

## TACHS Tips for Testing

**Please print this page and keep it in the student's testing area on the day of testing.**

**Parents/Guardians and students should review this document together. Students should be familiar with scenarios they may experience during testing.**

**Day of testing Call Center number 1-866-618-2247**

For LIVE access to any known global testing issues on the days of testing, visit <https://tachsinfo.com> on the center carousel (within the orange box).

\*TACHS id \_\_\_\_\_ \*Test session Code \_\_\_\_\_ \*Testing time \_\_\_\_\_

\*Student's TACHS id was provided in your registration confirmation email, and both the TACHS id and Test session code and day and time of testing will be/were provided in your 11/6/2024 (after 1:00 PM) email from TACHS. Please verify your TACHS id, session code, and day and time of testing. You will not be able to access the test on the wrong day or time.

**On the day of testing (not prior) go to [www.riversideonlinetest.com](http://www.riversideonlinetest.com) and enter your student id and session code. You will be prompted to start your own test.**

**Complete the following checklist 2-3 days prior to your scheduled test date: If you attempt to set-up your device the morning of testing, your testing experience may be negatively impacted, and you may not be able to begin or complete testing.**

- Review the computer (testing device) [Technical Requirements](#)
- Installed the [Chrome Browser](#) on my testing device
- Installed the [Proctorio extension](#) on my testing device
- My [webcam](#) and [microphone](#) are working
- Test to make sure [sound](#) is working on my testing device
- Read the [Parent Guide](#) completely

Need more help with device set-up? Watch the device set-up video at <https://event.on24.com/wcc/r/4370800/B454574BEF05B60998B1C8E0D65B8E43>

**How can I be sure that my device is ready for testing? IT IS HIGHLY RECOMMENDED TO RUN THIS TOOL**

- Once you have installed the Chrome Browser and Proctorio extension, use this link [System Pre-Check and Navigation tool](#) to give you a good indication if your device is set up correctly. It also demonstrates how each student will navigate through the actual test on the day of the exam.
  - The gray-out is available on the achievement parts of the test.
  - 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.
  - These tools are NOT available for use on tablets.
  - 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.

## Fixes for common issues and suggestions on the day of testing

- If you are experiencing issues logging in or reaching our call center, don't panic. You have two hours beyond your assigned testing time to login with the test session code/time that was provided. You will not experience lost time if you login past your testing time; time only begins after a student clicks on "start my test.". Although the cameras are recording, parents are allowed in the room for technical assistance before and during testing.
- Are you logging in using the **Chrome browser**?
- Is the **Proctorio extension** loaded on your testing device?
- If possible, "hard wire" your testing device; plugging it in with a network cable to limit potential Wi-Fi issues.
- Make sure your device is plugged in (preferred) and/or charged.
- Prior to testing, re-start your computer; close all apps, including social media, all tabs and shut off all notifications.
- VPN may not be running on your device.
- You may **not** have any devices (including phones, monitors, printers) plugged into your testing device.
- If the login screen states it is unable to log you in; confirm you are typing in the correct TACHS id and session code and are testing on your designated test day/time. If you are unsure, phone 1-866-618-2247 or re-check your email.
- If you have issues with the initial "smile for the camera" section, make sure you are in a well-lit room, and avoid a lot of shadows, turn your device in another direction and try again, and make sure you are not blending in with your background. It may be necessary to place extra light toward your face, and in rare cases, you may have to temporarily remove your eyeglasses.
- Trouble with the "share your screen section"? On the "share your Screen page" click on the very **center** box within the screen (the box within the box), and your "Share" button will turn blue.
- At no point should you click on the "stop sharing" button. If you do, you will be booted from the exam. You will see a black screen with a padlock that says, "Your exam ended, and you have been logged out". Start the login process again. You will be brought back to the same question with the remaining time left. You will not lose time when you are logged off.
- If you receive a white screen during testing, hit Function 5, or log off, clear cache (see next bullet on how to complete that process) and log back in. Please note that you will have to go through the Proctorio sign-in process again.
- If your screen freezes, click on the Alt and Tab Key simultaneously or for MACS – the Command and R simultaneously, and stop sharing your screen, you will see a black screen with a padlock, close the browser and log back in with your TACHS id and session code.
- **Error 404** usually indicates that there is an asset missing from the requested page, or you are experiencing connectivity issues. It is possible that the test takers already accessed this page before, and it is attempting to load the cached version of this page. Clearing cache will highly improve your browser performance. Try clearing cache and cookies by clicking on the three-dot icon in the top right-hand corner of their browser
  - > More tools > Clear browsing data > Click on Advanced tab > change the "Time range" to "All time" > make sure that every box except for the "Passwords..." is checked and then click on "Clear data", then restart Google Chrome and try again. You will re-enter the exam where you left off.
- If you click the main browser window after the Share your screen pop-up displays the pop-up will be hidden behind the browser. This will cause the Desktop check to fail every time.
- **Please note: if a student loses internet connectivity during the test, re-join as soon as possible.** There is no need to call us. **Try to make the corrections listed above.** You will re-join at the exact question with the same allotted time. **No time will be lost.** Often students have

a recollection of the remaining test time the last time they glanced at the timer, and tend to think they have lost time when they log back in.

- You are getting a message that your test is complete, and it will not allow you to log back in, call 1-866-618-2247 to have us re-set you back to the missed section.
- If you are unable to re-connect at all or continue to have connectivity issues after following all the common fixes above, don't panic! Please call 1-866-618-2247 to report your issue, and report that you were not able to start and/or complete testing. We will make every attempt to get your testing completed that day. If that is not possible, cases will be reviewed on a 1:1 basis; your test session will be reviewed, and it will be determined if you are eligible for the make-up on 11/18. If approved, you will receive an email with your make-up test date/time/session code on 11/15. During the make-up, the student will be able to continue from where they left off with the time remaining on the clock when they experienced issues. Students will not be able to go back to their completed sub-tests.

### **What do I do on the day of testing?**

- On the day of testing, **using only Google Chrome**, go to [www.riversideonlinetest.com](http://www.riversideonlinetest.com).
- Have your TACHS id and session code available. Write both at the top of this page.
- Make sure you are testing on the correct day and time.
- You may begin your exam up to 30 minutes prior to your test session time.
- If you are experiencing technical issues, do not panic, take the time to correct the issues; you will still be able to login and start your exam up to two hours after your scheduled testing time. You will not lose testing time.
- There is no proctor to begin the exam, the exam will only begin when a student clicks on the "Start my Test" button. Note that **once you click on "start my test", your exam will start**. Do not click on the button until you are ready to test; we cannot re-start your exam,
- Once in the exam, at no point click on "stop sharing". If you do, you will be booted from the exam, and will have to log in again. You will know this occurred if you see a black screen with a padlock on it.
- Students do not have to maintain eye contact with the camera.
- Do not walk away from your device if it is not break time. You may choose to take the optional breaks provided between each sub-test or continue to the next sub-test immediately. Please note that each of the breaks is timed and the next sub-test will start after the allotted time. If a student is not in front of their device when the next sub-test starts, they will lose valuable testing time. We cannot re-start the sub-test.
- Before submitting and completing each of the six sub-tests, you will be asked if you wish to end that portion of the exam. Once you confirm, you will be moved to the next sub-test and will not be able to go back.
- It is not uncommon for a student to run out of testing time on sub-tests within the test. If time runs out on the last section of the test, the student will be told their exam has ended, and will be placed back in the login page.
- Don't be concerned that your exam wasn't submitted. We auto complete students at the end of each testing day.

### **Can you tell me more about the exam?**

- Students may NOT use calculators.
- No phones should be in the room with the student.
- Scratch paper should be available to the student for Reading, Written Expression, and Mathematics, **but must be discarded, and cannot be used after the Math sub-test**.

- Regular testing time is about ~2 hours 10 minutes, plus 5 minutes of optional breaks after each of the first three sub-tests, and 1-minute pauses after each of the fourth and fifth subtests; there are 6 sub-tests in all. Students test at their own pace and may complete the test sooner.
- Extended testing time is about ~3 hours, 15 minutes, plus 5 minutes of optional breaks after each of the first three sub-tests, and 1-minute pauses after each of the fourth and fifth subtests; there are 6 sub-tests in all. Students test at their own pace and may complete the test sooner.

### **For Support on the Day of Testing**

- **Please be patient.** Call Center lines **1-866-618-2247** are extremely busy on the day of testing.
- If you have made no attempt to set up your device on the days prior to testing, (read documents, watched the set-up video, tested your device) our representatives will not have the bandwidth to walk you through the detailed set-up process on your day of testing. It will be necessary for you to take the time to set up your device. We will assign you to the make-up exam if you are not able to start your exam within 2 hours of your assigned starting test time.
- Phone reps will not be able to provide guidance for MAJOR device technical issues or local connectivity issues. They may collect your information for our review process to see if you are eligible for the make-up.
- If you are calling regarding anything other than technical issues, please delay your call until after 1:00 PM EST.
- To confirm if there are known global testing issues on the days of testing visit <https://tachinfo.com> on the center carousel.
- If you are sick on the day of testing, no need to call, you will receive your new day/time of testing and test session code via email on 11/13/2024 after 1:00 PM ET.

### **Having Trouble with your MAC Device?**

MAC Users – make sure you have done the following:

- Closed all other browsers
- you are using Chrome
- you have no phones/monitors attached to your device

Before you can continue, please do the following:

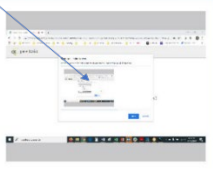
Close all other browser tabs and windows. (4 tabs still open). [click here](#) to do this for me.

Fix errors to continue

- Click on the apple icon in the top left-hand corner
- Choose System preferences
- Choose Security & Privacy
- Click the privacy tab
- select "Screen Recording" from the menu on the left
- Check the box beside "Google Chrome" on the right
- Another commonly known issue is not getting a blue share button. Click in the box within the box. (see example below)

Share your entire screen

Proctorio wants to share the contents of your screen. Choose what you'd like to share.



Share Cancel

0