

Parent Guide

Helpful Tips for Getting Prepared for the TACHS Exam

The TACHS exam was created to be administered as an online, remote, at-home test. School offerings to test students on-site is not supported by the TACHS Administration Office or Call Center.

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Guidelines for Parents to Prepare for Testing

- ✓ Preparing for online testing with Proctorio
- ✓ This guide provides step-by-step instructions to prepare your student's laptop or desktop for testing.
- ✓ Things to consider as you support your student for their testing day.
- ✓ Steps to follow on the day of testing to get started.



What do I need?

- ✓ Testing Device – desktop computers, laptops, or Chromebooks with Windows, Mac OS X, or Chrome operating system.
- ✓ Computer charger / power cord
- ✓ Scratch paper for approved sub-tests (Reading, Written Expression, Mathematics)
- ✓ Pen/pencil
- ✓ Headphones with audio capability (if preferred, instead of computer speakers)
- ✓ Internet connection
- ✓ Snacks and water
- ✓ Quiet student testing space with adequate light



Helpful Tips for Parents at Home

- ✓ Ensure that the student's testing device is fully charged; preferably plugged into a power source.
- ✓ If possible, hard-wire the testing device to limit Wi-Fi issues.
- ✓ Check audio sound, headphones, earbuds, and/or speakers.
- ✓ If preferred, **have headphones/ear buds for student testing device.**
- ✓ Confirm the use of approved devices and system requirements for student testing. [Data System Requirements](#)
- ✓ Students may not use phones, mini tablets, Android tablets (Samsung, Asus, Amazon Fire) for testing.
- ✓ Access to scratch paper as needed for Reading, Written Expression, and Mathematics.
- ✓ Turn off other devices using the internet, including video games and movies, to ensure minimal activity on home network.
- ✓ No other social media tabs may be open
- ✓ Ensure the student has a working microphone and camera for visual monitoring of student testing.
- ✓ **MOST IMPORTANT:**
Run through the System Pre-Check and Navigation Tool Overview at <https://riversideonlinetest.com/Pre-Check.aspx> available on 10/1/2023.



Helpful Tips for Parents at Home

Student Testing Space:

- ✓ Create a quiet, comfortable testing space that includes a desk or table for the student.
- ✓ Proctorio requires good lighting; eliminate shadows if possible.
- ✓ Remove distractions.
- ✓ Turn off TVs, music, distracting noises, and smells.
- ✓ Plan for sibling activities away from the testing space.
- ✓ Make sure student has easy access to wall plug.

Preparing the Student:

- ✓ Ensure that the student is rested.
- ✓ Make sure the student is fed.
- ✓ Provide snacks and water.
- ✓ Plan for restroom breaks.
- ✓ Encourage student to do his/her best.



Helpful Tips for Parents at Home

Prepare for Problems:

- ✓ Place technical support documentation nearby.
- ✓ Be patient with connection issues. Have student sit close to the router, or test on a wired device.
- ✓ Silence phones and plan to address a ringing house phone.
- ✓ Prepare for a ringing doorbell during testing.

Important Sign-in Information:

- ✓ The student's test session code will be sent via email on 11/1 after 1:00 PM EST. If you are unable to locate your date/time of testing and/or your test session code email after that time, (check your junk and spam folders) You may access your test session code at www.tachsinfo.com in the "Prepare for testing"/"Get Test Session Information" by entering your TACHS id and email address. If you would prefer to speak to a Call Center representative for assistance, please phone 1-866-618-2247.



Helpful Tips for Parents at Home

During Testing:

- ✓ Student will read directions or listen to instructions through headphones/speaker for portions of audio-led testing. **Failure to read the directions thoroughly may impact the success of student's testing experience.**
- ✓ Student will turn camera on for digital monitoring.
- ✓ Each subtest is timed; the subtest time remaining will appear in the upper right-hand corner of the student test screen.
- ✓ Students should take advantage of their full allotted testing time; there are many cases where students move through the exam much too quickly. Use all time to review answers.



Important Reminders

- ✓ Parents may help the student through the "Getting Started" process on the day of testing.
- ✓ Parents may help with audio adjustments before the exam begins (volume, speaker, etc.)
- ✓ Parents may help if there are connectivity issues during the exam.
- ✓ Parents MAY NOT ASSIST students with questions and answers.
- ✓ Parents should refer to the [Tips for Testing Document](#) for helpful tips, suggestions and phone numbers.

Successful student online testing begins with some steps to get started. Complete the process of adding the Chrome browser and Proctorio extension days ahead of your test date. Failure to do so, may result in technical issues or delays on the day of testing.

- Verify that the student's laptop or desktop meets minimum [Data System Requirements](#)

Review the [Proctorio set-up and installation guide](#).

- A helpful video can assist you with the process. [View Video](#)

To make sure your webcam and microphone are working, you may visit:

<https://www.vidyard.com/mic-test/>

To check your computer audio, you can go to:

<https://onlinehardwaretest.com/sound-test/>

- At least 2-3 days prior to testing, install the Google Chrome browser and the Proctorio extension



Google Chrome is a requirement for remote testing. If you don't have it, use this link to download it:

<https://www.google.com/chrome>

Proctorio Chrome Extension is a requirement for remote testing. **While on a Chrome browser**, use the link below to download the extension.

You will be walked through a step-by-step installation process.

<https://www.getproctorio.com/>



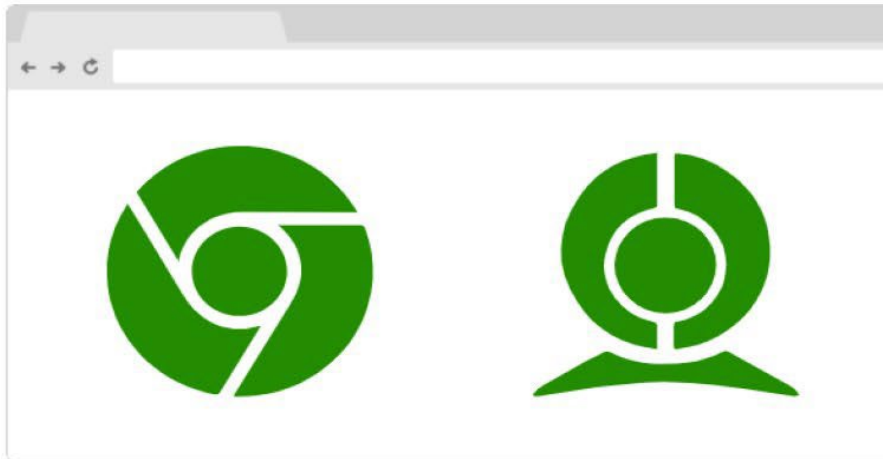
Please be advised if you are using a school issued device, you may be blocked from adding extensions using the <https://getproctorio.com> link. If you have issues, please contact your school's IT team. Tell them you are taking the TACHS exam, and provide them with the whitelist information below:

<https://support.cloudhq.net/how-to-whitelist-the-chrome-extension/> Extension id:
fpmapakogndmenjcfoajifaonnkpkei

It is most advisable if you can use a personal device for testing.

Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



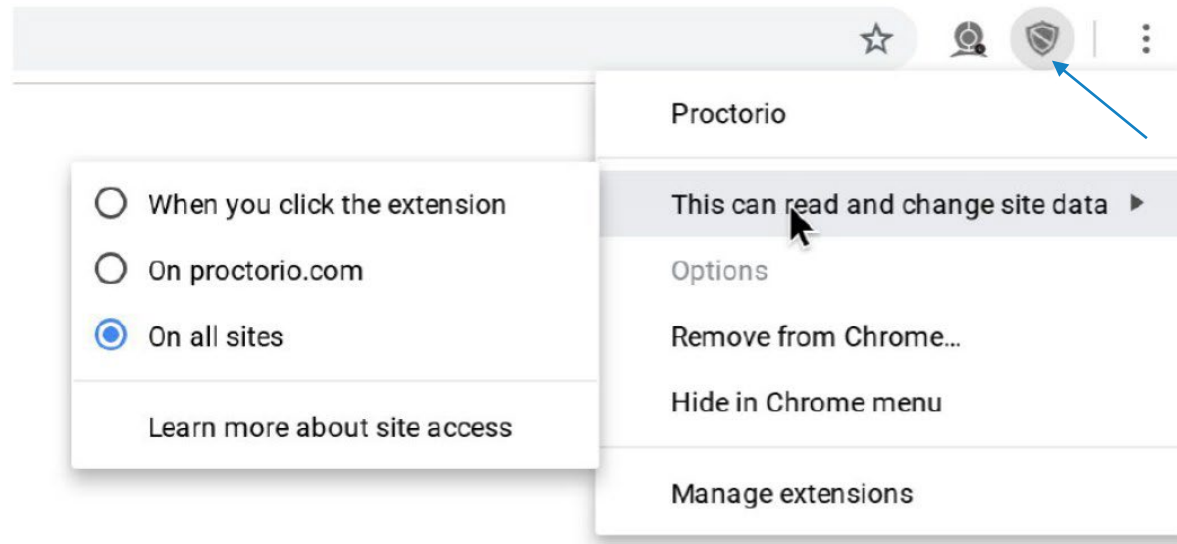
- 1 Use Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
done.
- 3 Done!



Allowing Proctorio on All Sites

2. ALLOW PROCTORIO ON ALL SITES.

- Click on the grey shield icon in the top right hand-corner
- Click **"This can read and change site data"**
- Click **"On all sites"**.

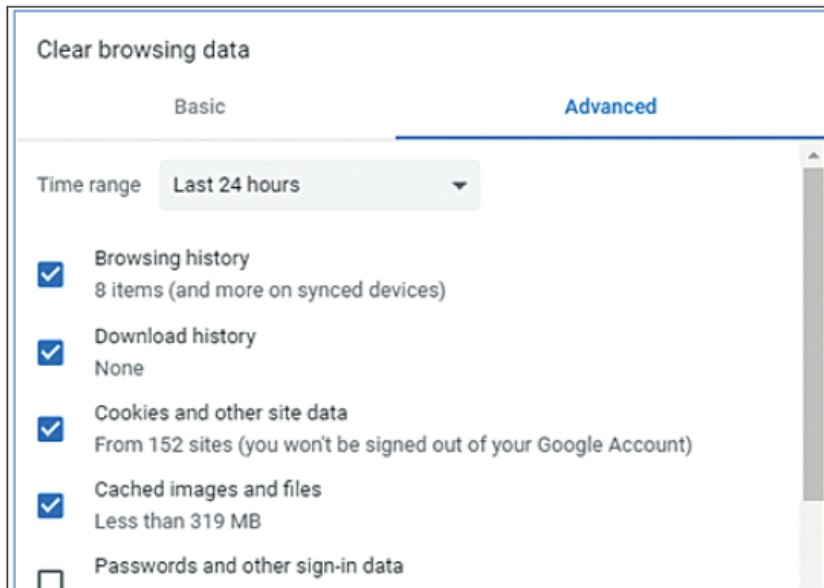




Clearing the Cache and Cookies

Clear Cache and Cookies from All Time

- a. Click the three-dot icon in the upper right-hand corner of the screen.
- b. Go to **More tools**.
- c. Click **Clear browsing data**. Select **Advanced**.
- d. From **Time range**, choose **All time**.
- e. Make sure cached images and cookies and other site data are checked.
- f. Click **Clear data**.





Navigational Pre-check and Toolbar within the exam

This step is VERY IMPORTANT for testing success.

2-3 days prior to testing, but after you have installed Chrome browser and the Proctorio Extension, go to <https://riversideonlinetest.com/Pre-Check.aspx> to complete your system pre-checks and to get helpful test navigational tool information.

This site will allow parents/students to experience the device check-in process prior to the day of testing, ensures that your device should be ready for testing, and demonstrates the various tools a student can use during the test.


- The gray-out to eliminate answers, is available on the achievement tests.
- The highlighter is available for passages in the Reading and Written Expression tests only.
- Students have the ability to skip and mark items during testing. This gives them the opportunity to go back and review those items prior to submitting the tests.


In the event a student is unable to manage a mouse, use of a keyboard to make answer choices is recommended. Students taking the test on a computer review the answer choices and either click an answer choice with the mouse or press the number or letter key corresponding to the position of the answer choice. For example, students can type 1 or A for the first answer choice listed, 2 or B for the second answer choice listed, and so on.

The test will open with a toolbar in the top left corner of the test by default.



Navigational Pre-check and Toolbar within the exam

Click on  to hide the visual of student testing. Student will see a visual of their faces, and clicking on this icon will remove it as it can be distracting.

Click on  to move the tool bar. The toolbar is positioned in the top left corner by default; this is best so that student does not cover up any test or timer information. Student can move the toolbar to other corners by clicking the icon again and again.

On the scheduled day of testing, student should open the Chrome browser and sign in at <https://www.riversideonlinetest.com>. Review your test session notice to confirm you are testing on the right day and time.

DATA MANAGER

Riverside Insights

Sign In * = Required Fields

FIRST NAME * First Name

LAST NAME * Last Name

BIRTH MONTH * Birth Month

BIRTH DAY * Birth Day

SESSION CODE * Session Code

STUDENT ID * SIF3262

SESSION CODE * 65-85044

OR

Sign In

Sign In

- ✓ Each student is required to enter their Student ID and Test Session Code, found on the right-hand side of the screen. The Student ID is the 7-digit TACHS id you were provided with at the time of registration, and the test session code is the code that was emailed to you on 11/1. You may also access your test session code at www.tachsinfo.com in the “Prepare for testing”/”Get Test Session Information” by entering your TACHS id and email address. If you would rather speak to a Call Center representative for assistance, please phone 1-866-618-2247.

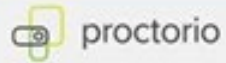
Student Sign In Confirmation

Upon clicking the “Sign In” button, students will be presented with a prompt confirming their identity.

The screenshot shows a web interface for a student sign-in process. At the top left is the 'DATA MANAGER' logo with a bar chart icon. At the top right is the 'Riverside Insights' logo. The main content area is titled 'Sign In' and includes a legend '* = Required Fields'. The form contains several input fields: 'FIRST NAME *', 'LAST NAME *', 'BIRTH MONTH *', 'BIRTH DAY *', and 'SESSION CODE *'. The 'FIRST NAME' field contains 'Ayla', 'LAST NAME' contains 'Traaviis', and 'SESSION CODE' contains 'IF3262'. A 'Sign In' button is visible below the form. A modal dialog box is overlaid on the form, titled 'Sign In', with the question 'Are you Ayla Traaviis?'. It has two buttons: 'No' and 'Yes'. A mouse cursor is pointing at the 'Yes' button. The background of the form is dimmed.

Before you Begin Screen

Once the student clicks “Yes”, they will be brought to the Before you Begin screen. This will conduct a quick check to ensure no other windows are open and the microphone, video, and audio are functioning correctly.



Before you Begin

This exam will be proctored. Here are a few things to know before you begin.



We will tell you when we start and stop recording.



Only your exam admin can see what is recorded.



Decisions are made by your exam admin, not us.

Proctorio d.o.o. complies with [GDPR](#), [FERPA](#), and other regulations. Read our [Privacy Policy](#).
Your data will be securely stored in **Los Angeles, California** for 1 month before being deleted.



What's recorded during the exam

camera feed • audio • computer screen • exam environment • websites visited • location • identity document



Before you Begin screen (continued)

Before you can continue, please do the following:

Close all other browser tabs and windows. (4 tabs still open). [click here](#) to do this for me.

Fix errors to continue

Scroll down to the bottom of the page for directions

Fix errors to continue (if necessary); then button changes to **Start exam pre-checks**.

System Diagnostics Test

This is the same process you completed in your System pre-checks several days prior to testing. This will be presented to the student as a System Diagnostics Test screen with icons becoming green as the process runs.

If there is a problem, the system will generate advice on how to best address it. The student will not be able to advance until all the identified issues are addressed.



System Diagnostics Test

The system diagnostics test will only take a moment



Webcam



Connection

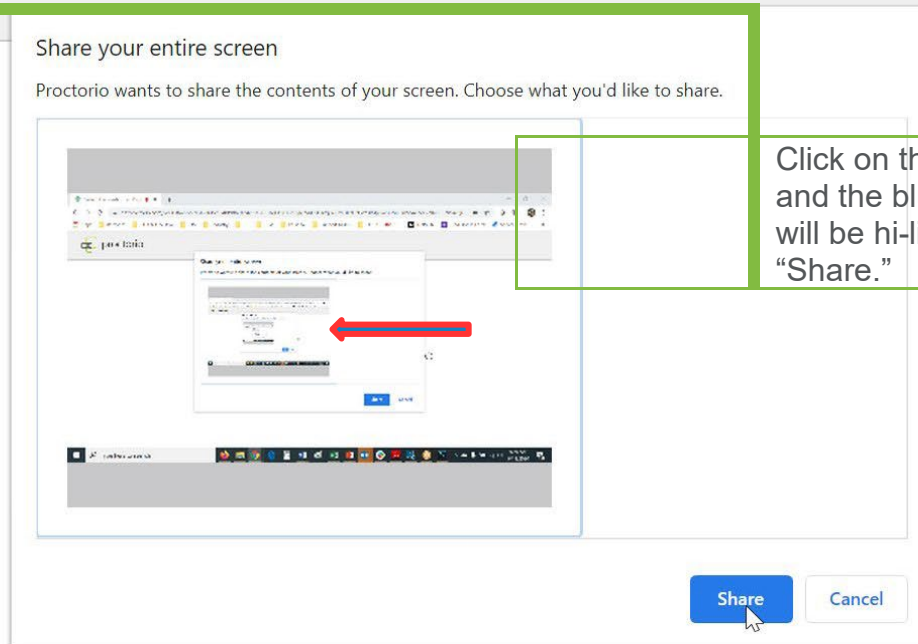


Desktop



Getting Started (continued)

Once the initial checks are completed, the student will be prompted to allow the remote proctoring system to access their screen. This will allow the student's screen and on-screen actions to be recorded for review. Please note that on this screen, students will need to click on what appears to be a screen within a screen, and then click the Share button. The Share button only becomes highlighted once the center of the box is clicked on.



Click on the box within the box, and the blue "Share" button will be hi-lited in blue. Click on "Share."

Getting Started (continued)

After the screen is shared, the system will ask the student to take a picture to confirm their visual identity, and to make sure the lighting is good in the testing area. It may be necessary to add more light directly to student's face, or to temporarily remove eyeglasses.

System Diagnostics Test

Initial system checks passed



[Don't see yourself above?](#)

Your exam is about to begin.

 Use Restroom.

 Get water.

 Get comfy.

 Got ready.

Next »

Once the Initial Systems Checks pass, you should be on this screen. Click Next.



Getting Started (continued)

The student will be asked to complete a Webcam Image Test. The system will provide a countdown and ask the student to smile into the camera. This allows us to confirm the lighting in the room. It may be necessary to shine more light on the students face, and in some rare cases, student may have to temporarily remove their eyeglasses at point in the process.

Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.



[Don't see yourself above?](#)

Proctorio is sharing your screen. [Stop sharing](#) [Hide](#) [Begin camera test >](#)

**Next step is the
webcam image test.
Get ready to smile!**



Getting Started (cont.)

The student will then be asked to accept the Exam Agreement. This states that the student is the student that registered for the exam, that they will be taking the test without assistance, and that they completed the steps to proceed.

Exam Agreement

By clicking "I accept" I acknowledge and agree that I, the person whose name is associated with the login used to take a supervised system, understand the policies and code of conduct as described in the applicable policy of my school district. I own the age of age, acknowledge that I have read and agree to the [terms of service](#) and the [privacy policy](#). I know the specific supervised examination requirement as required by my state's policies and understand that I am responsible for the results of my examination. The exam scores and results will be used for the purpose of my graduation, and will be used in other ways as determined by my school or otherwise using the Service.

I accept, begin exam.

waiting for www.riversideonlinetest.com...

I finished a thing you want. The thing



Getting Started (cont.)

Once the student clicks the “I accept” button, they will be informed that their online test is loading, once the test is loaded, they will be provided with a “Start my Test” button. **Once the student clicks on "Start my Test" button, their test will begin;** we cannot re-start a student’s test if they are not prepared to start.

Students start their own test; it is not started by a proctor.

There will be 6 subtests. After each of the first three subtests, the student will be offered a 5-minute break, the student may choose to take the break, or click on the “Next” button to immediately move to the next section.

Note that after 5 minutes, the test will automatically move on to the next subtest. If the student is not back to their device on time, the allotted time for the next subtest will continue to countdown, and the student will lose valuable testing time.

There will only be one-minute pauses after subtests 4 and 5. The student may be paused for one minute or click on “Next” to immediately move to the next section.

Note that after 1 minute, the test will automatically move on to the next subtest. If the student is not back to their device on time, the allotted time for the next subtest will continue to countdown, and the student will lose valuable testing time.



Getting Started (continued)

Students will see a Quiz Tools window that displays a thumbnail of their webcam recording in progress. Do not be concerned if the thumbnail is not visible at all times during testing; recording is still working. Students will also see a screenshare bar at the bottom of the page, with the words “stop sharing”. **It is important that the Stop Sharing button is NOT clicked during testing.** This action will remove the student from the test. If this happens, the student will see a black screen with a padlock, and will be required to log back in. The Quiz Tools window and screenshare bar can be collapsed, hidden or manually dragged to other areas of the screen to minimize them as distractions during testing. **When you are ready to begin testing click on “Start My Test”.**



Students take sample tests to understand directions and then progress into taking the test.

Scratch paper is only allowed for Reading, Written Expression and Mathematics. Once the Mathematics subtest is completed, students should discard all scratch paper. No calculators are allowed for any subtest. Any students found to be using calculators or doing anything that compromises the security of the test will be disqualified, and their scores will not be generated or provided to their High School choices.

Students will begin each subtest with some sample questions, so they understand what is being asked of them. Read and/or listen to directions carefully. Failure to follow directions will not be a valid reason for approval for any make-up. Once each subtest is completed, the system will ask the student to click “Finish”, and verify they really are finished with that subtest. **Once they confirm, the student will not be able to go back to questions within the completed subtest.**

Are you finished?

Click Cancel to go back to the test.
Click OK if you wish to end your test.
You will not be allowed to go back.

Cancel

OK

Once student has taken the entire exam, they will be prompted to click the "Finish" button, and then prompted to confirm you are finished by clicking the "OK" button.

End

After student clicks "OK", they are then prompted to click "End" close the test.



Parent Technical Support Information

TACHS Call Center at 1-866-618-2247. They will not be able to provide guidance for MAJOR technical issues, localized internet connectivity issues or have the bandwidth to support you if you have made not attempt to prepare your device ahead of time. Please plan ahead and contact the Call Center before the day of testing if you are having issues setting up your device.

Technical Support Documents

- [Data System Requirements](#)
- [Proctorio Set-up and Installation Guide](#)
- [Student Handbook](#)
- **IMPORTANT** - [System Pre-check and exam navigational tool](#)
- **VERY HELPFUL** [Tips and suggestions for successful testing](#)



Technical Assistance

Please note: if a student loses internet connectivity, re-join when possible. You may enter your session up to 2 hours after your initial scheduled testing time. You will re-join at the exact question with the same allotted time.

If you are unable to re-connect at all, don't panic! Please call to report your issues, and your test session will be reviewed. If approved, you will receive an email with your make-up test date/time/session code on 11/15 after 1:00 PM EST. The student will be able to continue from where they left off during the make-up.

Thank You!

Thank you for assisting your student through this process to ensure they have a successful and stress-free testing experience.