **Audio Check** panel.
   - Students can select **Try Again** to return to the **Text-to-Speech Sound Check** panel and retry.
How to View Instructions and Begin Testing

The You Are Almost Ready to Begin Your Test 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 view the help guide, students select View Help Guide.

2. Optional: To review their test settings, students select View Test Settings.

3. To close the window, students select Back.

4. To start the test, students select Begin Test Now.

Navigating the Student Testing Site

A test page can include the following sections:

- The Global Menu section displays the global navigation and tool buttons. It also includes the Questions menu, test information, help button, pause button, and system settings button.

- The Stimulus section, which appears only for questions associated with a stimulus, contains the stimulus content, context menu, and the reading mode button.

- 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.

The following sections provide details about how to navigate the Student Testing Site.
How Students Sign into the Student Testing Site and Complete Tests

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.

- 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.

- To jump directly to an item, select an item number from the pop-up window that appears when you select the Questions pop-up 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.

Navigation Buttons

Paginated Items

Questions Pop-up Menu

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How Students Sign into the Student Testing Site and Complete Tests

How to View Stimuli

When a test question is associated with a stimulus, students should review that stimulus before responding to the question. A stimulus is a reading passage that students review in order to answer associated questions.

- **Reading and Writing Passages**: When the stimulus is a reading passage, the content is paginated.
  - To move between the pages of a reading passage, students can select and below the stimulus.
  - Students can also select to enable Reading Mode, which displays two pages at a time.

- **American Sign Language (ASL) Videos**: When a listening stimulus is accompanied by an ASL video, students can use standard video features to control the playback.
  - To play a video, select in the lower-left corner.
  - To jump to a different point in the video, drag the slider to the required location.
  - To adjust the speed at which the video plays, select, and then select the required speed from the menu that appears.
  - To mute or unmute the video, select in the lower-right corner.
  - To expand the video to full screen mode, select in the lower-right corner. To exit full screen mode, select again.

How to Respond to Test Questions

The items presented in TDS are of various types, and students may need to respond to them differently. Students can use the Student Sample Test Site to familiarize themselves with the question types that may appear on tests.
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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:

- 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.
- Use an on-screen keypad to generate an answer. Students can select ** keypad** in the answer space to open the keypad.
- Select graphic objects or text excerpts.
- Place points, lines, or bars on a graph.
- Drag and drop text or graphic objects.
- Enter text in a text box or table.
- Match answer options together.
- Modify a highlighted word or phrase in a reading selection.
- Enter input parameters to run an on-screen simulation.
- Copy content from a passage to a text box.

### 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.

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

   **Note:** 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).

### Using 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:

- **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.
- **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 the appendix.
How to Use Global Tools

The global menu consists of navigation buttons on the left and tool buttons on the right. The table below lists the tools available in the global menu.

### Global Menu

![Global Menu Image]

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

### Global Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pause button</strong></td>
<td>The Pause button allows you to pause and exit the test.</td>
</tr>
<tr>
<td><img src="image" alt="Pause Button" /></td>
<td></td>
</tr>
</tbody>
</table>
| **Navigation buttons** | The Back and Next buttons in the top left corner permit you to move between pages on a test.  
- For Mathematics tests and ELA Reading tests, clicking the navigation buttons will permit you to move between questions.  
- For ELA Writing tests, clicking Next will prompt you to end the test.  
Note: When multiple questions are grouped together with the same stimulus, a button for each item number appears in the top right. Click these buttons to navigate between questions in the group. |
| ![Navigation Buttons](image) |                                                                                                                                            |
| **Items list**       | This feature enables you to:  
- View the percentage bar to view your overall progress in the test; and  
- See where you are in the test, and which questions are answered, unanswered, and marked for review. |
<p>| <img src="image" alt="Items List" /> |                                                                                                                                            |
| <strong>Question buttons</strong> | Some passages have multiple test questions. You can move between questions by using the question buttons at the top right of the screen. A check mark indicates that the question has been answered. |
| <img src="image" alt="Question Buttons" /> |                                                                                                                                            |</p>
<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save button</td>
<td>The <strong>Save</strong> button allows you to manually save technology-enhanced questions. This is an optional feature. If you do not click this button, your answers will still be saved automatically.</td>
</tr>
<tr>
<td>(Optional)</td>
<td></td>
</tr>
<tr>
<td>Notes button</td>
<td>Click the <strong>Notes</strong> button to open an on-screen notepad. You can enter notes for yourself and save them. These notes are global and will remain in the pop-up window throughout the test. Note: The Notes tool is only available for the ELA tests.</td>
</tr>
<tr>
<td>Zoom buttons</td>
<td>Use the <strong>Zoom In</strong> and <strong>Zoom Out</strong> buttons to increase and decrease the size of text and graphics within a single test page. Four levels of magnification are available.</td>
</tr>
<tr>
<td>Line Reader</td>
<td>Use the <strong>Line Reader</strong> button to highlight a single line of text at a time in passages and questions.</td>
</tr>
<tr>
<td>Dictionary/Thesaurus</td>
<td>Click the <strong>Dictionary</strong> button to search the Merriam-Webster dictionary or thesaurus without leaving the test. (Writing test only)</td>
</tr>
<tr>
<td>Calculator</td>
<td>Click the <strong>Calculator</strong> button to open the on-screen calculator. Note: The calculator is available only for Part I of the Grades 7-8 Mathematics and Parts I and II of the Grade 10 Mathematics tests.</td>
</tr>
<tr>
<td>End Test button</td>
<td>Click the <strong>End Test</strong> button to begin the process of submitting the test.</td>
</tr>
</tbody>
</table>
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.

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.

- To use a context menu tool for a stimulus or question, open the context menu by clicking the context menu button or by right-clicking the required elements, and then select the tool.
- To use a context menu tool for answer options, open the context menu for answer options and select the required tool. To open the context menu for answer options, 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 (this selects the answer option until you select a different option).
## Context Menu Tools

<table>
<thead>
<tr>
<th>Stimulus/Question Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Sign Language</td>
<td>To view audio content translated into American Sign Language via an on-screen video, select American Sign Language from the context menu. Notes:</td>
</tr>
<tr>
<td></td>
<td>• This tool is available only for listening items in the Reading tests.</td>
</tr>
<tr>
<td></td>
<td>• This setting must be enabled in TIDE or the TA Interface before the student begins testing.</td>
</tr>
<tr>
<td>Highlighter</td>
<td>Highlight a section of text in a passage or test question.</td>
</tr>
<tr>
<td></td>
<td>• To highlight text, select text on the screen, right-click with the mouse, and select Highlight Selection, and then choose a highlighter color. Multiple colors are available in the highlighter tool.</td>
</tr>
<tr>
<td></td>
<td>• To remove all highlighting from the question, right-click anywhere on the question and select Reset Highlighting.</td>
</tr>
<tr>
<td></td>
<td>• Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use.</td>
</tr>
<tr>
<td>Mark for Review</td>
<td>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 appears next to the number. The Questions drop-down lists displays &quot;(marked)&quot; for the selected question. To remove the (marked) status, select Unmark Review Item from the context menu.</td>
</tr>
<tr>
<td>Notepad</td>
<td>Each Mathematics question has a tool that allows you to save a comment about the question. To access this tool, select Notepad from the context menu.</td>
</tr>
<tr>
<td></td>
<td>• Note: The Notepad tool is only available for the Mathematics tests.</td>
</tr>
<tr>
<td>Strikethrough</td>
<td>For multiple-choice questions, you can &quot;eliminate&quot; an option and focus on the options you think may be correct.</td>
</tr>
<tr>
<td></td>
<td>• To strikethrough an answer option, right-click on the option and select Strikethrough. A line will appear through the text or image.</td>
</tr>
<tr>
<td></td>
<td>• To remove the strikethrough from an answer option, right-click on the option and select Undo Strikethrough.</td>
</tr>
</tbody>
</table>
How Students Sign into the Student Testing Site and Complete Tests

<table>
<thead>
<tr>
<th>Stimulus/Question Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutorial</td>
<td>Each question has a tutorial video that you can watch to learn more about responding to that type of question. To view the tutorial video, select Tutorial from the context menu.</td>
</tr>
<tr>
<td>Text-to-Speech (TTS)</td>
<td>Listen to passages, test questions, and answer options (Writing and Math tests only). This feature is available in Writing and Math tests for all students, even those that do not require a read aloud accommodation.</td>
</tr>
</tbody>
</table>

**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 based on their accommodations or the test page layout. Error! Reference source not found. The table below lists the additional tools available in the Student Testing Site.

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Captioning</td>
<td>Questions and stimuli with audio elements automatically display closed captions for students testing with the appropriate accommodations.</td>
</tr>
<tr>
<td>Expand Passage</td>
<td>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.</td>
</tr>
<tr>
<td>Paginated Stimuli Buttons</td>
<td>Paginated stimuli is a feature that allows students to view passages using page-turning navigation rather than a vertical scroll bar. Passages are presented on the left side of the page. You can expand the passage across the page.</td>
</tr>
<tr>
<td></td>
<td>• To expand the passage, click the book icon.</td>
</tr>
<tr>
<td></td>
<td>• To collapse the expanded passage, click the close book icon.</td>
</tr>
<tr>
<td></td>
<td>To navigate through pages in the passage, use the forward arrow and back arrow buttons.</td>
</tr>
</tbody>
</table>
How Students Complete a Test

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

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 students answer the last question on a test, the End Test button appears in the global menu.

2. To end a test: The students select End Test. An “Attention” message appears.

3. The students select Yes only if they are ready to submit the test. Students select No if they want to return to the test.

4. If students selected Yes on the “Attention” message, the End Test page appears, allowing students to review answers or submit the test for scoring.
   - A flag (✍️) icon appears for any questions marked for review. A warning (⚠️) icon appears for any unanswered questions.

5. To review answers or to return to the test: The student selects a question number. This will bring them to the question that they selected.

6. When the student is done reviewing/answering questions, they can return to the End Test page by selecting End Test again.
7. To submit the test: The students select **Submit Test** on the **End Test** page. A “Warning” message appears.

8. The students select **Yes** to submit the test, or **No** to return to the **End Test** page. The **End Test** page allows them to return into the test.
   
   – Once a student clicks **Yes** in the “Warning” message, they cannot return to the test or modify answers.

9. After the student submits their test, the **Your Results** page appears displaying the student’s name, the test name, and the completion date.

10. To exit the Student Testing Site, students select **Log Out**, and then close the Secure Browser.
Appendix

A

Additional Resources

The following publications provide additional information for AzM2:

- For policies and procedures that govern secure and valid test administration, refer to the *AzM2 Test Administration Directions*.
- For information about accessing and using the Data Entry Interface (DEI), refer to the *AzM2 Test Administration Directions for Special Paper Versions* included in Special Paper Version test kits.
- For information about student and user management, rosters, and test improprieties, refer to the *TIDE User Guide*.
- For information about which operating systems and browsers are supported, refer to the *Quick Guide for Setting up Your Online Testing Technology*.
- For information about installing the CAI Secure Browsers, refer to the operating system-specific *Configurations, Troubleshooting and Advanced Secure Browser Installation* guides.

Alert Messages

The Arizona Department of Education can send statewide alerts that appear as pop-up messages on the TA Interface.

1. In the banner, click Alerts. The Alerts window appears, listing all the active alert messages.

2. Click Close to close the window and return to the TA Interface.
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:

- Keyboard commands require the use of the primary keyboard, so please do not use keys in a numeric keypad.
- Some keyboard commands (such as the commands for using the Line Reader) may not work when testing on iOS or Android devices connected to an external keyboard.

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

The table below lists keyboard commands for selecting options on the sign-in pages or pop-up windows that appear during a test.

<table>
<thead>
<tr>
<th>Function</th>
<th>Keyboard Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Move to the next option</td>
<td>Tab</td>
</tr>
<tr>
<td>Move to the previous option</td>
<td>Shift + Tab</td>
</tr>
<tr>
<td>Select the active option</td>
<td>Enter</td>
</tr>
<tr>
<td>Mark checkbox</td>
<td>Space</td>
</tr>
<tr>
<td>Scroll through drop-down list</td>
<td>Arrow Keys</td>
</tr>
<tr>
<td>options</td>
<td></td>
</tr>
<tr>
<td>Close pop-up window</td>
<td>Esc</td>
</tr>
</tbody>
</table>

Keyboard Commands for Test Navigation

The table below lists keyboard commands for navigating tests and responding to questions.

<table>
<thead>
<tr>
<th>Function</th>
<th>Keyboard Commands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scroll up</td>
<td>Up Arrow</td>
</tr>
<tr>
<td>Scroll down</td>
<td>Down Arrow</td>
</tr>
<tr>
<td>Scroll to the right</td>
<td>Right Arrow</td>
</tr>
<tr>
<td>Scroll to the left</td>
<td>Left Arrow</td>
</tr>
<tr>
<td>Move to the next element</td>
<td>Tab</td>
</tr>
<tr>
<td>Move to the previous element</td>
<td>Shift + Tab</td>
</tr>
<tr>
<td>Select an answer option</td>
<td>Space</td>
</tr>
<tr>
<td>Go to the next test page</td>
<td>Ctrl + Right Arrow</td>
</tr>
</tbody>
</table>
## 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.
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.

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:

- 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.
- Avoid Testing 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.
- 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.

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 task bar or Mac OS X...
dock. If the Secure Browser is not closed correctly, then the task bar 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.

### Force Quit Secure Browser Keyboard Commands

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Key Combination</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows*</td>
<td>• Ctrl + Alt + Shift + F10</td>
</tr>
<tr>
<td>Mac OS X*</td>
<td>• Ctrl + Alt + Shift + F10. The Ctrl key may appear as Control, Ctrl, or ^</td>
</tr>
<tr>
<td>Linux</td>
<td>• Ctrl + Alt + Shift + Esc</td>
</tr>
</tbody>
</table>

* 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, Chrome OS, and Android devices.

- **iOS:** Double-tap the Home button, then close the app as you would any other iOS app.
- **Chrome OS:** To exit the Secure Browser from the sign-in screens, press Ctrl + Shift + S. You cannot force quit once the test begins.
- **Android:** To close the Secure Browser, tap the menu button in the upper-right corner and select Exit.

### 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 into your test session cannot remember their login information.

1. To perform a quick search:
   - In the banner, select **Student Lookup**.
   - Enter a student’s full SSID and click **Submit SSID**. Search results appear below the search field.

2. To perform an advanced search:
   - In the banner, select **Student Lookup**, and then select **Advanced Search**.
   - Select the appropriate district and school from the drop-down lists.
   - Select the appropriate grade.
Optional: Enter a student’s exact first or last name. Partial names are not allowed.

Click Search. Search results appear below the search fields.

To view a student’s information, click in the Details column.

T

TA Interface Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description/More Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Lookup</strong></td>
<td><strong>button</strong> Searches for student information. See the section <a href="#">Student Lookup Feature</a>.</td>
</tr>
<tr>
<td><strong>Print Session</strong></td>
<td><strong>button</strong> Prints your screen. See the section <a href="#">Print Session Information</a>.</td>
</tr>
<tr>
<td><strong>Help Guide</strong></td>
<td><strong>button</strong> Displays the online version of this user guide.</td>
</tr>
<tr>
<td><strong>Log Out</strong></td>
<td><strong>button</strong> Logs you out of the TA Site. See the section <a href="#">Managing a Test Session</a>.</td>
</tr>
<tr>
<td><strong>Alerts</strong></td>
<td><strong>button</strong> Displays alert messages from the Arizona Department of Education. See the section <a href="#">Alert Messages</a>.</td>
</tr>
<tr>
<td><strong>Stop</strong></td>
<td><strong>button</strong>* Ends the test session. See the section <a href="#">Managing a Test Session</a>.</td>
</tr>
<tr>
<td><strong>Session ID</strong></td>
<td><strong>button</strong>* Displays the unique ID generated for the test session.</td>
</tr>
<tr>
<td><strong>Select Tests</strong></td>
<td><strong>button</strong> Opens the Test Selection window. See the section <a href="#">Managing a Test Session</a>.</td>
</tr>
<tr>
<td><strong>Approvals</strong></td>
<td><strong>button</strong>* Opens the Approvals and Student Test Settings window. See the section <a href="#">Approving Students for Testing</a>.</td>
</tr>
<tr>
<td><strong>Refresh</strong></td>
<td><strong>button</strong>* Updates the on-screen information.</td>
</tr>
<tr>
<td><strong>Students in Your Test Session</strong></td>
<td><strong>table</strong>** Displays the testing progress for students in your test session. See the section <a href="#">Managing a Test Session</a>.</td>
</tr>
</tbody>
</table>

*Feature appears after you start a test session.

**Feature appears after you approve students for testing.
Online Testing System User Guide

Text Response Questions

For Writing tests, students can use a formatting toolbar while typing their response. This toolbar is available above the response field for text response questions and also appears whenever students right-click anywhere in the text area. 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. The table below provides an overview of the formatting tools available.

Text Response Question with Formatting Toolbar

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description of Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>![print_icon]</td>
<td>Print the entered text (Sample Tests only).</td>
</tr>
<tr>
<td>![bold_icon]</td>
<td>Bold, italicize, or underline selected text.</td>
</tr>
<tr>
<td>![formatting_remove_icon]</td>
<td>Remove formatting that was applied to the selected text.</td>
</tr>
<tr>
<td>![list_icon]</td>
<td>Insert a numbered or bulleted list.</td>
</tr>
<tr>
<td>![indent_icon]</td>
<td>Indent a line of selected text.</td>
</tr>
<tr>
<td>![indent_decrease_icon]</td>
<td>Decrease indent of text.</td>
</tr>
<tr>
<td>![cut_icon]</td>
<td>Cut selected text.</td>
</tr>
<tr>
<td>![copy_icon]</td>
<td>Copy selected text.</td>
</tr>
<tr>
<td>![paste_icon]</td>
<td>Paste copied or cut text.</td>
</tr>
<tr>
<td>![undo_icon]</td>
<td>Undo the last edit to text or formatting in the response field.</td>
</tr>
<tr>
<td>![redo_icon]</td>
<td>Redo the last undo action.</td>
</tr>
<tr>
<td>![special_characters_icon]</td>
<td>Add special characters in the response field.</td>
</tr>
</tbody>
</table>

The student uses this field to respond to the selected Writing prompt.
**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.

**Transfer a Test Session between Devices**

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. Please note that to transfer a test session, you must enter the active Session ID.

**Warning:** If you do not remember your Session ID, you cannot transfer the session. Write down your Session ID before you transfer the session.

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 Online Testing System logs you out and pauses the students’ tests.

The Online Testing 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 into the TA Site on the new device or browser. A Session ID prompt appears.
2. Enter the active Session ID in the text box and click Enter. The TA Site appears, allowing you to continue monitoring your students’ progress. The test session on the previous computer or browser automatically closes.

Please note that the Session ID prompt appears any time you access the TA Site during an active session. If you do not wish to return to the active session, you can click Start a Different Session to create a new session or Logout to close the active session and log out of the TA Site.
User Support and Troubleshooting Information

User Support

For information and assistance in using the Online Testing System, contact the AzM2 Help Desk. The Help Desk is open Monday–Friday 7:00 a.m. to 5:00 p.m. MT.

AzM2 Help Desk
Toll-Free Phone: 1-844-560-7812
Email: azm2helpdesk@cambiumassessment.com chat: https://azm2portal.org/chat/

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 SSID 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 10.14 and Safari 11)
- Information about your network configuration, if known:
  - Secure Browser installation (to individual devices or network)
  - Wired or wireless internet network setup

Usernames and Password Issues

Your username for logging into 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.

- 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.

- 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.
Online Testing System User Guide

- 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 School or District Test Coordinator to make sure you are listed in TIDE.

- Additional help:
  - If you are unable to log in, contact the AzM2 Help Desk for assistance. You must provide your name and email address. Contact information is available in the User Support section of this user guide.

Common Student Sign-in Errors
The Online Testing System generates an error message if a student cannot sign in. The following are the most common student sign-in issues:

- Session does not exist:
  - The student entered the Session ID incorrectly or signed into 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 into the Student Sample Test Site cannot access sessions created in the Operational Test TA Interface.

- Student information is not entered correctly:
  - Verify that the student correctly entered the SSID. If this does not resolve the error, use the Student Lookup tool to verify the student's information.

- 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.

- Student is not associated with the school:
  - The student is not associated with your school, or you are not associated with the student’s school.

Resolving Secure Browser Error Messages
This section provides possible resolutions for the following messages that students may receive when signing into tests using the Secure Browser.

- 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 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.
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- Looking for an internet connection...:
  - This message appears when the Secure Browser cannot connect with the Online Testing 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.

- 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.