Test Delivery System

Test Administrator User Guide

2019-2020

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Section I. Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in the Louisiana English Language Proficiency Screener (ELPS) and/or the Louisiana English Language Proficiency Test (ELPT) online tools training and operational tests.

Organization of the User Guide

- **Overview of the Test Delivery System** provides an overview of online testing and general test rules.
- **Accessing the Test Administration Sites** explains how to log in to the TA sites.
- **Overview of the Test Administration Sites** describes the overall layout of the TA sites and highlights the important tasks and functions.
- **Administering Online Tests** outlines the process for creating a test session, approving students for testing, pausing tests, and logging out.
- **Signing in to the Student Testing Site** explains how students sign in to a test session.
- **Overview of the Student Testing Site** describes the layout of an online test, as well as the tools available to students.
- **Proceeding Through a Test** explains how students review stimuli, respond to questions, and submit tests.
- The **Appendices** provide additional information about the secure browser, keyboard commands, transferring test sessions, and user support.

Document Conventions

**Table 1** describes the conventions appearing in this guide.

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>!</td>
<td><strong>Alert:</strong> This symbol accompanies important information regarding a task that may cause minor errors.</td>
</tr>
<tr>
<td>📝</td>
<td><strong>Note:</strong> This symbol accompanies additional information or instructions of which users must take note.</td>
</tr>
<tr>
<td>📝</td>
<td><strong>Policy:</strong> This symbol accompanies information regarding test administration policies.</td>
</tr>
</tbody>
</table>
Warning: This symbol accompanies important information regarding actions that may cause fatal errors.

Intended Audience
This user guide is intended for Test Administrators responsible for proctoring tests with the Test Delivery System. To use this system, you should be familiar with using a web browser to retrieve data and with filling out web forms. You should also be familiar with printing documents and adjusting a computer’s audio settings. If you or your students use Chromebooks or iPads, for testing, then you should be familiar with operating these devices as well.

Additional Resources
The following publications provide additional information and support for ELPS/ELPT administration. All resources are available on the Louisiana ELPT Portal (http://la.portal.airast.org/).

- For information about policies and procedures that govern secure and valid test administration, see the Test Administration Manual.
- For information about supported operating systems and browsers, see the System Requirements for Online Testing document.
- For information about student and user management, rosters, and appeals, see the TIDE User Guide.
- For information about network and internet requirements, and general peripheral and software requirements, see the technical resources available on the ELPT Portal.
- For information about installing secure browsers, see the technical resources available on the ELPT Portal (be sure to select the resource for your OS).
Section II. Overview of the Test Delivery System

The Test Delivery System delivers the Louisiana online ELPS and ELPT. The following sections describe highlights of online testing in general and the Test Delivery System in particular.

Description of the Test Delivery System’s Sites

The Test Delivery System consists of online tools training sites and operational testing sites. The online tools training sites function identically to the operational testing sites.

- **Online Tools Training Sites**
  - Online Tools Training Site (TA Interface): Allows Test Administrators (TAs) to practice administering tests.
  - Student Online Tools Training Site: Allows students to practice taking tests online and using test tools.

- **Operational Testing Sites**
  - Operational Test Administration Site (TA Interface): Allows TAs to administer operational tests.
  - Student Testing Site: Allows students to take operational tests.

User Roles and System Requirements

Access to the online tools training and operational testing sites depends on your user role and browser.

- TAs can use any supported web browser to access either the Online Tools Training or the TA Interface.

- Students, TAs, and parents can use a supported web browser or the secure browser to access the Student Online Tools Training Site as guests. Students can also sign in to an online tools training session created by a TA.

- Students must use a secure browser to access the Student Testing Site.

For information about supported operating systems and browsers, see the technical resources available on the Louisiana ELPT Portal (http://la.portal.airast.org/resources/?section=4).
General Rules of Online Testing

This section describes the rules for administering online tests.

Accommodation Rules

Students should not begin testing until they are assigned the correct accommodations. You may have to update some accommodations in the Test Information and Distribution Engine (TIDE).

Pause Rules

TAs and students can pause a test in order to temporarily log the student out of the test session. Students can review or modify answered questions after returning to their paused test.

Test Timeout Rules

A warning message displays after 20 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.

Test Opportunity Expiration Rules

Opportunities refer to the number of times a student can take a test within a range of dates. Students have one opportunity to complete the ELPS and one opportunity to complete the ELPT. 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.
Section III. Accessing the Test Administration Sites

About Usernames and Passwords

Your username 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 and 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 to reset your password. You will receive an email with a new temporary link to reset your password.

- **If you did not receive an email containing a temporary link or authentication:**

  Check your spam folder to make sure your email program did not categorize the email 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 Louisiana ELPT 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.
This section describes how to access the TA Sites.

To access the TA Interface:


2. Select your user role (see Figure 1).

3. Select the Test Administration Site you would like to access (Online Tools Training Administration or Operational Test Administration; see Figure 2).

4. The login page appears (see Figure 3). 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 (see Figure 4) and an email containing an authentication code is sent to your email address.

   i. In the Enter Emailed Code field, enter the emailed code.

   ii. Click Submit to view the TA site.
Note: For information about logging out of the TA Site, see the section Logging Out of the TA Site.
Section IV. Overview of the Test Administration Sites

This section describes the test administration sites for TAs. Throughout the rest of this user guide, “TA Site” refers to both the Test Administration Site (TA Interface) and Online Tools Training.

**Warning:** Do not use the TA Interface for practice. To practice administering tests, use the Online Tools Training. Both TA Sites have the same functionality, but the available tests are different. Tests provided in the TA Interface are operational and students' scores will be official.

**TA Site Layout**

Figure 5 displays the layout of the TA Site during an active test session.

---

**Figure 5. TA Site Layout**

---

Essential features in the TA Site:

1. **Session ID**

2. **Select Tests** button

3. **Approvals** button

4. **Students in Your Test Session** table
Table 2 provides an overview of the major features available in the TA Site.

Table 2. TA Site Features

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

*Feature appears after you start a test session.

**Feature appears after you approve students for testing.
TA Site Features
This section provides instructions for using the features available in the banner at the top of the TA Site (see Figure 6).

Figure 6. TA Site Banner

Looking Up Students
You can use the student lookup feature 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.

Warning: You must ensure that a student’s demographic information is correct before testing begins. If a student’s information is not correct, that student should not begin testing.

To perform a quick search:
1. In the banner, click Student Lookup.
2. Enter a student’s full SSID and click Submit SSID. Search results appear below the search field (see Figure 7).

Figure 7. Student Lookup: Quick Search
**To perform an advanced search:**

1. Click **Student Lookup > Advanced Search**.
   
   a. Select the appropriate district and school from the drop-down lists.
   
   b. Select the appropriate grade.
   
   c. **Optional:** Enter a student’s exact first or last name. Partial names are not allowed.

2. Click **Search**. Search results appear below the search fields (see **Figure 8**).

   ![Student Lookup: Advanced Search](image)

   **Figure 8. Student Lookup: Advanced Search**

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

**Printing 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.

**To print a snapshot of the page:**

1. In the banner, click **Print Session**. The computer’s print dialog window appears.

2. Click **OK**.

**Policy Note:** Federal law prohibits the release of students' personally identifiable information. All printouts must be securely stored and then destroyed when no longer needed.
Alert Messages

The Louisiana Department of Education can send statewide alerts that appear as pop-up messages on the TA Site. To view a record of active alert messages (see Figure 9), click Alerts in the banner.

Figure 9. Record of Alerts

This screen contains new alerts and alerts that have not yet expired.

8/24/2015 at 12:00 PM
Sample Alert 1
This is a sample alert message from the Department of Education.

9/2/2015 at 8:00 AM
Sample Alert 2
This is another sample alert message from the Department of Education.
Section V. Administering Online Tests

The basic workflow for administering online tests is as follows:

1. The TA selects tests and starts a test session.
2. Students sign in 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.

For information about the testing process from a student’s perspective, see the sections Signing in to the Student Testing Site and Overview of the Student Testing Site.

Starting a Test Session

When you log in to the TA Site, the Test Selection window opens automatically (see Figure 10). This window allows you to select tests and start the session. Only the tests that you select will be available to students who join your session.

Figure 10. Test Selection Window

The Test Selection window color-coded 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. To expand a test group, click ‹ (or Expand All). To collapse an expanded test group, click › (or Collapse All).

**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 Site (otherwise skip to step 2).

2. To select tests for the session, do one of the following:
   - To select individual tests, 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.
   - To select all available tests, click the checkbox next to **Select All** at the top of the window.

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 an online training tools or operational session). The window closes and the Session ID appears on the TA Site.

4. Provide the Session ID to your students.

| **Note:** Write down the Session ID in case you accidentally close the browser window and need to return to the active test session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test opportunity in a new session. |

**To add tests to an active test session:**

1. In the upper-right corner of the TA Site, click **Select Tests**.

2. In the **Test Selection** window, mark the checkbox for the required test and click **Add to Session** in the lower-left corner.

3. In the confirmation message that appears, click **Yes**.

| **Note:** You cannot remove tests from an active session. |
Approving Students for Testing

After students sign in 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 how many students are awaiting approval (see Figure 11).

Figure 11. Students Awaiting Approval

Note: The Approvals notification updates regularly, but you can also click in the upper-right corner to update it manually.

To approve students for testing:

1. Click Approvals. The Approvals and Student Test Settings window appears, displaying a list of students grouped by test (see Figure 12).

Figure 12. Approvals and Student Test Settings Window
2. To check a student’s test settings and accommodations, click for that student. The student’s information appears (see Figure 13). This window groups test settings by their area of need.

![Test Settings Page for a Selected Student](image)

Figure 13. Test Settings Page for a Selected Student

a. If any settings are incorrect, update them as required. Students should not begin testing until their settings are correct.

⚠️ **Alert:** When approving students for testing, you must update the editable settings in this window, rather than in TIDE. You must update the read-only settings in TIDE.

b. Do one of the following:

- To confirm the settings, click **Set**. You must still approve the student for testing (see step 4).

- To confirm the settings and approve the student, click **Set & Approve**. Students can start testing once you approve them.

- 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.

⚠️ **Note:** The **Approvals and Student Test Settings** window does not automatically refresh. To update the list of students awaiting approval, click **Refresh** at the top of the window.
If you need to deny a student access to testing, do the following (otherwise skip to step 4):

a. Click ✗ for that student.

b. Optional: In the window that appears, enter a brief reason for denying the student.

c. 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.

4. 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 displayed in the list, click Approve All Students.

Monitoring Students’ Testing Progress

After you approve students for testing, the Students in Your Test Session table appears (see Figure 5). This table displays the testing progress for each student logged in to your session. Table 3 describes the columns in this table. To sort the table by a given column, click that column header.

Table 3. Columns in the Students in Your Test Session Table

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Name</td>
<td>Last and first name of the student in the session.</td>
</tr>
<tr>
<td>SSID</td>
<td>SSID associated with the student.</td>
</tr>
<tr>
<td>Test</td>
<td>Name of the test the student selected.</td>
</tr>
<tr>
<td>Student Status</td>
<td>Current status for each student in the session. This column may also indicate how many questions the student has completed out of the total number of test questions. For more information about the statuses in this column, see Table 4.</td>
</tr>
<tr>
<td>Test Settings</td>
<td>This column displays one of the following:</td>
</tr>
<tr>
<td></td>
<td>• <strong>Standard:</strong> Default test settings are applied for this test opportunity.</td>
</tr>
<tr>
<td></td>
<td>• <strong>Custom:</strong> One or more of the student’s test settings or accommodations differ from the default settings.</td>
</tr>
<tr>
<td></td>
<td>To view the student’s settings for the current test opportunity, click [ ].</td>
</tr>
<tr>
<td>Pause Test</td>
<td>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. For more information, see the section Pause Rules.</td>
</tr>
</tbody>
</table>
Overview of Student Testing Statuses

Table 4 describes the codes in the Student Status column of the Students in Your Test Session table.

Table 4. Student Testing Statuses

<table>
<thead>
<tr>
<th>Status</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>Expired*</td>
<td>Test was not completed by the end of the testing window and the opportunity expired.</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.

Note: The Students in Your Test Session table refreshes at regular intervals, but you can also refresh it manually by clicking in the upper-right corner.

Pausing a Student’s Test

You can pause a student’s test via the Pause Test column in the Students in Your Test Session table (see Figure 5). For information about pause rules, see the section Pause Rules.

To pause an individual student’s test:

1. In the Actions column, click for that student.

2. Click Yes to confirm. The Test Delivery System logs the student out and an information button appears in the Actions column.
Stopping a Test Session and Logging Out

This section explains how to stop a test session and log out of the TA Site.

Stopping a Test Session

When students finish testing or the current testing timeslot 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.

⚠️ Warning: 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.

To stop a test session:

1. In the upper-right corner, click STOP (see Figure 11). A confirmation message appears.

2. Click OK. The test session stops.

Logging Out of the TA Site

You should log out of the TA Site only after stopping a test session.

To log out of the TA Site:

1. In the TA Site Banner, click Log Out. A warning message appears.

2. In the warning message, click Log Out. The Louisiana ELPT Portal appears.

⚠️ Alert: Navigating away from the TA Site will also log you out. Logging out while a session is in progress stops the session. If you need to access another application while administering tests, open it in a separate browser window.

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

Accidentally Closing the Browser Window

If you accidentally close the browser while students are testing, your session remains open until it times out. To return to the test session in the TA Site, you must enter the active Session ID.

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.
Section VI. Signing in to the Student Testing Site

This section describes the student sign-in process for the Student Testing Site. Students follow this procedure when starting a new test or resuming a paused test.

**Note:** 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.
- For sessions created in the Online Tools Training, students sign in to the Student Online Tools Training Site. Students can access the Student Online Tools Training Site on the Louisiana ELPT Portal.

Step 1: Signing Students In

*To sign students in to a test session:*

1. Launch the Secure Browser on the student’s testing device. The *Student Sign-In* page appears (see Figure 14).

![Figure 14. Student Sign-In Page](image)

2. Students enter the following information:
   a. In the *First Name* field, students enter their first name as it appears in TIDE.
   b. In the *SSID* field, students enter their SSID as it appears in TIDE.
Note: If students do not know their exact information as it appears in TIDE, you can retrieve it in the TA Site (see the section Looking Up Students).

c. In the Session ID field, students enter the Session ID as it appears on the TA Site. To prevent students from trying to log in to the wrong site, the first part of the three-part session ID that indicates whether students are on the Student Testing Site or the Student Training Site is pre-filled.

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

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:

- **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 Online Tools 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.

- **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. See the section Looking Up Students.

- **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 Starting a Test Session.
Enabling Settings from the Sign-in Page
Students can modify the settings they want to use during the sign-in process.

To edit settings:

1. Students select the cog wheel symbol in the upper-right corner of the login page. The Choose Settings window appears (see Figure 15).

2. Students select their preferred options from the available drop-down lists. These settings persist until you set the actual test settings during the TA approval process.
Step 2: Verifying Student Information

After students sign in, the Is This You? page appears (see Figure 16). On this page, students verify their personal information.

![Is This You? Page](image)

Figure 16. Is This You? Page

To verify personal information:

- If all the information is correct, students select Yes. The Your Tests page appears.

- If any of the information displayed is incorrect, the student must not proceed with testing. The student should click No. You must notify the appropriate school personnel that the student’s information is incorrect.

**Warning:** Incorrect student demographic information must be updated before the student begins testing.

**Note:** When signing in to the Student Online Tools Training Site as a guest, the Is This You? page displays a Student Grade Level drop-down list, from which students select the grade they wish to use for testing.
Step 3: Selecting a Test

The **Your Tests** page displays all the tests that a student is eligible to take (see Figure 17). Students can only select tests that are included in the session and still need to be completed.

Available tests are color-coded and grouped into categories, just like the tests listed in the Test Selection window of the TA Site (see Figure 10).

If the student has not started a test opportunity, the button for that test is labeled **Start [Test Name]**. If the student has started and paused a test opportunity, the button for that test is labeled **Resume [Test Name]**.

Figure 17. Your Tests Page

To select an available test:

- Students select the required test name. The request is sent to the TA for approval and the **Waiting for Approval** message appears.

- If a student’s required test is inactive or not displayed, the student should click **Back to Login**. You should verify the test session includes the correct tests and add additional tests, if necessary.
Step 4: Verifying Test Information

After you approve the student for testing, the student should verify the test information and settings on the *Is This Your Test?* page (see Figure 18). At this point, the student’s actual test settings override any settings selected earlier in the sign-in process.

![Figure 18. Is This Your Test? Page](image)

**To verify test information:**

- If the settings are correct, students select **Looks Good**.

- If the settings are incorrect, students select **Back to Login**. After a student’s test settings are corrected, the student must sign in and request approval again.

**Note:** When signing in to the Student Online Tools Training Site, a *Choose Settings* page appears in place of the *Is This Your Test?* page. On this page, students can select the test settings they wish to use.
**Step 5a: Audio Playback Check**

Depending on the test content and the specified test settings, students may need to verify that their testing device is functioning properly from the **Audio Playback Check** page. Each functionality check appears in its own panel.

- To proceed to the **Instructions and Help** page (see Figure 22), verify each functionality, then click **Continue**.

The **Audio Playback Check** page appears for tests with listening questions (see Figure 19). Students verify that they can hear the sample audio.

![Audio Playback Check Page](image)

*To check audio settings:*

1. Students select the speaker 🎧 icon and listen to the audio.

2. Depending on the sound quality, students do one of the following:
   - If the sound is audible, students select **I heard the sound**.
   - If the sound is not audible, students select **I did not hear the sound**. The **Sound Check: Audio Problem** page appears, giving students two options:
     - Students can select **Try Again**. This returns them to the **Audio Playback Check** page.
Students can select **Log Out**. You should troubleshoot the device and headphones or move the student to another device with working audio.

**Troubleshooting Audio Issues**

Prior to testing, ensure that audio is enabled on each device and that headsets are functioning correctly. If audio issues occur, do the following:

- Ensure headphones are plugged in correctly.
- If the headphones have a volume control, ensure the volume is not muted.
- Ensure that the audio on the device is not muted.
Step 5b: Recording Device Check

The *Recording Device Check* page appears for tests with questions that require students to record audio responses (see Figure 20). On this page, students record their voice and verify that they can hear the recorded audio.

To check recording device settings:

1. To begin recording, students select the Microphone icon.

2. Students speak into their recording device.

3. To stop recording, students select the icon (appears after student starts recording).

4. To listen to their recorded audio, students select the icon.

5. Depending on the recorded audio quality, students do one of the following:
   - If the recorded audio is audible, students select *I heard my recording*. The *Instructions and Help* page appears.
   - If the recorded audio is not audible, students select *I did not hear my recording*. The *Problem Recording Audio* page appears.
Troubleshooting Recording Device Issues

The Problem Recording Audio page appears when students experience difficulties recording audio or playing back recorded audio. This page gives students up to three options:

- **Try Again**: This returns students to the Recording Device Check page.
- **Log Out**: This returns students to the sign-in page. You should troubleshoot the recording device or set up a new recording device.
- **Select New Recording Device**: This option only appears for students testing on computers or tablets with multiple recording devices. When students select this option, the Recording Input Device Selection page appears (see Figure 21), listing the available recording devices.

Figure 21. Recording Input Device Selection Page

![Recording Input Device Selection](image)

a. To select a different recording device, students speak their names. The blue bar to the right of each recording device indicates the strength of the audio detection for that device.

b. Students select the recording device with the strongest audio detection.

c. Students select Yes.

**Note**: The Recording Input Device Selection page only allows students to change recording input devices. The audio output device does not change.
On Windows 7, the playback of recordings from some USB headsets may be too quiet—even when the volume control for the headset is set at a comfortable level. The following procedure describes how to adjust the recording volume for the headset.

1. Plug the USB headset into the computer.
2. Open the Control Panel, and select **Sound**.
3. Under the recording tab, click **Microphone: USB PnP Sound Device**.
4. Click **Properties**, and click the **Listen** tab.
5. From the **Playback through this device** drop-down list, select **Digital Output (USB PnP Sound Device)**.

6. Under the **Custom** tab, mark the **Microphone Boost** checkbox.

7. Click **OK** to close the Microphone Properties dialog box, and click **OK** to close the Sound dialog box.
Step 6: Viewing Instructions and Starting the Test

The *Instructions and Help* page is the last step of the sign-in process (see Figure 22). Students may review this page to understand how to navigate the test and use test tools.

Figure 22. Test Instructions and Help Page

To proceed and begin the test:

- *Optional:* To view the help guide and understand how to navigate the site and use the available test tools, students select *View Help Guide*. The *Help Guide* window appears. To close the window, students select *Back*.

- *Optional:* To review their test settings, students select *View Test Settings*. The *Your Test Settings* window appears displaying students’ test settings. To close the window, students select *OK*.

After reviewing this page, students select *Begin Test Now*. The test opportunity officially begins or resumes.
Section VII. Overview of the Student Testing Site

This section describes the layout of the Student Testing Site and the available testing tools.

Test Layout

Figure 23 shows the main sections of the layout for a test page that includes a stimulus. A stimulus is a reading passage or other testing materials (such as a graphic) that students review in order to answer associated questions.

A test page can include the following sections:

- The Global Menu section displays the global navigation and tool buttons. The banner above the global menu displays the Questions drop-down list, test information, help button, and system settings button.

- The Stimulus section appears only for questions associated with a stimulus. This section contains the stimulus content (such as a reading passage or graphic), context menu, and expand passage tool (see Table 6, Expand Buttons tool for an explanation of this feature).

- 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.
For more information about using tools in the global menu and context menus, see the section Using Menus and Tools.

**Test Tools**

This section provides an overview of the Test Delivery System’s available tools.

**Figure 24** shows the primary features and tools available in the Student Testing Site.

**Figure 24. Test Page**

![Test Page Diagram]

**Note:** Some tools are available for all tests, while others are only available for a particular subject, accommodation, or type of question.

Table 5 and Table 6 list the tools available in the *Global Menu* section of the test page, while Table 6 lists the tools available in the *Question* and *Stimulus* sections (context menu tools).

**Table 5. Global Tools**

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help</td>
<td>To view the on-screen <em>Instructions and Help</em> window, select the question mark button in the upper-right corner.</td>
</tr>
</tbody>
</table>
Table 6. Question and Stimulus Tools

<table>
<thead>
<tr>
<th>Tool Name</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand buttons</td>
<td>You can expand the passage section or the question section for easier readability.</td>
</tr>
<tr>
<td></td>
<td>• To expand the passage section, select the right arrow icon (\rightarrow) below the global menu. To collapse the expanded passage section, select the left arrow icon (\leftarrow) in the upper-right corner.</td>
</tr>
<tr>
<td></td>
<td>• To expand the question section, select the left arrow icon (\leftarrow) below the global menu. To collapse the expanded question section, select the right arrow icon (\rightarrow) in the upper-left corner.</td>
</tr>
<tr>
<td>Highlighter</td>
<td>To highlight text, select the text on the screen and then select <strong>Highlight Selection</strong> from the context menu. To remove highlighting, select <strong>Reset Highlighting</strong> from the context menu.</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. When a test pauses, highlighting may not persist for certain hot text questions or if the student switches testing devices.</td>
</tr>
</tbody>
</table>
### 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 number on the test page. The **Questions** drop-down list displays marked for the question.

### 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.

Note: You can only access your notes for a question on that question’s test page.

### 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:**
  1. To activate Strikethrough mode, open the context menu and select **Strikethrough**.
  2. Select each answer option you wish to strike out.
  3. To deactivate Strikethrough mode, press **Esc** or click outside the question’s response area.

- **Option B:**
  1. Right-click an answer option and select **Strikethrough**.

### Tutorial

To view a short video demonstrating how to respond to a particular question type, select **Tutorial** from the context menu.

### Using Menus and Tools

This section describes how to use the global and context menus to access on-screen tools. This section also provides further details for using some of the Student Testing Site tools.

**Note:** Students can access tools using a mouse or keyboard commands. For information about keyboard commands, see Appendix C.

### About the Global Menu

The global menu at the top of the test page contains navigation buttons on the left and tool buttons on the right (see **Figure 25**).

![Figure 25. Global Menu](image)

**To open a test tool in the global menu:**

1. Select the button for the tool. The selected test tool activates.
About the Context Menus

Each test page may include several elements, such as the question, answer options, and stimulus (see Figure 23). The context menu for each element contains tools that are applicable to that element (see Figure 26 and Figure 27).

![Figure 26. Context Menu for Questions](image)

![Figure 27. Context Menu for Stimulus](image)

Opening a Context Menu for Stimuli and Questions

Students can access context menus by right-clicking elements or by selecting the context menu button.

To access the context menu for a stimulus or question:

1. Click the context menu button in the upper-right corner of the stimulus or question. The context menu opens.

2. Select a tool.

Opening a Context Menu for Answer Options

Students can use the context menu to access tools for answer options in a multiple-choice or multi-select question.

To access an answer option’s context menu:

1. To open the context menu, 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).

2. Select a tool from the context menu.
About the Masking Tool

The Masking tool allows students to hide distracting areas of the test page (see Figure 28).

Figure 28. Test Page with Masked Area

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

To deactivate the masking tool:
1. Select Masking in the global menu again. The button becomes green. Any masked areas remain on the screen until you remove them.

To remove a masked area from a test page:
1. Select X in the upper-right corner of a masked area.
Section VIII. Proceeding Through a Test

Students can view stimuli, respond to questions, pause a test, review previously answered questions, and submit a test. The following sections describe each of these tasks.

Responding to Test Questions

Students answer test questions depending on the question’s type.

- **Multiple-choice questions**: Students select a single answer option.
- **Multi-select questions**: Students select one or more answer options.
- **Technology-enhanced questions**: Students follow the instructions given for each question. Technology-enhanced questions require students to do any of the following tasks:
  - Select one or more choices from a list of answer options.
  - Select graphic objects or text excerpts.
  - Drag and drop text or graphic objects.
  - Enter text in a text box.
  - Match answer options together.

**Note**: Students can use the Student Online Tools Training Site to familiarize themselves with the question types that may appear on tests.

Some test pages may have only one question and others may have more. After students respond to the questions on a page, they select **Next** to proceed to the next page.

All responses are saved automatically. Students can also manually save their responses to questions by selecting **Save** in the global menu.

Questions that are grouped together in the **Questions** drop-down list are paginated for individual viewing. Navigation buttons ( ) for each question in a group appear in the upper-right corner. Students click these buttons to proceed to the corresponding question.
Pausing 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 the section Signing in to the Student Testing Site).

To pause a test:

1. The student selects Pause in the global menu. A confirmation message appears.

2. The student selects Yes. This logs the student out. The Student Sign In page appears.

Reviewing Questions in a Test

Students may return to all previous questions and modify their response at any time prior to submitting their tests.

Students can use the Back button or the Questions drop-down list to return to questions they want to review. The drop-down list displays "(marked)" for any questions marked for review (see Figure 29).

Figure 29. Question Marked for Review
Submitting a Test

This section describes how students submit a test when they are done answering questions.

Reaching the End of a Test

After students respond to the last test question, the **End Test** button appears in the global menu (see Figure 30).

![Figure 30. Global Menu with End Test Button](image)

To end a test:

1. Students select **End Test**. A confirmation message appears.
2. Students select **OK**.

End Test Page

When students end a test, the **End Test** page appears (see Figure 31). This page allows students to review answers and submit the test for scoring. A flag icon appears for any questions marked for review. A warning icon appears for any unanswered questions.

![Figure 31. End Test Page](image)
To review answers:
1. Students select a question number.
2. To return to the End Test page, students select End Test in the global menu.

To submit the test:
1. Students select Submit Test.

⚠️ Warning: Once students select Submit Test, they cannot return to the test or modify answers.

Your Results Page
After students submit the test, the Your Results page appears, displaying the student’s name, the test name, and the completion date (see Figure 32).

Figure 32. Your Results Page
Appendix A. About the Secure Browser

This appendix includes the following sections:

- Additional Measures for Securing the Test Environment
- Configuring Tablets for Testing
- About Permissive Mode
- Troubleshooting

For more information about the secure browser, see the Configurations and Troubleshooting Guide for Linux, ChromeOS, macOS, or Windows available under technical resources on your state portal.

Additional Measures for Securing the Test Environment

The secure browser ensures test security by prohibiting access to external applications and navigation away from the test. This section provides additional measures you can implement to ensure the test environment is secure.

- **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.
Forbidden Application Detection

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.

Configuring Tablets for Testing

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the technical resources on the Louisiana ELPT Portal.

To configure iOS devices:
2. Tap the AIRSecureTest secure browser icon.

To configure Chromebooks:
1. From the Apps link on the Chrome OS login screen, select AIRSecureTest secure browser.

Closing the Student Testing Site on Tablets

After a test session ends, close the 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 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.

About Permissive Mode

Permissive Mode is an accommodation option that allows students to use accessibility software in addition to the secure browser.

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.

To use accessibility software with the secure browser:
1. Open the required accessibility software.
2. Open the secure browser. Begin the normal sign-in process up to the TA approval step.

3. When a student is approved for testing, the secure browser allows the operating system’s menu and task bar to appear.

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**: To switch to the accessibility software application, click the application in the task bar.

   - **Mac**: To switch to the accessibility software application, click the application in the dock.

   [Note: When using Windows 8 and above, the task bar remains on-screen throughout the test after enabling accessibility software. However, forbidden applications are still prohibited.]

5. The student configures the accessibility software settings as needed.

6. After configuring the accessibility software settings, the student returns to the secure browser. At this point, the student can no longer switch back to the accessibility software. If changes need to be made, the student must sign out and then sign in again.

7. The student continues with the sign-in process.

   [Permissive Mode is available only for computers running supported desktop Windows and Mac operating systems. For information about supported operating systems, see the technical resources on the ELPT Portal.]

   [Accessibility software must be certified for use with the Test Delivery System. Forbidden applications will still not be allowed to run.]

**Troubleshooting**

This section describes how to troubleshoot some situations in which a student cannot connect to a test.

**Resolving Secure Browser Error Messages**

This section provides possible resolutions for the following messages that students may receive when signing in.

- **You cannot login with this browser:**

   This message appears 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.

• **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 part of the command that launches the secure browser.

• **Test Environment Is Not Secure:**

  This message can appear when the secure browser detects a forbidden application running on the device (see the section Additional Measures for Securing the Test Environment). If this message appears on an iPad, ensure that either Autonomous Single App Mode or Automatic Assessment Configuration is enabled (see the section Configuring Tablets for Testing).

**Force-Quit Commands**

In the rare event that the secure browser or test becomes unresponsive, you can force-quit the secure browser.

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>
<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 a laptop or notebook, you may need to press Function before pressing F10.

**Caution: Use of Force-Quit Commands**

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.

Force-quit commands do not exist for the secure browser for iOS, and Chrome OS 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, press **Ctrl + Shift + S.**
Appendix B. Text Response Formatting Toolbar

In addition to the test tools described in the section Test Tools, students can use a formatting toolbar above the response field for text response questions (see Figure 33). The formatting toolbar allows students to apply styling to text and use standard word-processing features.

Figure 33. Text Response Question with Formatting Toolbar

![Text Response Question with Formatting Toolbar]

The lower-right corner of the response field displays the word count and character count for the student's response.

Table 7 provides an overview of the formatting tools available.

Table 7. Description of Formatting Tools

<table>
<thead>
<tr>
<th>Tool</th>
<th>Description of Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bold" /></td>
<td>Bold, italicize, or underline selected text.</td>
</tr>
<tr>
<td><img src="image" alt="Remove Formatting" /></td>
<td>Remove formatting that was applied to the selected text.</td>
</tr>
<tr>
<td><img src="image" alt="Insert List" /></td>
<td>Insert a numbered or bulleted list.</td>
</tr>
<tr>
<td><img src="image" alt="Indent" /></td>
<td>Indent a line of selected text.</td>
</tr>
<tr>
<td><img src="image" alt="Decrease Indent" /></td>
<td>Decrease indent of text.</td>
</tr>
<tr>
<td><img src="image" alt="Cut" /></td>
<td>Cut selected text.</td>
</tr>
<tr>
<td><img src="image" alt="Copy" /></td>
<td>Copy selected text.</td>
</tr>
<tr>
<td><img src="image" alt="Paste" /></td>
<td>Paste copied or cut text.</td>
</tr>
<tr>
<td><img src="image" alt="Undo" /></td>
<td>Undo the last edit to text or formatting in the response field.</td>
</tr>
<tr>
<td><img src="image" alt="Redo" /></td>
<td>Redo the last undo action.</td>
</tr>
<tr>
<td><img src="image" alt="Special Characters" /></td>
<td>Add special characters in the response field.</td>
</tr>
</tbody>
</table>
Appendix C. Keyboard Navigation for Students

Students can use keyboard commands to navigate between test elements, features, and tools.

Keyboard commands require the use of the primary keyboard. Do not use keys in a numeric keypad.

Sign-In Pages and In-Test Pop-ups

Table 8 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>
</tbody>
</table>

Keyboard Commands for Test Navigation

Table 9 lists keyboard commands for navigating tests and responding to questions.

<table>
<thead>
<tr>
<th>Description of 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>
<tr>
<td>Go to the previous test page</td>
<td>Ctrl + Left Arrow</td>
</tr>
<tr>
<td>Open the global menu</td>
<td>Ctrl + G</td>
</tr>
<tr>
<td>Open a context menu</td>
<td>Ctrl + M</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 Table 5 and Table 6.

Global Menu

To access the global menu tools using keyboard commands:

1. 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

To open the context menu for an element:

1. Navigate to the element using the Tab or Shift + Tab command.
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.

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.

To select text and highlight it:

1. 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.
Keyboard Commands for Grid Questions

Questions with the grid response area (see Figure 34) may have up to three main sections:

- **Answer Space**: The grid area where students enter the response.
- **Button Row**: The following buttons may appear above the answer space: Delete, Add Point, Add Arrow, Add Line, Add Circle, Add Dashed Line, and Connect Line.
- **Object Bank**: A panel containing objects you can move to the answer space.

To move between the main sections:

- To move clockwise, press Tab. To move counter-clockwise, press Shift + Tab.

To add an object to the answer space:

1. With the object bank active, use the arrow keys to move between objects. The active object has a blue background.
2. To add the active object to the answer space, press Space.

To use the action buttons:

1. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
2. To select a button, press Enter.
3. Press Space to apply the point, arrow, or line to the answer space.

To move objects and graph elements in the answer space:

1. With the answer space active, press Enter to move between the objects. The active object displays a blue border.
2. Press Space.
3. Press an arrow key to move the object. To move the object in smaller increments, hold Shift while pressing an arrow key.
Appendix D. Transferring 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 while a session is in progress.

Warning: If you do not know the active Session ID, you cannot transfer the session.

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.

These instructions apply to both the TA Interface and Online Tools Training. However, you cannot transfer a session from the TA Interface to the Online Tools Training or vice versa.

To transfer a test session to a new device or browser:

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. 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.

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.
Appendix E. User Support

For additional information and assistance in using the Test Delivery System, contact the Louisiana ELPT Help Desk.

AIR commits to providing a toll-free customer service support line, chat, and email support for state users, educators, and administrators. The Help Desk is open Monday through Friday from 7:00 a.m. to 7:00 p.m. Central Time.

Louisiana ELPT Help Desk

Toll-Free Phone Support: 1.866.758.0231
Chat Support: http://la.portal.airast.org/chat/
Email Support: laelpthelpdesk@air.org

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 7 and Firefox 45 or Mac OS 10.10 and Safari 8)
- Information about your network configuration, if known:
  - Secure browser installation (to individual devices or network)
  - Wired or wireless internet network setup
Appendix F. Change Log

This Change Log can be used to identify specific changes that are made to any of the information included in the original document throughout the current school year.

<table>
<thead>
<tr>
<th>Change</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated Figure 22. Test Instructions and Help Page</td>
<td>Page 40</td>
<td>06/24/2019</td>
</tr>
<tr>
<td>Updated Figure 19. Audio Playback Check Screen</td>
<td>Page 34</td>
<td>06/24/2019</td>
</tr>
<tr>
<td>Updated Figure 16. Is This You Screenshot</td>
<td>Page 29</td>
<td>06/24/2019</td>
</tr>
<tr>
<td>Changed references to Technical Specifications Manual and Secure Browser Installation Guides to Technology Resources</td>
<td>Throughout</td>
<td>06/24/2019</td>
</tr>
<tr>
<td>Fixed portal links</td>
<td>Throughout</td>
<td>06/24/2019</td>
</tr>
<tr>
<td>Updated screenshots and content through</td>
<td>Throughout</td>
<td>10/1/2018</td>
</tr>
<tr>
<td>Updated Figure 10</td>
<td>Page 19</td>
<td>1/17/2019</td>
</tr>
</tbody>
</table>