

# BIE Science Browser Testing User Guide

This technology guide illustrates how to access the BIE Science Student Testing Interface using a web browser and log in to the BIE Science Benchmark assessment. It explains the Tools, Accessibility features and Accommodations available within the application and how to use them. It provides guidance for offline scenarios, error messages, and contains troubleshooting tips.

This guide is designed to help Test Administrators, School Test Coordinators and Technology Coordinators during online testing.

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Session Selection Screens

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# Accessing via Web Browser

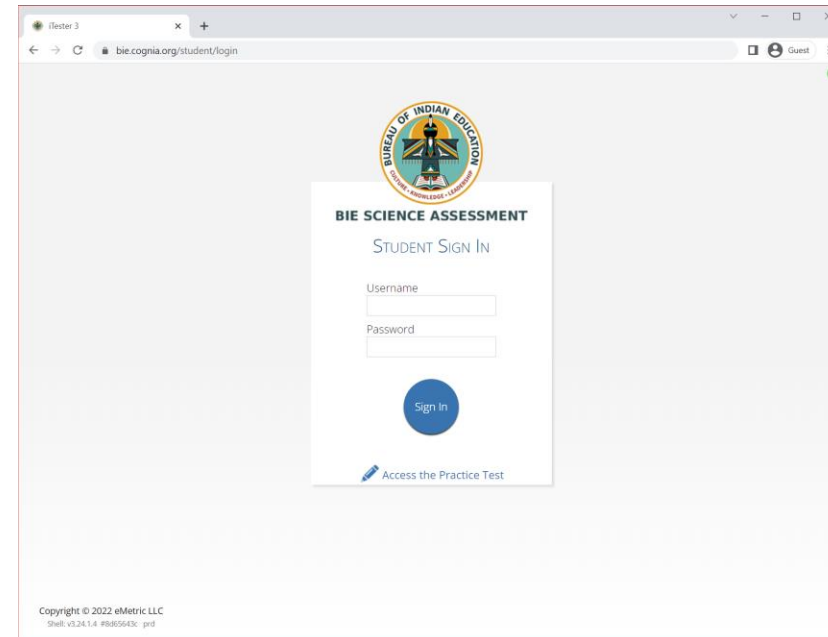


1. Open a supported web browser



2. Navigate to the BIE Science Assessment Student Testing Interface web address:

<https://bie.cognia.org/student/>



# Login Screen



**Student, Demo**  
DOB: 3/23/2011  
Demo Test G5  
Username: 111000111  
Password: 4287A8D8

1. **Username:** Type the username into the *Username* field. Student usernames can be found on their corresponding test tickets.

2. **Password:** Type the password into the *Password* field. Student passwords can be found on their corresponding test tickets.

4. **Connectivity Indicator:** The dot in the top right corner indicates whether the device has an internet connection. A green dot indicates that the device is connected to the internet, while a grey dot indicates that there is no connection.

3. **Access the Practice Test:** Clicking on the practice test link will change the log in screen to allow students to log in to the student tutorials.

# Practice Tests



## BIE SCIENCE ASSESSMENT

### STUDENT SIGN IN

Username

Password

Sign In

 Access the Practice Test

To access the practice test in the kiosk, students will click the *Access the Practice Test* link located at the bottom of the student sign in box. The sign in screen will change to the practice test sign in screen. Students will select the practice test from the drop-down and click **Go**.

To exit the practice test sign in screen, click the **Exit the Practice Test** link at the bottom of the practice test student sign in box.



## BIE SCIENCE ASSESSMENT

### STUDENT SIGN IN

— PRACTICE TEST —

Select a Test:

Select... | v

Go

 Exit the Practice Test

## Practice Test Names

Gr. 5 BIE Science Practice Test

Gr. 8 BIE Science Practice Test

Gr. 11 BIE Science Practice Test

# Session Selection Screens



After entering their username and password, students will then move to the student information screen. This screen will display the students' identifying information, the test they have logged into, and each of the test sessions. Any previously completed test session will be grayed-out and not accessible. Student clicks on a session to continue into the test.

1. Student Information
2. Test Session Selection: All available test sessions are listed here.

The screenshot shows a user interface for a student demo. At the top right, there is a link 'Not Student Demo?' and a red 'Exit' button. The main heading is 'Hello, Student Demo'. Below this, a white box contains student information: '01010101' (State Student ID), '3/10/1998' (Date of Birth), 'Male' (Gender), 'Grand Canyon School' (School Name), 'Role Teacher' (Teacher), and 'HS' (Grade). Below the white box, it says 'The following tests have been scheduled for you:' followed by 'Demo Test 1'. Under 'Demo Test 1', there are three blue buttons: 'Session 1', 'Session 2', and 'Session 3'. A red callout bubble with the number '1' points to the white information box. A red callout bubble with the number '2' points to the 'Session 1' button. An arrow points from the second list item to the 'Session 1' button.

01010101 State Student ID	3/10/1998 Date of Birth	Male Gender
Grand Canyon School School Name	Role Teacher Teacher	HS Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 Session 2 Session 3

# Session Selection Screens




The Options page allows the students to view, test, and set the accommodations for their test. These can also be changed within the test.


*Note: Only those students with accessibility features and/or accommodations will see the Options page.*

The directions page displays the test directions for each student. When students land on this page, the test content will begin downloading. While downloading, the blue circle near the center of the page will display the download progress starting with 0% up to 100%. Once the test content has been fully downloaded, the word "Continue" will display inside the circle.


## Options

Text-to-Speech

Volume: 100 

Speed 


Slow Normal Fast

Color Contrast 

Default	Classic	Ruby	Chalkboard	Nocturnal	Aquiline
Eccentric	Azure	Haunted	Celestial	Antique	Creamy

Word Prediction Emb Enabled

Continue

Text-to-Speech:   

## Preview Form Gr5 BIE Practice Session 1 Directions

Welcome to the Bureau of Indian Education (BIE) Science assessment practice test!

This is Session 1. You should complete all items in this session.

Use the navigation buttons to move to the next question or to go back to the previous question in each session.

Each question will have specific directions explaining how to answer. For some questions, you may need to choose more than one correct answer.

Some questions will require you to type a response and will be followed by a text box. Type your answer in the text box.

For some questions, important information will be shown on the left side of the screen. Be sure to read all the information before you answer the questions on the right side of the screen. You may need to use the scroll bar to see all the information.

Select Continue to begin.

Continue

Accommodations Options Overlay button allows a student to bring up the accommodation options page to change accommodation settings if needed.

# Test & Item Navigation



**1. Review Page:** Click on the down arrow to display a list of questions and their answer status. Also displays the items a student has bookmarked for review and allows a student to jump to a different question in the test.

**2. Student Name:** The student's first name and first initial of their last name is displayed. The hover text will display the student's full name.

**Bookmark:** Students can bookmark questions for review. To bookmark a question, click the star icon next to the item number in the top toolbar. Once selected, the bookmarked item will contain a yellow star on the test review page.

**3. Clear:** Removes all student responses from the current question.

**4. Navigation Buttons:** Primary means of navigating through the test. The Next & Back buttons allow a student to move forward or backward one question at a time.

The screenshot shows a test interface with a top toolbar containing 'Question 3', a star icon, and a 'Zoom' button. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays a reading passage titled 'Got His Horns' and a list of multiple-choice questions (A, B, C, D). A red callout '1' points to the star icon in the toolbar. A red callout '2' points to the 'Demo 5' text in the top right corner. A red callout '3' points to the 'Clear' button in the bottom navigation bar. A red callout '4' points to the 'Next' button in the bottom navigation bar. The bottom navigation bar also includes a 'Back' button and a 'Pause/Exit' button.

The screenshot shows the test review page with a top toolbar containing 'Question 4', a star icon, and a 'Zoom' button. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays a summary of the test progress: 'You will now read two passages and answer the questions that'. Below this is a section titled 'You have completed: 2 out of 5 questions'. It shows a list of questions with their status: 1 answered, 2 answered, 3 bookmarked (star icon), 4 not answered, and 5 not visited. A red callout '1' points to the star icon next to question 3. A red callout '2' points to the star icon next to question 4.



# Test & Item Navigation



## Passage and Item Expansion

Question 4

Passage 1

Passage 2

**Read both passages and answer the questions that follow.**

**A Story About Nothing**  
by: Anonymous

What was the author's tone in A Story About Nothing?

Question 4

Passage 1

Passage 2

**A Story About Nothing**  
by: Anonymous

Curabitur pretium tincidunt lacus. Nulla gravida orci a odio. Nullam varius, turpis et commodo pharetra, est eros bibendum elit, nec luctus magna felis sollicitudin mauris. Integer in mauris eu nibh euismod gravida. Duis ac tellus et risus vulputate vehicula. Donec lobortis risus a elit. Etiam tempor. Ut ullamcorper, ligula eu tempor congue, eros est euismod turpis, id tincidunt sapien risus a quam. Maecenas fermentum consequat mi. Donec fermentum. Pellentesque malesuada nulla a mi. Duis sapien sem, aliquet nec, commodo eget, consequat quis, neque. Aliquam faucibus, elit ut dictum aliquet, felis nisl adipiscing sapien, sed malesuada diam lacus eget erat. Cras mollis scelerisque nunc. Nullam arcu. Aliquam consequat. Curabitur augue lorem, dapibus quis, laoreet et, pretium ac, nisi. Aenean magna nisl, mollis quis, molestie eu, feugiat in, orci. In hac habitasse platea dictumst.

Clear Pause/Exit Back Next Finish

The arrows on the passage side and item side of a question allow each section to be expanded to full screen. When the passage or item is expanded, click the corresponding arrow again to return to the question.

## Pop-Up Glossary

Question 1

The illustration below shows a cross section of the edge of a pond in the northeastern United States. Many species of the ecosystem. Some of the surrounding the pond, some of the water, and some live in the pond.

**Definition**

Small body of still water.

Phytoplankton

Zooplankton

Willow

Cattail

Muskrat

Arrowhead

Water lily

Water snake

Pickering

Pondweed

Bottom of pond

Soil fungi

Soil bacteria

Students can view definitions of pre-selected words by selecting the words with book icon to launch a pop-up screen with the word's definition.



# Test & Item Navigation



## Pausing & Exiting

**Pause/Exit:** When a student clicks on Pause/Exit, they will be given the option to either to pause their test, exit their test or cancel.



Clear Pause/Exit Back Next Finish

Do you want to pause your test or exit your test?

Pause the test to temporarily log out. Exit the test to log out and close the testing application.

Pause Test

Exit Test

Cancel

When a test is paused, a timer will begin to countdown from 45 minutes. The student will have 45 minutes to return to their test before they are completely exited. To return to their test within the 45 minutes they will enter their **Password** and click **Resume**. Any sketch or highlighting they did before pause will be retained when they resume testing.

\*If the student does not return within the 45 minutes the student will be exited from the test, any sketch & highlighting in the test will **NOT** be retained.

Your test is **paused**.

To resume testing, enter your password and click the Resume button. To exit the test and close the testing application, click the Exit button. When the timer reaches 00:00, your test will exit on its own.

44:48

Password:

Resume

Exit Test

# Test & Item Navigation



## Turning in a Test

Question 4 ★

Zoom

Text-to-Speech:

Passage 1 Passage 2

**A Story About Nothing**  
by: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Curabitur pretium tincidunt lacus. Nulla gravida orci a odio. Nullam varius, turpis et commodo pharetra, est eros bibendum elit, nec luctus magna felis sollicitudin mauris. Integer in mauris eu nibh euismod gravida. Duis ac tellus et risus vulputate vehicula. Donec lobortis risus...

Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Hide All

☐ A Angry

☐ B Cheesy

☐ C Depressed

☐ D Complacent

On the last question of every test session, the **Finish** button will be activated to allow the student to click Finish. Clicking the Finish button will take the student to the test review page.

Clear Pause/Exit Back Next Finish

You have completed: 5 out of 8 question(s).

- |                  |                |
|------------------|----------------|
| 1 answered       | 2 answered     |
| ★ 4 not answered | 5 not answered |
| 7 answered       | 8 answered     |

The test review page displays a full list of questions, their answer status, and any questions that have been bookmarked by the student. Click the **Turn In** button to submit the test or the **Return to test** button to return to the test.

Pause/Exit Return to test Turn In

There are unanswered questions. Are you sure you want to turn in your test?

Turn In Cancel

Turning in your test...



Once the student clicks **Turn In**, they will be prompted one final time to confirm that they wish to turn in the test. After clicking **Turn In**, the student will be returned to the test sessions page and the session they have completed will be grayed & crossed out.

# Student Tool Bar



Question 4 ▾ ☆

Zoom 🔍

Text-to-Speech: 🔊 🔊 🔊 ⚙️

Passage 1    Passage 2 ➔

**A Story About Nothing**  
by: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.

Curabitur pretium tincidunt lacus. Nulla gravida orci a odio. Nullam varius, turpis et commodo pharetra, est eros bibendum elit, nec luctus magna felis sollicitudin mauris. Integer in mauris eu nibh euismod gravida. Duis ac tellus et risus vulputate vehicula. Donec lobortis risus a elit. Etiam tempor. Ut ullamcorper, ligula eu tempor congue, eros est euismod tur, fermentum malesuada commodo elit ut dictum malesuada nunc. Nullam arcu. Aliquam consequat. Curabitur augue lorem, dapibus quis, laoreet et, pretium ac, nisi. Aenean magna nisl, mollis quis, molestie eu, feugiat in, orci. In hac habitasse platea dictumst.

Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Hide All

- ☐ A Angry
- ☐ B Cheesy
- ☐ C Depressed
- ☐ D Complacent

Student Tool Bar (highlighted):

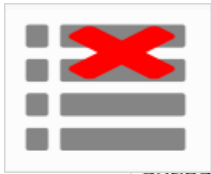
- abc
- ✕
- 🔍
- 🔊
- 🖋️
- 📝
- 📅
- 📄

Navigation: Clear, Pause/Exit, Back, Next, Finish

## Student Tool Bar

The student tools and a few of the accessibility features & accommodations available in the kiosk are in the tool bar at the bottom left corner of the testing interface. Hovering over each tool, accessibility feature or accommodation icon will reveal the tool, accessibility feature or accommodation name. Clicking on each icon will activate the tool, accessibility feature or accommodation.

*Please note: The tools available for each question in the test may vary.*



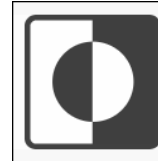
## Answer Eliminator

claims she does not need to use any measuring tools during investigation 1. Which sentence describes her claim?

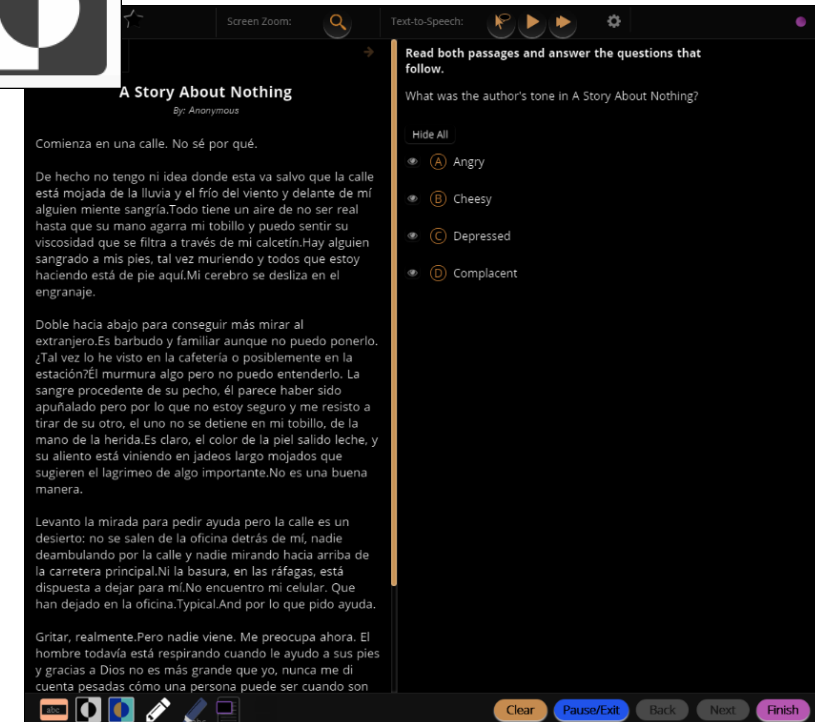
Hide All

- ☒ (A) ~~Her claim is correct because she does not measure the amount of gas produced.~~
- ☐ (B) Her claim is correct because she mixes four different combinations of liquid and solid.
- ☐ (C) Her claim is incorrect because she uses a beaker to measure the amount of liquid used.
- ☐ (D) Her claim is incorrect because she uses a balance to measure the amount of solid used.

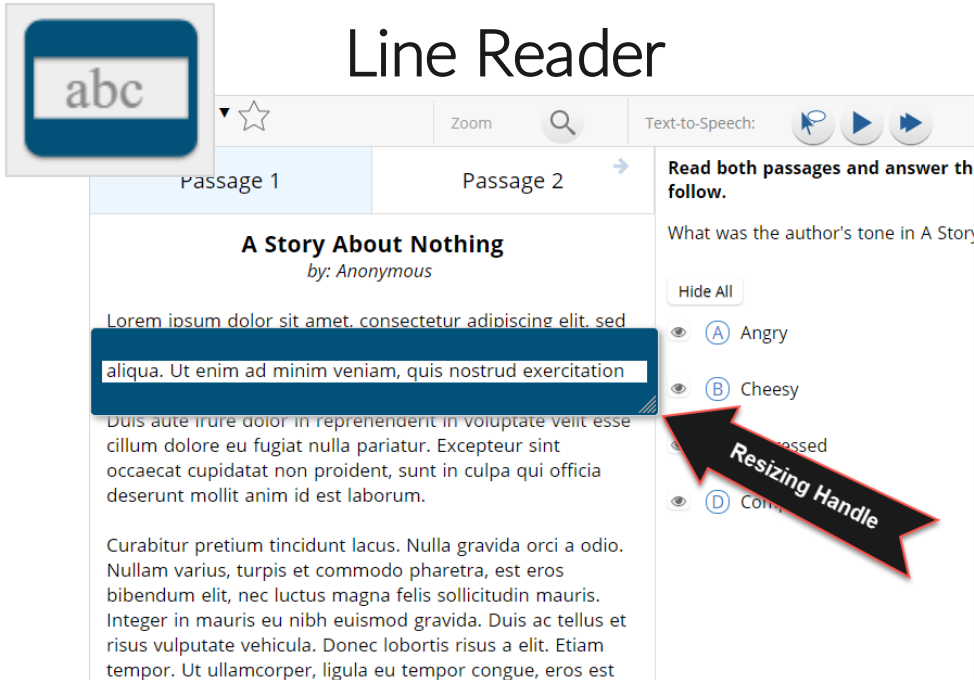
**Answer Eliminator:** Provides the ability to cross-out multiple-choice answers on a test. Answer choices may not be selected while they are crossed-out.



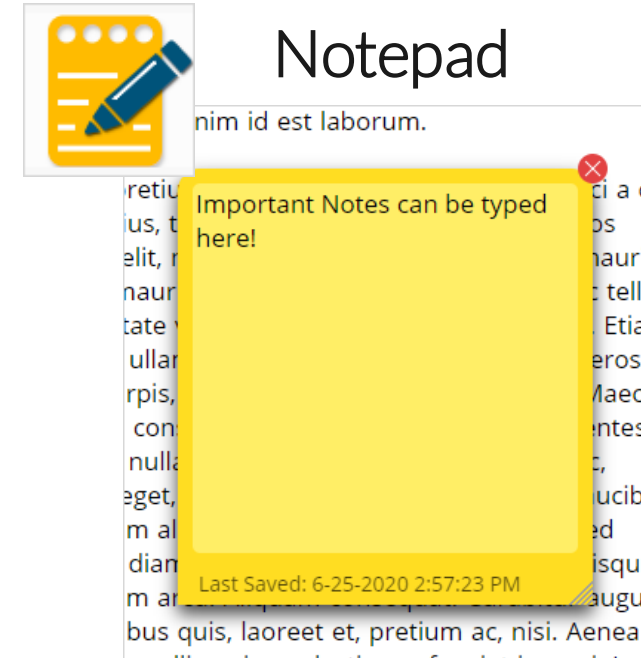
## Reverse Contrast



**Reverse Contrast:** Inverts all color values on the screen.



**Line Reader:** Helps the student focus on one or more lines of text when reading test content. Use the mouse or touch screen to raise and lower the tool for each line of text onscreen. Adjust the number of lines in the guideline tool window with the Resizing Handle.

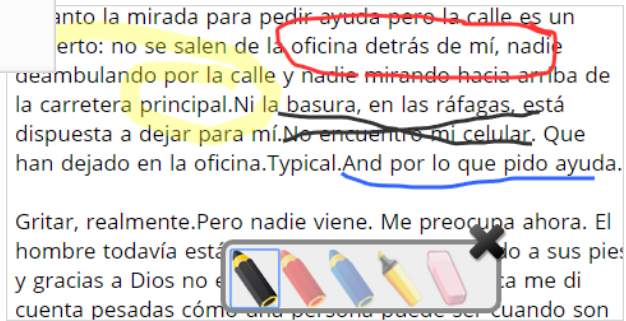


**Notepad:** Provides location for student's notes. Each item has its own notepad and notes persist uniquely per item. The notepad is resizable, draggable, and displays a timestamp for when its contents were last modified.

- The notepad is retained per item. If the student writes notes on Item 1, navigates to Item 2, returns to Item 1, the item 1 notes will still be there.
- Notes on passages are viewable for all items pertaining to the passage.
- Notes are NOT saved if a test is exited.
- Notes are NOT saved if a student finishes a test session.



## Sketch



**Sketch:** Provides sketch pad with the following features.

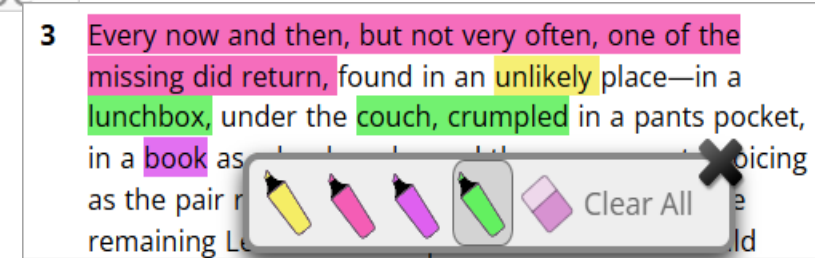
- Students may sketch using black, red, or blue brushes.
- Students may highlight using a semi-transparent yellow highlighter brush.
- Students may erase sketches and highlighting using the eraser.
- Students may draw anywhere on the item area while still being able to click on distracters.

Sketches and highlighting uniquely persist per item. If a passage that is shared across multiple items is highlighted, the highlighting will persist. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted. The Sketch tool is not available on constructed response items.

**Note:** If the student exits the test, the sketches and highlighting will not be there when the student returns to the test.



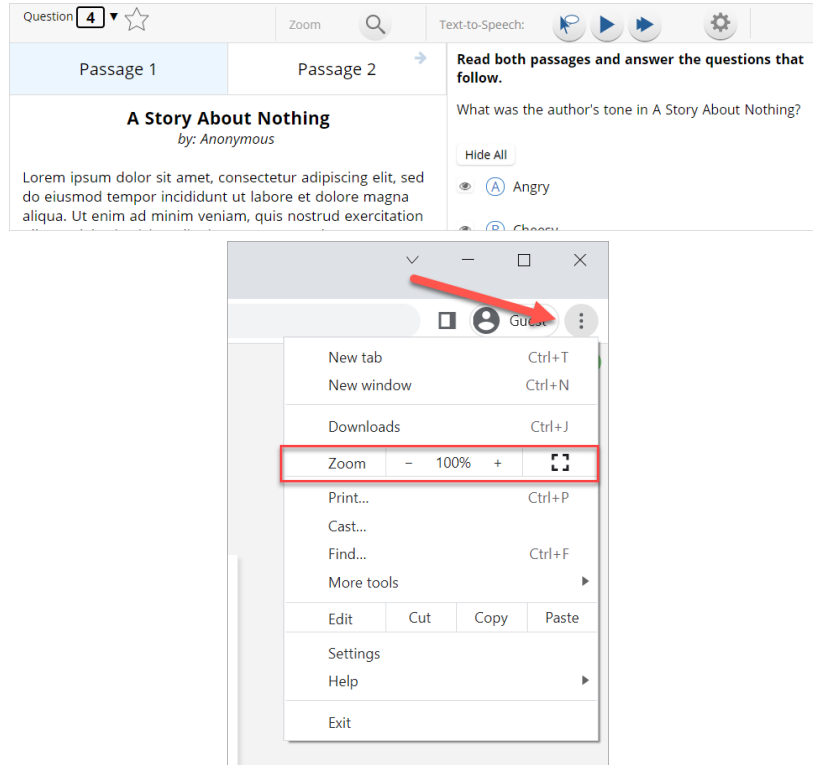
## Highlighter



**Highlighter:** Students can select text and highlight the selection. Students will have four colors to choose from. They can erase the highlighted text by using the eraser and selecting the text to erase. To clear all highlighting on the screen, click Clear All.

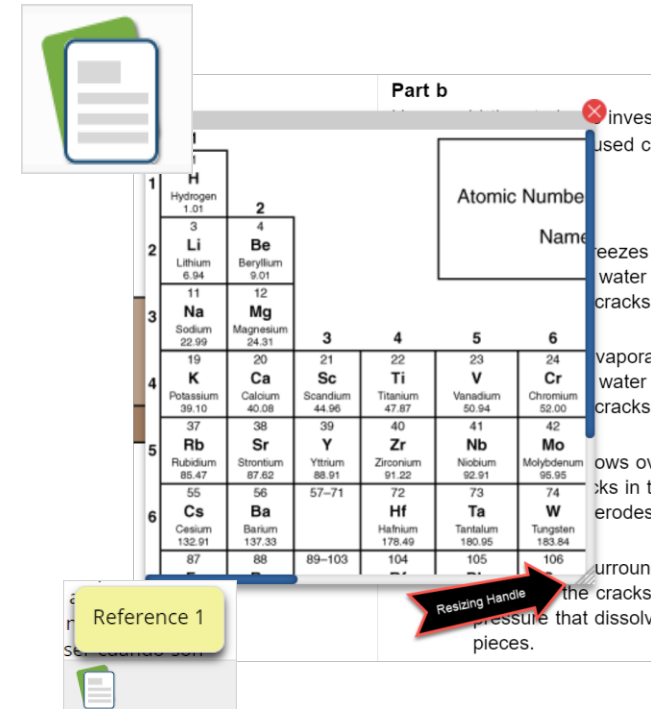
**Note:** The Highlighter is disabled when Text-to-Speech is actively playing in an item.

## Zoom View (magnifier)



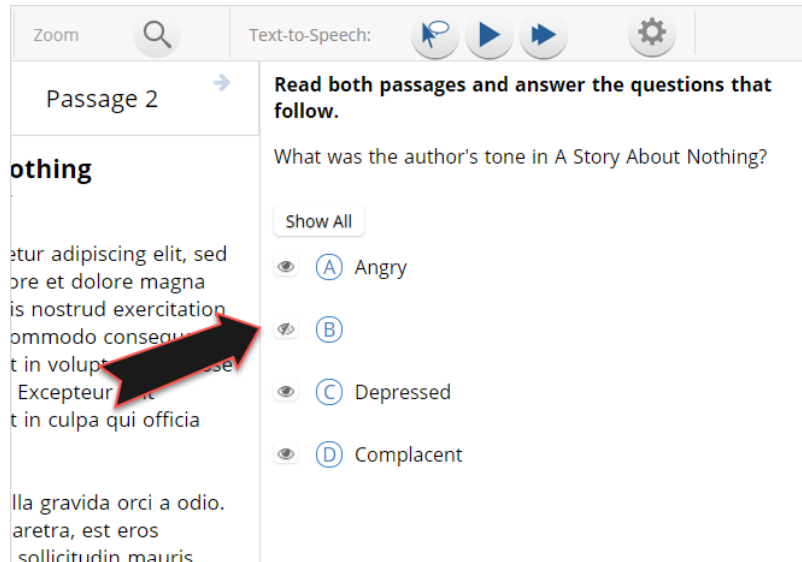
**Zoom:** The Zoom tool is disabled when using a web browser to take an assessment. Students can magnify the entire page by using the web browsers native zoom functionality.

## References



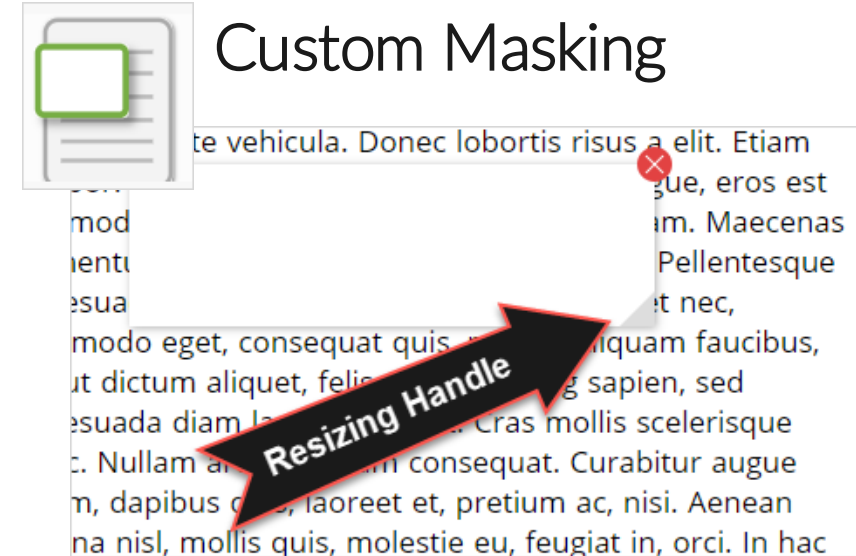


## Answer Masking



**Answer Masking:** Provides the ability to “hide” an answer by clicking on the eye icon next to the answer choice. This can be used to eliminate answer choices. Answer masking will persist if a student navigates away from the question, but not if the student exits the test. Answer choices may not be selected while they are masked.

## Custom Masking



**Custom Masking:** Provides the ability to mask certain parts of the test interface or question. Custom masking planes can be resized and/or dragged around the screen.

# Student Accessibility Features



**Color Contrast**

Magnification Tool: Text-to-Speech:

**A Story About Nothing**  
By: Anonymous

Comienza en una calle. No sé por qué.

De hecho no tengo ni idea donde esta va salvo que la calle está mojada de la lluvia y el frío del viento y delante de mí alguien miente sangría. Todo tiene un aire de no ser real hasta que su mano agarra mi tobillo y puedo sentir su viscosidad que se filtra a través de mi calcetín. Hay alguien sangrando a mis pies, tal vez muriendo y todos que estoy haciendo está de pie aquí. Mi cerebro se desliza en el engranaje.

Doble hacia abajo para conseguir más mirar al extranjero. Es barbudo y familiar aunque no puedo ponerlo. ¿Tal vez lo he visto en la cafetería o posiblemente en la estación? Él murmura algo pero no puedo entenderlo. La sangre procedente de su pecho, él parece haber sido apuñalado pero por lo que no estoy seguro y me resisto a tirar de su otro, el uno no se detiene en mi tobillo, de la mano de la herida. Es claro, el color de la piel salido leche, y su aliento está viniendo en jadeos largo mojados que sugieren el lagrimeo de algo importante. No es una buena manera.

Levanto la mirada para pedir ayuda pero la calle es un desierto: no se salen de la oficina detrás de mí, nadie deambulando por la calle y nadie mirando hacia arriba de la carretera principal. Ni la basura, en las ráfagas, está dispuesta a dejar para mí. No encuentro mi celular. Que han dejado en la oficina. Typical. And por lo que pido ayuda.

Gritar, realmente hombre toda y gracias a D cuenta pesad'

Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Hide All

- A Angry
- B Cheesy
- C Depressed
- D Complacent

Default Classic Ruby Chalkboard Nocturnal Aquiline  
Eccentric Azure Haunted Celestial Antique Creamy

Clear Pause/Exit Back Next Finish

**Color Contrast:** Changes the background color and text color of the test content.

# Student Accessibility Features



## Text-to-Speech

The screenshot shows a digital reading interface. At the top, there's a 'Question' dropdown set to '4' and a star icon. Below this are 'Passage 1' and 'Passage 2' tabs. The 'Text-to-Speech' toolbar includes a play button (1), a pause button (2), a skip forward button (3), a stop button (4), a volume slider (5) set to 100%, and speed buttons for 'Slow', 'Normal', and 'Fast' (6). The passage title is 'A Story About Nothing' by Anonymous. The text includes a highlighted sentence: 'Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.' A question is visible: 'What was the author's tone in A Story About Nothing?'.

Students who have a Text-to-Speech (TTS) accessibility feature or accommodation will have TTS controls.

1. **On-Demand TTS:** Click the On-Demand TTS button to activate. TTS will begin once a specific word or phrase is selected and will continue reading from that point until paused or stopped.
2. **Play/Pause:** To play the TTS, click the play button. To pause the TTS, click the pause button. To resume from the pause, click the play button again.
3. **Skip Stimulus:** Clicking the arrowhead button next to play/pause will skip the stimulus and start reading the question-and-answer choice section of the item.
4. **Stop:** To stop the TTS, click the stop button. Clicking play after clicking the stop button will restart the TTS from the beginning of the item's text.
5. **Adjust TTS Volume:** Click the gear icon. Use the slider next to "Volume" to adjust the TTS volume.
6. **Adjust TTS Rate:** Click the gear icon. Use the slider next to "Speed" to adjust the TTS rate between Slow, Normal, and Fast.
7. **Highlighted Text:** As the TTS reads the text, the text in the item will be highlighted.

\*Headphones/earbuds are necessary tested individually in a separate setting. TTS volume can be adjusted using your device's volume controls.

# Student Accommodations



Question **3** ☆

Zoom

Please type your answers below.

the same time that the first time in the history of the United States and Canada are a

Words: 18

lot of the time of the first time in the history of the world is the world

1 of  
2 of the  
3 that  
4 in  
5 of work

123

Co:Writer®

Co:Writer: Students can utilize the word prediction tool for rich-text response items.

1. Click in the response text box and the Co:Writer icon will appear in the lower-right corner.
2. Click on the icon. An orange dot will appear indicating the vocabulary library is being downloaded.
3. Once complete, the icon will turn blue, and the predicative text selection menu will appear in the text box.

*Please note: Co:Writer is available on ChromeOS™, Windows® and MacOS®. Co:Writer is enabled if the student has the Word Prediction (Embedded) accommodation.*

Clear Pause Test Back Next Finish

# Guidance on Error Messages



Error Messages when navigating to the Student Testing Interface website:

There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder.

[Click here to try again.](#)

## *Why did my student receive this error?*

There are two reasons your student would receive this error message:

1. No internet connection on the device, resulting in the student testing interface not being able to launch on the web browser.
2. A browser caching issue with the student testing interface.

## *What should I do?*

1. Establish an internet connection and click Try again.
2. If this doesn't resolve the issue or if internet connection is already established, clear the browser's history/browsing data on the device, including the Hosted app data.
3. After the browsing history/data has been cleared close the browser then open to a new tab and navigate to the site again.

# Guidance on Error Messages



Error Messages when navigating to the Student Testing Interface website:

**A newer version of the app is available. Please update.**

Update

*What happened and why did my student receive this message?*

There was an update to the student testing interface that was released while the browser was left open on the device.

*What do I do next?*

Click Update, the app will update to the latest version and your student will be able to log in.

# Guidance on Error Messages



Error Messages when logging into to the BIE Science Assessment kiosk:

The screenshot shows the BIE Science Assessment Student Sign In interface. At the top is the Bureau of Indian Education logo. Below it, the text 'BIE SCIENCE ASSESSMENT' and 'STUDENT SIGN IN' are displayed. There are two input fields: 'Username' with the text 'Student1' and 'Password' with masked characters. A blue 'Sign In' button is below the fields. At the bottom, there is a red error message box that says 'Invalid username/password.' and a link that says 'Access the Practice Test'.

*Why did my student receive this error message?*

The student is using the incorrect password or username when trying to log into the Student Testing Interface Web browser.

*What should I do?*

Verify the correct username and password in the BIE Science Assessment Portal and have the student retry.

The screenshot shows the BIE Science Assessment Student Sign In interface. At the top is the Bureau of Indian Education logo. Below it, the text 'BIE SCIENCE ASSESSMENT' and 'STUDENT SIGN IN' are displayed. There are two input fields: 'Username' with the text 'Student1' and 'Password' with masked characters. A blue 'Sign In' button is below the fields. At the bottom, there is a red error message box that says 'We could not establish a connection to our server, please check your internet connection.' and a link that says 'Access the Practice Test'.

*What happened and why did my student receive this message?*

Internet connectivity was lost after the student entered their username and password. The student testing interface detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.

*What do I do next?*

1. Close the browser.
2. Reestablish a connection to the internet.
3. Open a browser and navigate to the Student testing Interface.
4. Check the connectivity indicator in the top right corner of the student testing interface login screen.
  - a. If the connectivity indicator is green, the student testing interface is connected to the internet and the student can log in and begin testing.
  - b. If the connectivity indicator is gray, check the internet connection again



# Guidance on Error Messages



## Error Messages when logging into a test session:

Not Kelly Clarkson? [Exit](#)

### Hello, Kelly Clarkson

363636 State Student ID	2/11/2008 Date of Birth	Female Gender
Grand Canyon Elementary School School Name	Role Teacher Teacher	04 Grade

The following tests have been scheduled for you:

We were unable to get your Test Session. Please check your internet connection and try again.

[Retry](#)

### What happened and why did my student receive this message?

Internet connectivity was lost after the student logged in. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

### What do I do next?

Click Retry, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close the student testing interface, reestablish a connection to the internet and navigate to the site.

### Session 1 Directions

This is Session 1. You should complete all of the items in this session during the assigned time. Once the session is closed, you will not be able to return to the session to view questions or check answers.

Use the navigation buttons to move to the next question or to go back to the previous question in each session. Use the review button to access the Test Review screen.

Test questions will be presented one at a time. Sometimes you may need to use the scroll bar to see all of the content in a question. Each multiple-choice question will be followed by its possible answer choices. Be sure that you have seen all of the answer choices before you make your selection. Each constructed-response question will be followed by a text box. Type your response in the box.

An error occurred while loading the test! [Click here](#) to retry, or contact an administrator.

### What happened and why did my student receive this message?

Internet connectivity was lost before the test session completely loaded. The student testing interface detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

### What do I do next?

Select [Click here](#) to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the Directions page.

# Guidance on Error Messages



Error Messages when logging into a test session:

**An error occurred while loading the test!**

Retry Now

Exit Test

*What happened and why did my student receive this message?*

Internet connectivity was lost after the student clicked continue, on the directions page. The student testing interface detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

*What do I do next?*

Click Retry Now, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close the browser, reestablish a connection to the internet and navigate to the site.

# Guidance on Error Messages



Error Messages during a test session:

**Please raise your hand; your test session has timed out.**

Exit

*Why did my student receive this message?*

The student has timed out of their test session, meaning they have been inactive in the test for 45 minutes.

*What should I do?*

Click exit and you will be brought back to the student testing interface sign in page. When the student is ready to continue testing, they log back into the student testing interface and select the session they wish to continue and resume testing where they left off.

**There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.**

Exit

*Why did my student receive this message?*

The student has logged into their test session on two separate devices or browsing windows, the second log in would cause the first session to be logged out, or someone else has logged into the student testing interface with the same credentials.

*What should I do?*

Click exit and log back into the test session. Verify the student's test resumes where they were exited.

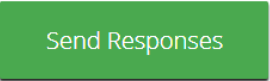
# Guidance on Error Messages



## Please raise your hand and notify your proctor.

A connection to the network could not be established. Your test has been saved offline.

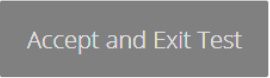
Proctor, this student's test responses have been stored locally on this device. When network connection is restored, you must re-launch the kiosk or mobile app from this device in order to send the stored responses to the servers, or you can also try to send responses by clicking "Send Responses" button.


1 

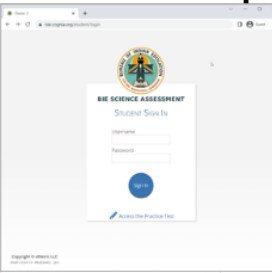
**Do not move the student to a different device.**

If you have any questions, please contact technical support immediately.

2 ☐ I have read this statement and understand that I must follow these directions or the student's responses may not be sent to the server and scored.

3 

4 

5 

*What happened and why did my student receive this message?*

Internet connectivity was lost while the student was submitting their completed test. The student completed the test session and clicked "Turn in Test". The student's responses will be saved to the local folder for the browser.

*What do I do next?*

1. Read the instructions in the message and click **Send Responses**, you will be notified to wait 10 seconds as the student testing interface tries to determine if there is internet connection. If internet connectivity was reestablished before clicking Send Responses, the stored responses on this device will be sent to the servers, the test will submit, and the student testing interface will exit the test. If there is no internet connection, the Send Response button will appear again. From here you can try to establish internet connection and click Send Responses again or move on to step 2.
2. Proctor reads and acknowledges that they have read and understand the instructions by checking the box.
3. Select **Accept and Exit Test**. Student will be taken to the Student Interface login page. (if you refresh you will get the browser internet connection error)
4. Reestablish a connection to the internet.
5. Navigate to the student testing interface login screen, the student's stored responses will be synced, and test will be submitted. As an option the student can re-login and navigate to the student information screen and confirm the test session submitted is completed, it will be greyed and crossed out.

# Troubleshooting Tips



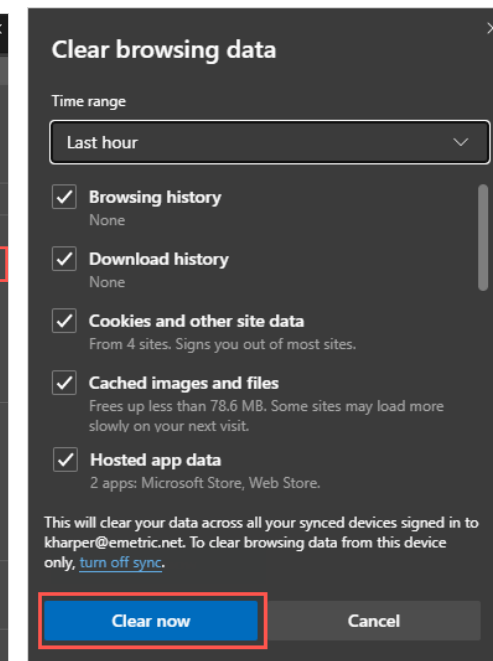
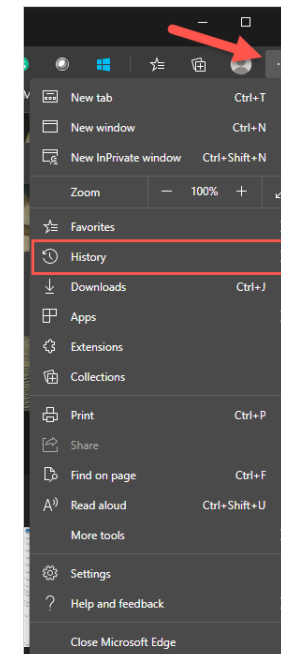
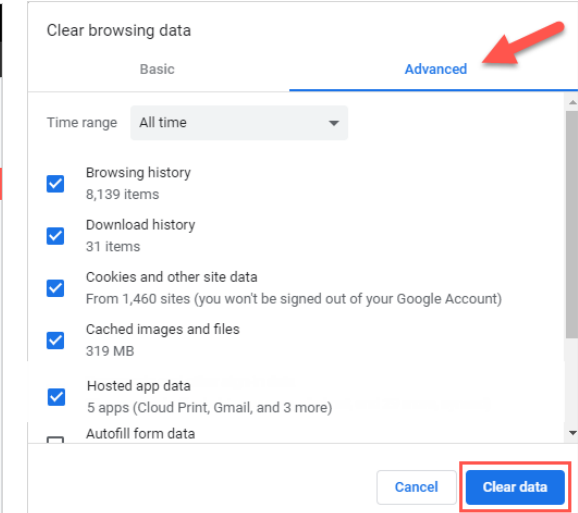
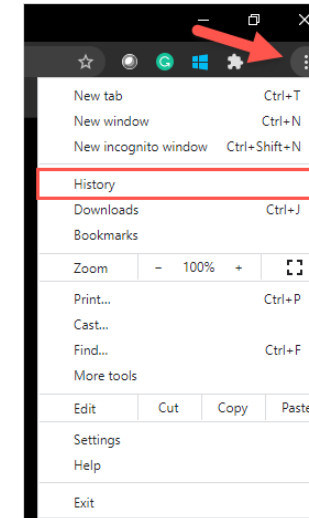
## Clearing Browser Data

If for some reason any of the online testing files become corrupt, clearing the browsing data along with hosted app data will force the student testing interface to download a new set of cache files.

**NOTE:** Do not clear browsing data/cache when a student has submitted a test offline, and you are trying to establish internet connection .

### *How do I clear browsing data?*

1. Depending on the browser click on the 3 dots or 3 lines in the upper right-hand corner of the browser (see Chrome and Edge examples on this slide).
2. Select History, in some web browsers you will be able to clear browsing history from here, in others you will select history again.
3. Click on Clear browsing data: Browsing History, Download History, Cookies and other site data, cached images and files, and Hosted App data all need to be selected.
4. Click on Clear Data or Clear now.
5. After cleared closed browsing window.
6. Open new browsing window and navigate to the student testing interface website.
7. Log into the test again.



# Version Control Table



## Version Control

Version	Date	Author	Change Description
1.0	08/12/2025	eMetric	Created support documentation per 2025-2026 requirements discussion with Cognia and BIE.