

BIE Science Assessment Kiosk User Guide

This technology guide illustrates how to launch and log in to the BIE Science Assessment Kiosk on supported testing devices. 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.

Launching the Kiosk

Login Screen

Practice Tests

Session Selection Screens

Test and Item Navigation

Student Tool Bar & Student Tools

Student Accessibility Features

Student Accommodations

Guidance on Error Messages

Troubleshooting Tips & Support Call-In Information

Launching the Kiosk



Windows and Mac Devices



To launch the BIE Science Assessment Kiosk on Windows and Mac double click on the desktop icon on the device.

If any programs are open when launching the kiosk there will be a message to close them and relaunch the kiosk.



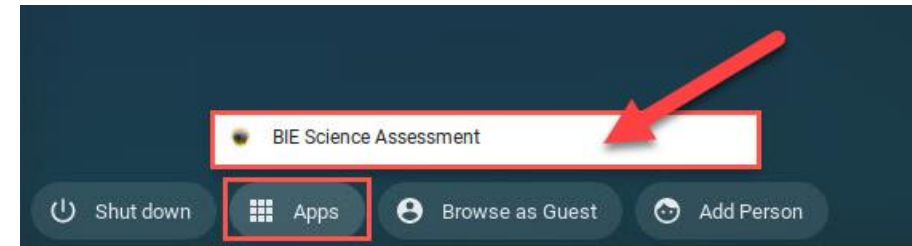
Please exit iTester and close the following application(s):

- Skype
- Sticky Notes
- Snagit
- Google Chrome Web browser
- Microsoft Word

Chromebook

To launch the BIE Science Assessment application on a Chromebook, click the *Apps* tray on the Chromebook login page and select the BIE Science Assessment icon.

Note: Students should not log into the Chromebook; kiosk applications can only be accessed from the application tray on the login screen of a Chromebook.



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.

5. **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.

4. **Carrier & Shell Number:** The carrier and shell number are directly related to the version of iTester being used. This information is important when reporting any technical issues.

6. **Exit Button:** The exit button will close the application and bring the student to the main desktop or Chromebook log-in

Copyright © 2022 eMetric LLC
Carrier: 3.20.0 #4d3f2c9 #967
Shell: v3.25.0 #aa833a3f rel
[Clear Cache](#)





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.

Not Student Demo? [Exit](#)

Hello, Student Demo

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



Once the student has clicked on a test session, a textbox for the session access code will display. To enter the test session and begin the test, enter the session access code in the text box and click **Submit**. To go back to the list of sessions, click **Cancel**.

The session access code may be found on the test session summary print-out that is printed with the student test logins or within the online portal under the Test Sessions tab.

Not Student Demo? **Exit**

Hello, Student Demo

01010101
State Student ID

3/10/1998
Date of Birth

Male
Gender

Grand Canyon High 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 4

Session Access Code: **Submit** **Cancel**

Class Name: Teacher, Role-Demo Class
Test Name: Demo Test 1
Testing Window: 07/25/2018 to 08/11/2018

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116
4	Session 4	3795914546

Student Name	Username	Password	Accommodations
Demo, Student	01010101	7DF895C5	Text-to-Speech, Screen

District: Grand Canyon District
Administration: 2016-2017
Class: Teacher, Role-Demo Class-Science-(Grade -HS)
Test Name: Demo Test 1
Testing Window: 07/25/2018 to 08/11/2018

School: Grand Canyon High School
Content Area: Science

Test is in progress. It ends on 08/11/2018. Students may log in and take the test using their username and password shown below.

Access Codes

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116
4	Session 4	3795914546

[Back to Test Sessions](#)

Please Note: Session access codes will be different per test session.

Session Selection Screens



Using the Proctor Password

A proctor password is required to enter a test session if one of the three following conditions is met:

1. A student is idle in the test session for more than 45 minutes. A student is “idle” if they do not interact in any way with the application. This includes the use of any accommodation or tool, navigating through the test, or interacting with any of the on-screen widgets and answer choices.
2. If you pause or exit your test and attempt to log in after more than 45 minutes have passed.
3. BIE Science Assessment Kiosk has experienced an abrupt closure, such as the power going out, the device being turned off while testing, or the device crashing while testing.

The proctor password will be required on the Options page for students with the accommodation “Allow Accessibility Mode Testing.”

If a proctor password is required, please contact the School Test Coordinator (STC). The STC will be able to locate the proctor password in the BIE Science Assessment Portal (see the *BIE Science Assessment Portal User Guide* on the [help and support](#) site for more information).

Not Student Demo? Exit

Hello, Student Demo

01010101 State Student ID	3/10/1998 Date of Birth	Male Gender
Grand Canyon High School School Name	Role Teacher Teacher	08 Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 Session 2 Session 3 Session 4

Proctor Password

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: [Navigation icons]

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



The screenshot shows a test interface with a top toolbar containing a question number '4', a zoom icon, and text-to-speech controls. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays a passage titled 'A Story About Nothing' by Anonymous, followed by a question: 'What was the author's tone in A Story About Nothing?' with four multiple-choice options: (A) Angry, (B) Cheesy, (C) Depressed, and (D) Complacent. A 'Clear' button is visible at the bottom of the question area. At the very bottom of the interface is a navigation bar with buttons for 'Back', 'Next', and 'Clear', along with question number indicators '2' and '3'.

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

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. 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 review page with a top toolbar containing a question number '4', a star icon, and a zoom icon. Below the toolbar are tabs for 'Passage 1' and 'Passage 2'. The main content area displays the passage title 'A Story About Nothing' by Anonymous. Below the passage is a progress indicator: 'You have completed: 2 out of 8 questions'. A grid of question status icons is shown, with question 4 highlighted with a yellow star and labeled 'not answered'. Other questions are labeled as 'answered', 'not answered', or 'not visited'.

Test & Item Navigation



Expandable Passages

Question 4

Passage 1 Passage 2

A Story About Nothing
by: Anonymous

Read both passages and answer the questions that follow.

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

Question 4

Passage 1 Passage 2

A Story About Nothing
by: Anonymous

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

Clicking the arrow expands the passage to full screen in the kiosk, click the 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 water.

Definition

Small body of still water.

Phytoplankton

Zooplankton

Willow

Muskrat

Arrowhead

Water snake

Water lily

Pickereel

Pondweed

Bottom of pond

Soil fungi

Soil bacteria

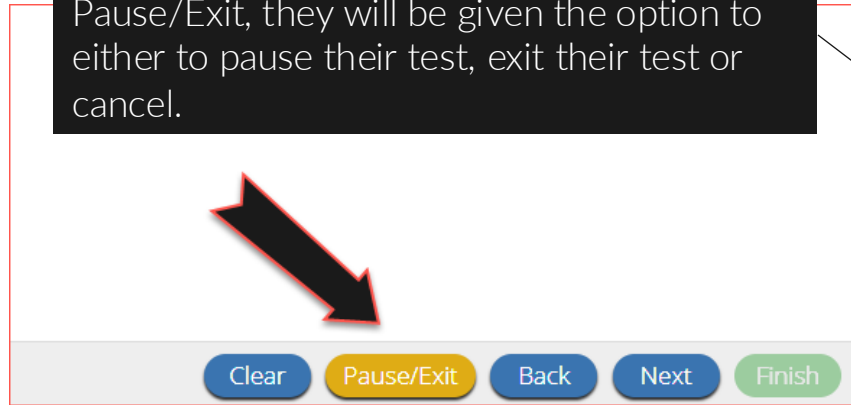
Students can view definitions of pre-selected words by selecting the words with book icon to launch a pop-up screen with the word's definition.

Test & Item Navigation

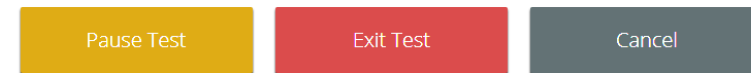


Pausing & Exiting

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.



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.

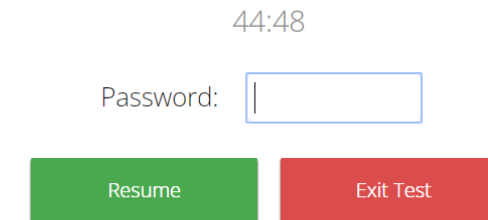


When a test is paused, a timer will begin to countdown from 45 minutes. The student will have 45 minutes to return to their test before they are completely exited. To return to their test within the 45 minutes they will enter their **Password** and click **Resume**. Any sketch or highlighting they did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



Test & Item Navigation



Turning in a Test

Question 4 ★

Zoom

Text-to-Speech

Passage 1 | Passage 2

A Story About Nothing
by: Anonymous

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

Pause/Exit | Return to test | Turn In

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.

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

Turn In | Cancel

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.

Turning in your test...

Student Tool Bar



Question 4

Zoom

Text-to-Speech

Passage 1 | Passage 2

A Story About Nothing

by: Anonymous

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

abc

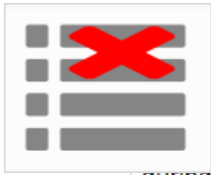
abc

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.



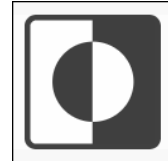
Answer Eliminator

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

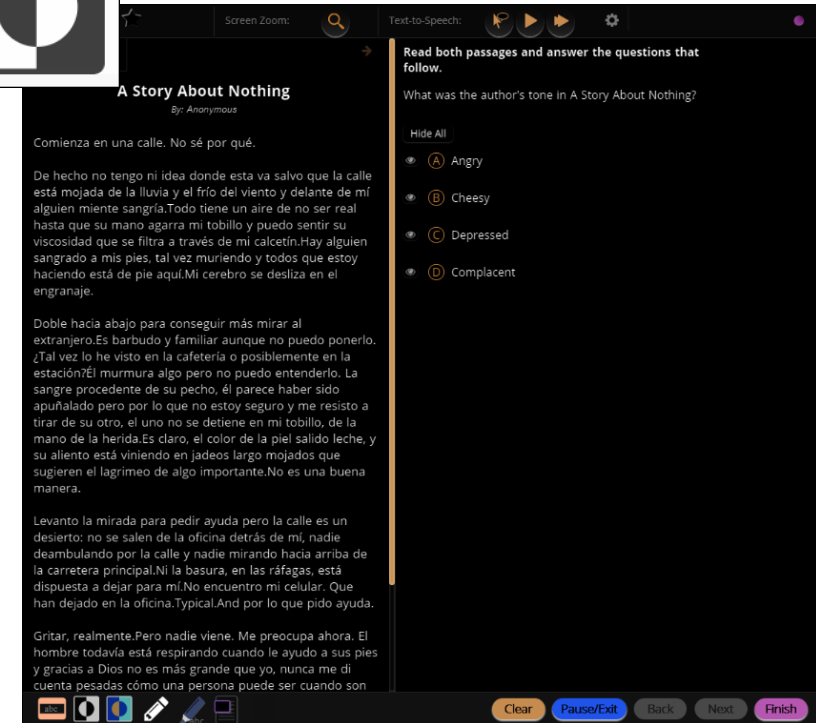
Hide All

- ~~(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.

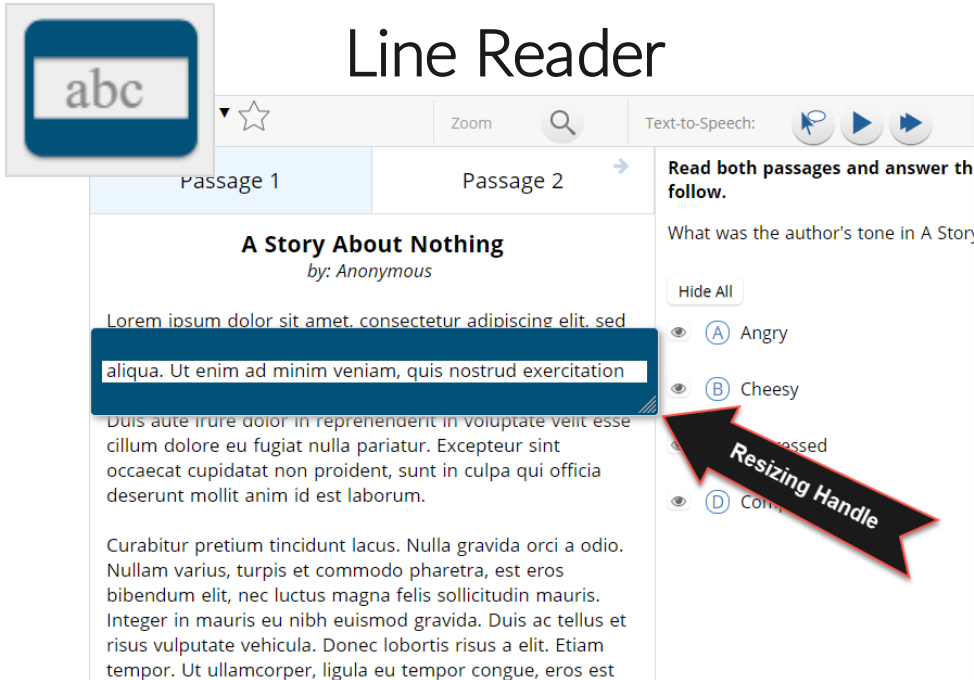
Answer Eliminator: Provides the ability to cross-out multiple-choice answers on a test. Answer choices may not be selected while they are crossed-out.



Reverse Contrast

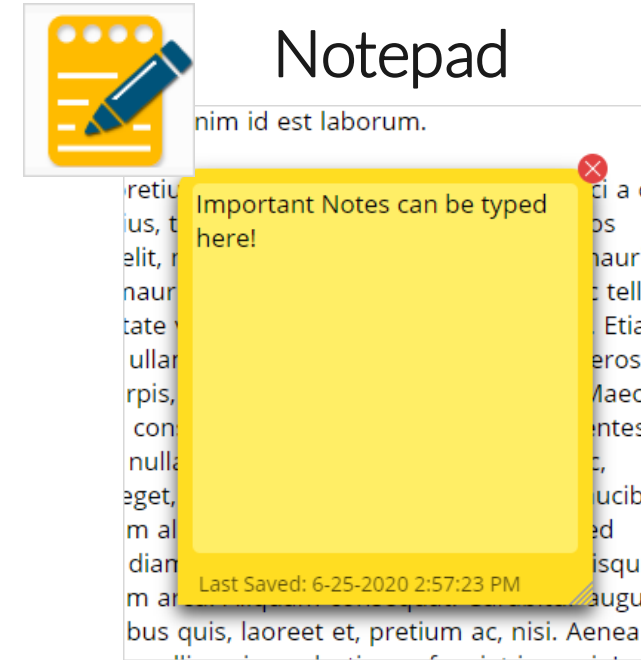


Reverse Contrast: Inverts all color values on the screen.



The image shows the Line Reader tool interface. At the top left is a blue box with 'abc'. Below it are 'Passage 1' and 'Passage 2' tabs. The main text area displays a passage titled 'A Story About Nothing' by Anonymous. A blue highlighter tool is positioned over a line of text. To the right, a question asks for the author's tone, with options A (Angry), B (Cheesy), and D (Concerned). A red arrow labeled 'Resizing Handle' points to the bottom edge of the text area.

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.



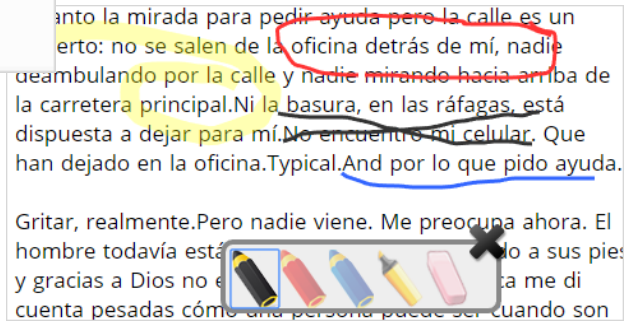
The image shows the Notepad tool interface. It features a yellow notepad icon with a blue pencil. A yellow notepad window is open, displaying the text 'Important Notes can be typed here!' and a timestamp 'Last Saved: 6-25-2020 2:57:23 PM'. The notepad is overlaid on a background of test content.

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.

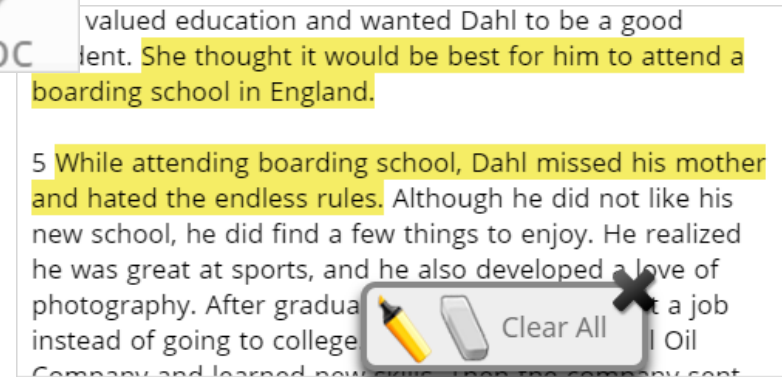
Sketches and highlighting uniquely persist per item. If a passage that is shared across multiple items is highlighted, the highlighting will persist. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted. The Sketch tool is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

16

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. 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)

Question 4 ☆

Zoom 🔍

Text-to-Speech: 🔊

Passage 1 | Passage 2 →

A Story About Nothing
by: Anonymous

Read both passages and answer the questions that follow.

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

Hide All

ⓐ Angry

ⓑ Cheerful

>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



Zoom: Students can magnify the entire screen in four increments: 100%, 150%, 200%, and 300%. Click on the magnifying glass to zoom in, the minus symbol to zoom out and the circular arrow to return directly to the default 100% magnification.

References

Part b

Atomic Number

Name

1	H Hydrogen 1.01	2	Li Lithium 6.94	3	Na Sodium 22.99	4	Be Beryllium 9.01	5	Mg Magnesium 24.31	6	K Potassium 39.10	7	Ca Calcium 40.08	8	Sc Scandium 44.96	9	Ti Titanium 47.87	10	V Vanadium 50.94	11	Cr Chromium 52.00
2																					
3																					
4																					
5																					
6																					

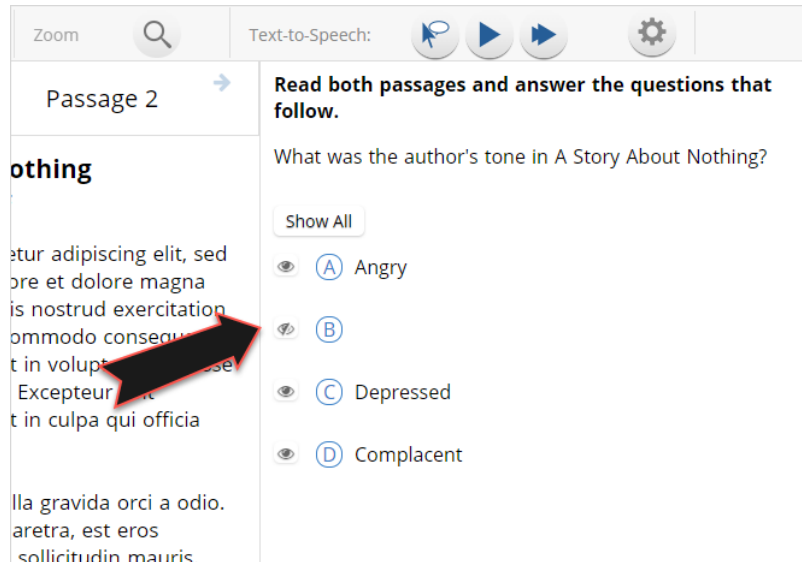
Reference 1

Resizing Handle

investigates the cracks
used to
freezes water
cracks
vaporates water
cracks
flows over
cracks in the
erodes
surrounds the cracks
pressure that dissolves
pieces.

References: If reference material is available on the test, it can be accessed by clicking the reference material icon. The reference material window may be moved around the screen by clicking and dragging the box or may be resized by clicking and dragging the bottom right-hand corner.

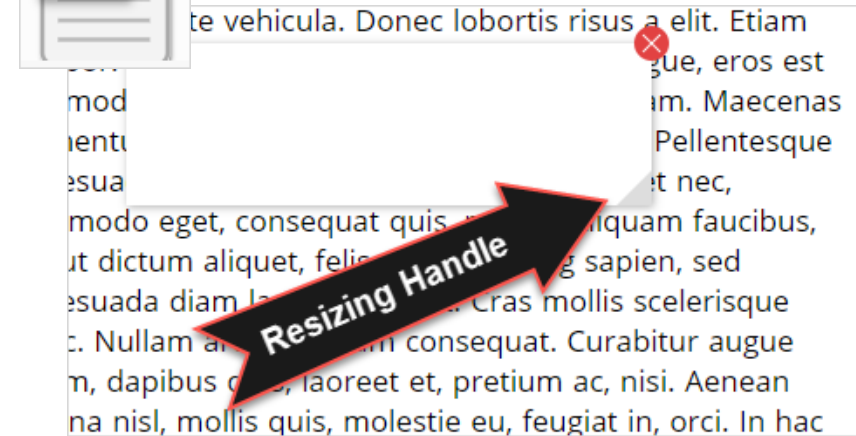
Answer Masking



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: [magnifying glass icon] Text-to-Speech: [play icon] [stop icon] [gear icon]

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

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 sangrado 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, realm
hombre toda
y gracias a D
cuenta pesac

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 is a 'Question 4' dropdown and a star icon. Below that is a 'Zoom' search icon and a 'Text-to-Speech' toolbar. The toolbar includes a play button (1), a pause button (2), a skip forward button (3), a stop button (4), a gear icon (6), and a volume slider (5). The volume is set to 100%. Below the toolbar are two tabs: 'Passage 1' and 'Passage 2'. The 'Passage 1' tab is active, showing the title 'A Story About Nothing' by Anonymous. The text of the passage is displayed, with a yellow highlight under the sentence 'Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.' A circular callout '7' points to this highlighted text. Below the passage is a question: 'What was the author's tone in A Story About Nothing?'. The text 'Read both follow.' is visible above the question.

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.



Accessibility Mode

The screenshot shows the 'Options' page in the iTester Core application. The 'Accessibility Mode' setting is highlighted with a blue arrow and a callout box. The callout box contains the text 'Accessibility Mode Enabled'. Other settings visible include Text-to-Speech (Volume: 100, Speed: Normal), Magnification Tool (100%, 150%, 200%, 300%), Line Reader (Enabled), and Custom Masking (Enabled). A 'Proctor Password' field with a 'Submit' button is also present.

Accessibility Mode: Allows students to use third party assistive technology while testing in BIE Science Assessment Kiosk. The proctor will be required to enter the proctor password on the Options page to enable. Accessibility Mode is only supported on Windows devices.

Student Accommodations



Question **3** ☆

Zoom

Please type your answers below.

← → **B** *I* U *f(x)*

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

1

2

3

Words: 18

← → **B** *I* U *f(x)*

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

Clear Pause Test Back Next Finish

Co:Writer®

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

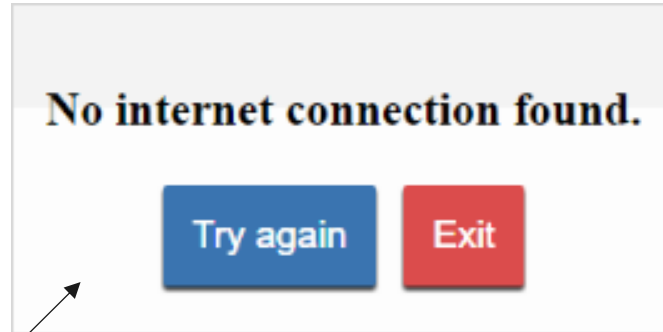
1. Click in the response text box and the Co:Writer icon will appear in the lower-right corner.
2. Click on the icon. An orange dot will appear indicating the vocabulary library is being downloaded.
3. Once complete, the icon will turn blue, and the predicative text selection menu will appear in the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

Guidance on Error Messages



Error Messages when launching the BIE Science Assessment kiosk:



Why did my student receive this error?

There is no internet connection on the device and the kiosk cannot launch.

What should I do?

Establish an internet connection and click Try again.

Please exit the kiosk and install the latest version.

Why did my student receive this error?

You are launching an older version of the kiosk. The kiosk on this testing device will need to be updated

What should I do?

Exit the kiosk then download and install the latest version from the BIE Science Assessment Portal. For Chrome OS, verify that your BIE Science Assessment app is up to date.

Guidance on Error Messages



Error Messages when launching the BIE Science Assessment kiosk:

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 is no internet connection on the device and the kiosk cannot launch.

What should I do?

Establish an internet connection and click Try again.

We could not establish a connection to our server, please check your internet connection.

Refresh

Why did my student receive this error?

eMetric servers cannot reach the stored response folder location due to a network connectivity failure.

What should I do?

Check your network connectivity and connectivity to the stored response folder location and relaunch the kiosk. If the message appears again call the BIE Help Desk.

The offline student responses on this machine could not be processed. Please contact Support in order to continue. (ErrorCode:1003)

Refresh

Why did my student receive this error?

Stored responses could not be sent to the eMetric servers. The kiosk will not be able to launch until this is resolved.

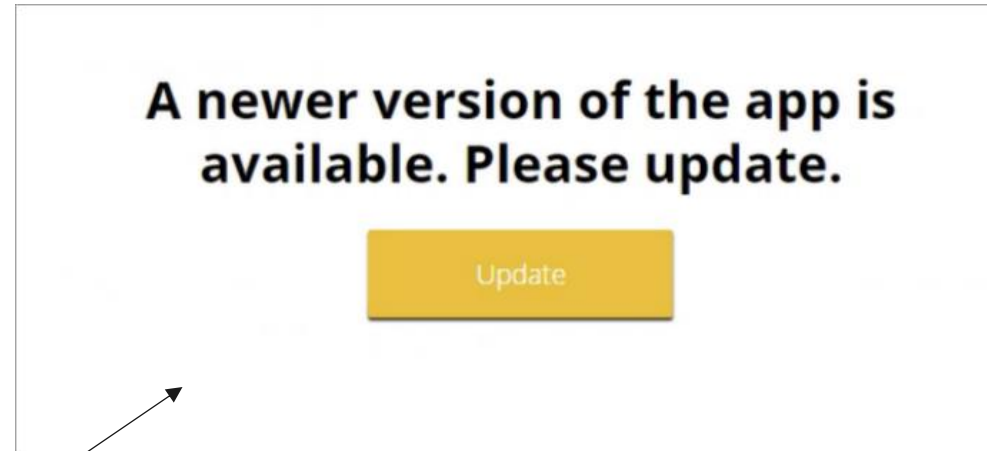
What should I do?

Call the BIE Help Desk and provide them with the error message and error code.

Guidance on Error Messages



Error Messages when launching the BIE Science Assessment kiosk:



What happened and why did my student receive this message?

There was an update to the kiosk that was released while the kiosk was left open or already launched on the testing device.

What do I do next?

Click Update, the kiosk 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 screen. At the top is the Bureau of Indian Education logo. Below it, the text reads "BIE SCIENCE ASSESSMENT" and "STUDENT SIGN IN". There are two input fields: "Username" with "Student1" entered, and "Password" with "....." entered. 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" with a pencil icon.

Why did my student receive this error message?

The student is using the incorrect password or username when trying to log into the BIE Science Assessment kiosk.

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 screen. At the top is the Bureau of Indian Education logo. Below it, the text reads "BIE SCIENCE ASSESSMENT" and "STUDENT SIGN IN". There are two input fields: "Username" with "Student1" entered, and "Password" with "....." entered. 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" with a pencil icon.

What happened and why did my student receive this message?

Internet connectivity was lost after the student entered their username and password. The BIE Science Assessment kiosk 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 BIE Science Assessment kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the BIE Science Assessment kiosk.
4. Check the connectivity indicator in the top right corner of the kiosk login screen.
 - a. If the connectivity indicator is green, the kiosk 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.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

Guidance on Error Messages



Error Messages when logging into a test session:

Session Access Code:

Incorrect session access code. Please try again.

What happened and why did my student receive this message?

The student is using the incorrect session access code for the session selected or typing in the session access code incorrectly.

What do I do next?

Verify the correct session access code in BIE Science Assessment Portal and have the student retry.

Proctor Password

Invalid Password

What happened and why did my student receive this message?

The proctor password entered was incorrect.

What do I do next?

If you are a School Test Coordinator, verify the correct proctor password in the BIE Science Assessment Portal. Proctor passwords are case sensitive.

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](#)

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 after the student logged in. The BIE Science Assessment Kiosk 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 BIE Science Assessment Kiosk, reestablish a connection to the internet and relaunch the kiosk.

What happened and why did my student receive this message?

Internet connectivity was lost before the test session completely loaded. The BIE Science Assessment Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

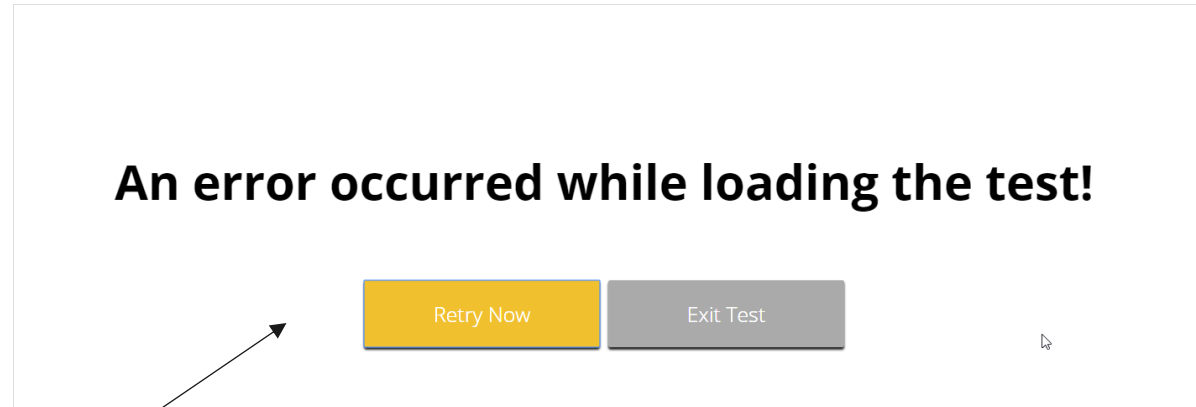
What do I do next?

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:



What happened and why did my student receive this message?

Internet connectivity was lost after the student clicked continue, on the directions page. The kiosk 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 kiosk, reestablish a connection to the internet and launch the kiosk again.

Guidance on Error Messages



Error Messages during a test session:

The necessary support for audio playback is not detected on this device.

Continue

Why did my student receive this message?

This error will appear when students have the Text-to-Speech Accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to or the device.

What should I do?

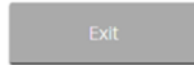
Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.

Guidance on Error Messages



Error Messages during a test session:

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



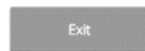
Why did my student receive this message?

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 BIE Science Assessment Kiosk student sign in page. When the student is ready to continue testing, they would log back into the BIE Science Assessment Kiosk, select the session they wish to continue. Once they have entered the session access code, they will be then prompted for the proctor password, which the proctor will need to enter, 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.



Why did my student receive this message?

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



Error Messages during a test session:

Please raise your hand and notify your proctor:

Your response is not able to be stored. To avoid losing your response, your test cannot be continued until connection to the storage location is re-established.

Retry Now

Why did my student receive this message?

Access to the storage location was lost after the student began testing due to loss of network connectivity. The BIE Science Assessment Kiosk will not allow the student to continue testing until access to the storage location is restored.

What should I do?

Click Retry Now. If a connection to the storage location is reestablished, the BIE Science Assessment Kiosk will return to the screen where the student was prior to loss of connectivity. If, after several attempts, the connection to the network storage location cannot be reestablished, test administrators should either force-quit the BIE Science Assessment Kiosk and move the student to a new testing device that has connectivity to the network and storage location or contact their network administrator for further assistance.

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

Send Responses

Do not move the student to a different workstation.

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

2

Proctor Password

3

Accept and Exit Test

4



5



What happened and why did my student receive this message?

Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked "Turn in Test". The student's responses will be saved to the local folder configured when the BIE Science Assessment Kiosk was initially installed.

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 entering the Proctor Password.
3. Select **Accept and Exit Test**.
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.



Clearing the Application Cache

If for some reason any of the online testing files become corrupt, deleting the application cache will force the BIE Science Assessment Kiosk to download a new set of cache files.

What do I do next?

1. From the BIE Science Assessment Kiosk login screen, click Clear Cache in the lower right-hand corner.
2. You will be asked “Are you sure?” Click Yes, and the kiosk will close and then re-launch.

Copyright © 2021 eMetric LLC
Carrier: 3.19.1 #87e46d8 #960
Shell: v3.19.3.2 #8a26b810 prd
[Clear Cache](#)

Copyright © 2021 eMetric LLC
Carrier: 3.19.1 #87e46d8 #960
Shell: v3.19.3.2 #8a26b810 prd
Are you sure? [Yes](#)

Frozen Screen

Your student is taking their test in the BIE Science Assessment Kiosk and the kiosk stops responding and becomes frozen.

What should I do?

Try to pause the test and log back in. If you are unable to pause, restart the device. Once the device has been restarted log back into the test, enter the proctor password, and continue testing.

Images or Test

Your student’s BIE Science Assessment test content or images are not rendering.

What should I do?

Pause the test and clear the application cache on the device. It appears that the cached files may have become corrupt. After the application cache has been cleared, log back into the test to download new test files and continue testing.



OE Response: Specific keys not working on Keyboard (desktop kiosk)

Your student is trying to answer an open-ended question and specific keys on the keyboard are not working.

What do I do next?

1. Pause the test and log in again. Try to type in the open-ended box with those specific keys.
2. If it does not resolve the issue, you will need to clear the application cache, as the files may have become corrupt.
3. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices or ~/tmp for Mac devices).

OE Response: Cannot type in the OE Box

Your student is trying to answer an open-ended question but cannot type in the open-ended answer box.

What should I do?

1. If they have not typed a response in the open-ended box or are ok with starting their response over, reset the question by clicking "Clear" to clear any response in the box in-case there are multiple spaces or odd characters. Try typing in the open box.
2. If you are unable to type, pause the test and log in again. Try to type in the open-ended box.
3. If it does not resolve the issue, you will need to clear the application cache.
4. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices or ~/tmp for Mac devices) .

Note: If the open-ended box has a word count, and the student has reached it, they will not be able to type in the open-ended response box.



Intentionally Moving a Student to a Different Device

If students need extended time or must log-off their device and move to another device in a different location to continue testing, Test Administrators should take the following steps:

What should I do?

1. Ensure the student's current testing device has an active internet connection.
2. Pause and exit the test.
3. Move the student to the new testing device.
4. Ensure the testing device in the new location has an active internet connection.
5. Launch the BIE Science Assessment kiosk.
6. Allow the student to login to the BIE Science Assessment Kiosk and resume testing.
7. Confirm student's test has previously entered responses.
 - a. If you believe responses are missing, contact the Cognia Help Desk for further assistance.

Support Call-In Information



Contact Information

Caller Name:
Caller Contact Information:
IT Coordinator Name:
IT Coordinator Contact Information:

Issue Description

Description of the issue:	
Was there an error message? If yes, what was the error message?	
Is more than one student being affected? How many?	
Has the student tried to log in on a different device? If so, what device?	

Support Call-In Information



Technical Information

Was the Site Readiness Test completed on the machine?
What is the Operating System on these devices (Windows 10, Chrome OS 102, etc.)?
Is this a thin client configuration? (not applicable to iPads or Chromebooks)
For thin client: what hardware/software are they using for their thin client (Make/Model & Software Version)?
What is the screen resolution of the device?
What are the DPI settings set to (Windows only)?
How was the kiosk installed (locally on each machine, network installation, etc.)?
Are stored responses being written to a custom location or the default location?
Is a local cache or a server cache being used?
Is the internet connection wireless or hard-wired?
What is the carrier/shell number of the kiosk?
Please list any troubleshooting steps already taken:

Student Information (if applicable)

Student ID #:
Test Name:
Class Name:

Version Control Table



Version Control

Version	Date	Author	Change Description
1.0	08/05/2024	eMetric	Created support documentation per 2024-2025 requirements discussion with Cognia and BIE.