



Quick Guide for Technology Coordinators to Prepare Proctors to Administer Tests at Home and Students to Take Tests Remotely

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Table of Contents

Quick Guide for Technology Coordinators to Prepare Proctors to Administer Tests at Home and Students to Take Tests Remotely	1
Introduction	1
How to Prepare Before the Day of the Test	2
How to Prepare the proctor’s Computer or iPad to Administer a Test from Home	3
How to Prepare a Student’s Computer to Take a Test from Home.....	4
How to Configure Safari to Load the Mobile Version of the Testing Website	5
How to Prepare Networks for Remote Testing	7
Before Testing Day: Checking Each Proctor’s and Student’s Technology	7
How to Support Proctors and Students on the Day of the Test	12
Troubleshooting Problems with Internet Connections or Hardware	12
Troubleshooting Problems with Communication between Proctors and Students.....	13
Troubleshooting Problems with the Test Administration Site or Student Testing Site	13
Troubleshooting Problems Connecting Proctors and Students to Each Other or to the Online Testing System.....	14
Frequently Asked Questions	15

Introduction

This guide explains how technology coordinators can help prepare students and proctors for testing at home or other remote testing locations.

- The same online testing system that proctors use to administer tests in the classroom has been upgraded to allow proctors to administer tests to students who are off-site and not in the classroom. Features built into the online testing system allow proctors and students to see and communicate with each other during a test.
- In the online testing system, proctors can select a remote test session or a test session in a classroom. Proctors can even schedule sessions in advance and provide a link for students to join the session when it starts.
- Proctors and students do not generally need to buy or install any additional software to enable all the remote testing options, other than making sure the Secure Browser is installed on student devices whenever possible.
- The option to test students remotely is built into the existing online testing system. Proctors and students will not be asked to share any additional personally identifiable information than they would share in an ordinary test session in a classroom. For additional information, you can see your Department of Education's Remote Testing Policy on Idaho's assessment portal.

Technology coordinators have a key role in preparing students, proctors, and schools for online testing

- Technology coordinators should assist proctors and students in setting up the computer or iPad they will use to administer or take the test, as well as ensure each proctor and student (whose families have agreed to remote video) has a working webcam, microphone, and speaker, which they can use to communicate with each other the same way they would in a classroom.
- Technology coordinators should install the Secure Browser on all devices that have not already been distributed and will be loaned to students for at-home testing. If students were issued devices earlier in the year and the Secure Browser was not installed, districts should explore all possible options to assist families in installing the Secure Browser. For example, districts may have the ability to remotely connect to devices to manage the installation of this software. In extenuating circumstances, if installing Secure Browser is not feasible, remote testing can be completed using a conventional browser. However, the Secure Browser is **strongly** preferred for test security and validity reasons. For instructions to install the Secure Browser, see Idaho's assessment portal.
- Technology coordinators should continue to prepare their schools for in-school test administration in addition to remote test administration as they would at the start of any school year.

How to Prepare Before the Day of the Test

To ensure remote or at-home testing proceeds smoothly, technology coordinators should help prepare and test each proctor’s and student’s technology in advance of the test being administered. It is the responsibility of the technology coordinator to ensure each student and proctor has the hardware they need for remote testing and that their hardware has been tested and is functioning properly. The checklist below is for technology coordinator to ensure proctors and students have the proper hardware and software and a strong internet connection.

The sections below explain how to complete each task on the checklist, including the following:

- How to prepare the proctor’s computer or iPad to administer a test from home
- How to prepare each student’s computer to take a test from home
- What technology proctors need to administer a test from home
- What technology students need to take a test from home

Task	Status
Make sure each proctor’s computer or iPad has a web browser installed so proctors can access the test administration site.	
Make sure each proctor’s computer or iPad has a built-in or plug-in webcam, microphone, and speaker. Technology coordinators should ensure proctors have this equipment and that it works using the hardware check built into the online testing system. This tool is the same as the one technology coordinators would use in schools.	
Make sure the student’s computer has the Secure Browser, which is a customized web browser designed for taking tests. Students with computers loaned to them by their school district may already have the Secure Browser installed on this device. Students with school computers distributed previously or personal computers should still use the Secure Browser if it is possible to install this software. As a technology coordinator, you play a key role in helping install the Secure Browser on student devices. However, if installing the Secure Browser is not possible, students can also use a conventional web browser like Chrome or Firefox. Students testing on iPads must use the pre-installed Safari web browser. The Secure Browser is not supported for video conferencing on iPads.	
Make sure the student’s computer has a built-in or plug-in webcam, microphone, and speaker. Technology coordinators should ensure students have this equipment and that it works using the hardware check built into the online testing system. This tool is the same as the one technology coordinators would use in schools.	
Make sure the student’s computer has any necessary assistive technology like text-to-speech software or screen readers.	
Use the diagnostic checker to make sure each proctor’s and student’s webcam, microphone, and speaker are working properly.	

How to Prepare the proctor’s Computer or iPad to Administer a Test from Home

To prepare the proctor’s computer or iPad to administer tests to students who are home, technology coordinators should ensure the proctor’s computer or iPad has the proper hardware and software and a strong internet connection.

Step by step instructions for proctors to complete the test administrator certification course, access and sign in to the test administration site, and create test sessions can be found in the Remote Testing for Proctors Quick Guide. Training materials are also available on the Idaho assessment portal.

What technology do proctors need?

The technology requirements for proctors to administer a test to students when they are at home are almost exactly the same as those used for testing done in a classroom, except proctors and students also need a webcam, microphone, speaker, and a means of securely communicating with each other.

The chart below describes the hardware and software requirements for the proctor or proctor’s device.

If proctors do not have this technology available at home and the school cannot provide it, proctors should make arrangements to administer tests from school.

Hardware Requirements for Proctors

Type	Required Hardware
Desktop, laptop, or iPad	Any supported desktop or laptop running any supported version of Windows, macOS, or Chrome OS or any supported iPad running any supported version of iPadOS. For a list of supported desktops, laptops, iPads, and operating systems, see Idaho’s assessment portal.
Webcam	Any built-in or plug-in webcam.
Microphone	Any built-in or plug-in microphone.
Speaker	Any built-in or plug-in speaker, headphone, or headset.

Software Requirements for Proctors

Type	Required Software
Operating System	Any supported version of Windows, macOS, Chrome OS, or iPadOS. For a list of supported operating systems, see Idaho’s assessment portal.
Web Browser	Any supported version of Chrome, Firefox, or Safari. Microsoft Internet Explorer and Edge are not supported. For a list of supported web browsers, see Idaho’ assessment portal.

How to Prepare a Student's Computer to Take a Test from Home

To prepare the student's computer to take a test while the student is at home or another remote testing location, students should have the proper hardware and software and a strong internet connection. If a student's home internet connect is insufficient, locations such as public libraries may have free Wi-Fi that could support testing. See [this map](#) of Wi-Fi hotspot locations for education across Idaho

What technology do students need?

The technology requirements to take a test at home are almost exactly the same as those used to take a test in a classroom, except students will also need a webcam, microphone, speaker, and any necessary assistive technology.

The webcam, microphone, and speaker will allow students and proctors to communicate with each other during a remote test session. These features have been built into the existing online testing system and work in the Secure Browser and in conventional web browsers like Chrome, Firefox, or Safari.

If students do not have access to a computer or other accessories that meet the requirements listed in the table below, they should contact their school to make alternate arrangements to take a test.

The chart below describes the hardware and software requirements for the student's device.

Hardware Requirements for Students

Type of Hardware	Required Hardware
Desktop, laptop, or iPad	Students can take tests using any supported desktop, laptop, or iPad running any supported version of Windows, macOS, iPadOS, or Chrome OS. For a list of supported desktops, laptops, iPads, and operating systems, see Idaho's assessment portal.
Webcam (Camera)	To take a test while at home, students whose families have agreed to remote video also need a webcam that is built into their computer or one that plugs into their computer. This will allow the student's proctor to see the student while the student is testing and during one-on-one video conference sessions.
Microphone	To take a test while at home, students whose families have agreed to remote video also need a microphone that is built into their computer or one that plugs into the computer. This will allow the student to speak to their proctor during one-on-one video conference sessions.
Speaker	To take a test while at home, most students also need a speaker that is built into their computer or one that plugs into the computer. This will allow the student whose families have agreed to remote video to hear their proctor during one-on-one video conference sessions.

Assistive Technology	Students requiring assistive technology need this as well.
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Software Requirements for Students

Whether students are testing in a classroom or at a remote testing site, they need to use a web browser to access the testing website to take a test. To access the site, each student's computer needs a compatible web browser. Technology coordinators should ensure each student's computer has a compatible web browser.

Students using computers loaned from their school or school district with the Secure Browser installed will use that approach to access tests. Technology coordinators should install the Secure Browser on these computers before providing them to students. Students with school computers distributed previously or personal computers should still use the Secure Browser if it is possible to install this software. Test coordinators should pursue all available options to help families install the Secure Browser, such as establishing remote access to the device to install the software or coordinating with families to access the device in person for installation prior to testing. For instructions to install the Secure Browser, see your assessment program's portal.

If installing the Secure Browser is not possible, students can also use a conventional web browser like Chrome or Firefox. Please be aware that this option introduces additional test security and validity risks. Students using computers running Windows, macOS, or Chrome OS should download and install either the Chrome or Firefox web browsers. Microsoft Internet Explorer and Edge are not supported. Technology coordinators may need to work with students and their families to install one of these web browsers. Students testing on iPads must use the pre-installed Safari web browser. The Secure Browser is not supported for video conferencing on iPads.

To download the Chrome web browser, go here: <https://www.google.com/chrome/>

To download the Firefox web browser, go here: <https://www.mozilla.org/en-US/firefox/new/>

How to Configure Safari to Load the Mobile Version of the Testing Website

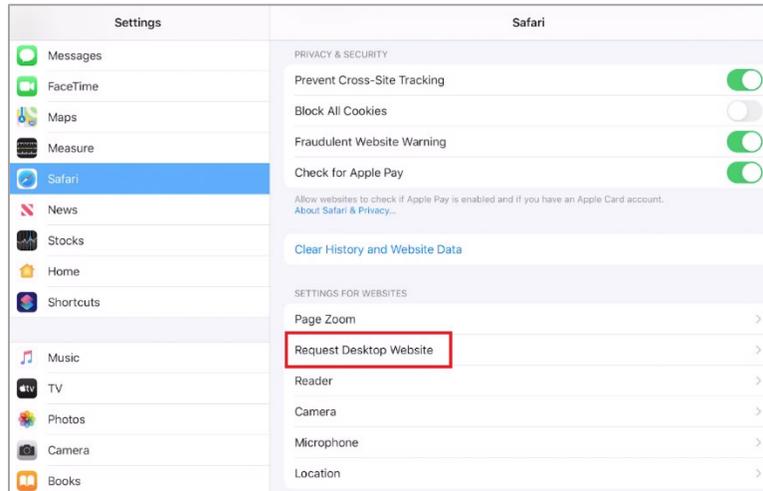
If a student is using an iPad to take a test from home, you will need to make sure the iPad is configured to load the mobile version of the testing site using the instructions below.

Instructions are available for parents to assist them with this process if you need to work with them to complete this task remotely, but you are responsible for making sure this process is complete prior to testing.

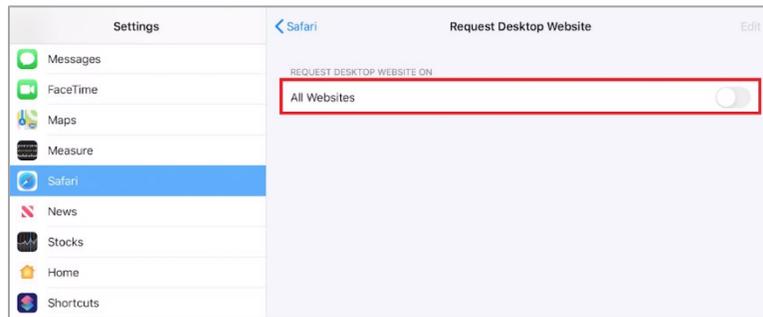
Note that if you do not load the mobile version of the testing site to the iPad, by default, the iPads will load the desktop version if Safari is used. This causes students trying to take a test on Safari to see an Unsupported OS/Browser Combination error when they try to access the testing site. To avoid this error, iPads must be configured to load the mobile version of the testing site instead of the desktop version. This only needs to be done if a student is using an iPad to take a test. If a student is using a desktop or laptop computer, this is not necessary.

Instructions for loading the mobile version of the testing site to the student's iPad:

1. On the student's iPad, open **Settings**.
2. Open **Safari** settings.
3. Select **Request Desktop Website**.



4. Turn **All Websites** off.



How to Prepare Networks for Remote Testing

Students and proctors will need the URLs and ports listed below open for remote testing.

System	URL or Port
TA and Student Testing Sites	*.cambiumast.com *.tds.cambiumast.com *.cloud1.tds.cambiumast.com *.cloud2.tds.cambiumast.com *.airast.org *.tds.airast.org *.cloud1.tds.airast.org *.cloud2.tds.airast.org ice.cambiumast.com ice2.cambiumast.com stt.cambiumast.com Ports 443, 3478, and 49152-65535

Some online assessments contain an embedded dictionary and thesaurus provided by Merriam-Webster. Students will need the URLs and IP addresses listed below open for these tests.

Domain Name	IP Address
media.merriam-webster.com	64.124.231.250
www.dictionaryapi.com	64.124.231.250

Before Testing Day: Checking Each Proctor's and Student's Technology

To ensure each student's and proctor's internet speed, webcam, microphone, and speaker meet the minimum requirements necessary for remote testing, they can run the diagnostic checker at

https://demo.tds.cambiumast.com/systemdiagnostic/pages/default.aspx?c=Idaho_PT.

From this site, technology coordinators can help students and proctors test their internet speed to make sure it meets the minimum recommended speed for taking a test from home and video conferencing. Internet speed is measured in two ways: download and upload. Download speed is the speed in which data is transferred from the internet to your computer. Upload speed is the speed in which data is transferred from your computer to the internet. The recommended minimum download and upload speeds are 1.8 megabits per second.

Technology coordinators can help students and proctors ensure their internet speed meets the minimum requirement for testing at home by following the steps below:

To help students determine if their internet speed meets the minimum requirements for testing at home follow these steps:

1. In the In the Bandwidth Diagnostic section, click the radio button for “*I am a student who will be taking a test remotely.*”
2. Answer “*Will your webcam be enabled?*”.
3. Click **Run Test**.

Network Diagnostics

Your Operating System: Windows 10 Your Browser Version: Chrome v88

Secure Browser: false

Bandwidth Diagnostic

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes

No

Run Test

4. The speed test will indicate if your internet speed is fast enough to take the test from home. If your speed is not fast enough, notify your teacher before the day of the test.

Bandwidth Diagnostic

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes

No

Download Speed: 64.000 Mbps Upload Speed: 15.844 Mbps

Given the current network conditions, your available bandwidth meets or exceeds the necessary requirements. (Please note: The throughput estimates include the encryption/decryption overhead for data transfer. Throughput estimates change as the network conditions change and can vary from run to run.)

Run Test

To help proctors determine if their internet speed meets the minimum requirements for testing follow these steps:

1. In the Bandwidth Diagnostic section, click the radio button for *“I am a test administrator who will be proctoring an exam remotely.”*
2. Answer *“Will your webcam be enabled?”*.
3. In the *“How many students will be in your session at once?”* field, enter the number of students you anticipate testing during a session.
4. Click the **Run Test** button.

Network Diagnostics

Your Operating System: Windows 10 Your Browser Version: Chrome v80

Secure Browser: false

Bandwidth Diagnostic

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes

No

How many students will be in your session at once?

Run Test

5. The speed test will indicate if your internet speed is fast enough to proctor the test from home.

Bandwidth Diagnostic

There are variety of tests that can be conducted to determine if you have the adequate network bandwidth available. Please choose the appropriate test below for your unique situation and follow the steps.

I work for the school or district and I'd like to know how many students I can expect to test concurrently at my location.

I am a student who will be taking a test remotely.

I am a test administrator who will be proctoring an exam remotely.

Will your webcam be enabled?

Yes

No

How many students will be in your session at once?

Download Speed 86.678 Mbps Upload Speed 19.433 Mbps

Given the current network conditions, your available bandwidth meets or exceeds the necessary requirements. (Please note: The throughput estimates include the encryption/decryption overhead for data transfer. Throughput estimates change as the network conditions change and can vary from run to run.)

Run Test

From the diagnostic site, technology coordinators can also help proctors and students make sure their webcams, microphones, and speakers are working properly. To help proctors and

students test their webcam, microphone, and speaker, select **Audio and Video Checks** to access audio and video checks for their device.

Diagnostic Screen
This page allows you to check the **current** bandwidth of your network. Select a test from the drop-down list and enter the maximum number of students likely to test at one time, then click [Run Network Diagnostics Tests].

Your Operating System: Windows 10 Your Browser Version: Chrome v84

Secure Browser: false

Network Diagnostics:
Select Test:
Enter the total number of students you would like to test at one time:

Technology coordinators can help proctors and students ensure their webcam is working properly by assisting proctors and students in following the steps below:

1. In the *Camera Check* field, mark the **I agree to grant the browser permission to access the camera.** checkbox.
2. Select the **Camera** icon ().
3. A pop-up window appears in the web browser, requesting access to the proctor's or student's camera. Select **Allow**. If you do not select Allow, the online testing system will not be able to access the camera and the proctor or student may be unable to proceed.
4. Do one of the following:
 - If live video from the webcam appears, select **I see myself**. A checkmark appears in the upper right corner of the *Camera Check* field. The camera works.
 - If live video from your webcam does not appear, select **I cannot see myself**. Technology coordinators should troubleshoot the problem.

Camera Check
 Ensure you are able to use the camera. Check the box below to grant permission to access the camera, then test the camera functionality.

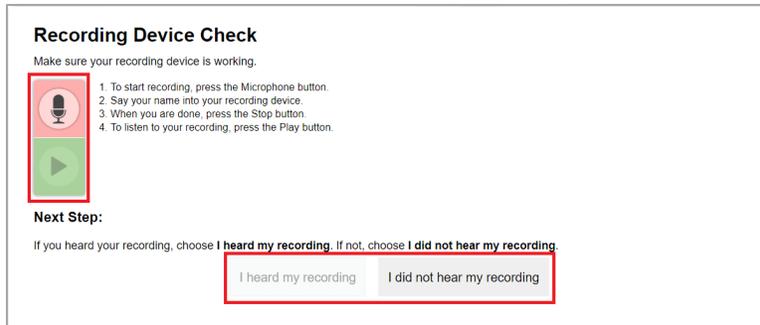
I agree to grant the browser permission to access the camera.



Next Step:
 If you can see a live stream of your camera, choose **I see myself**. If not, choose **I cannot see myself**.

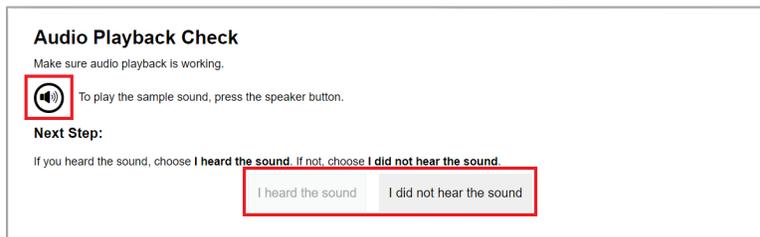
Technology coordinators can help proctors and students ensure their microphone is working properly by assisting proctors and students in following the steps below:

1. In the *Recording Device Check* field, select the **Microphone** icon ().
2. A pop-up window appears in your web browser, requesting access to your microphone. Select **Allow**. If you do not select Allow, the online testing system will not be able to access your microphone and you may be unable to proceed.
3. Have the proctor or student speak into their microphone.
4. When they are done speaking, have them select the **Stop** icon () to stop recording.
5. To listen to their recording, select the **Play** icon ().
6. To stop listening to their recording, select the **Stop** icon ().
7. Do one of the following:
 - If the proctor or student hears the audio they recorded from their speaker, select **I heard my recording**. A checkmark appears in the upper right corner of the *Recording Device Check* field. The microphone works.
 - If the proctor or student does not hear the audio they recorded from their speaker, make sure their speaker is turned on and up. If they still do hear the audio, select **I did not hear my recording** and troubleshoot the problem.



Technology coordinators can help proctors and students ensure their speaker is working properly by assisting proctors and students in following the steps below:

1. In the *Audio Playback Check* field, have the proctor or student select the **Play Audio** icon .
2. Do one of the following:
 - If the proctor or student hears the sound from their speaker, select **I heard the sound**. A checkmark appears in the upper right corner of the *Audio Playback Check* field. The speaker works.
 - If the proctor or student does not hear the sound from their speaker, select **I did not hear the sound** and troubleshoot the problem.



How to Support Proctors and Students on the Day of the Test

There are several ways technology coordinators can support proctors and students on the day of the test, including the following:

- Troubleshooting problems with internet connections or hardware
- Troubleshooting problems with communication between proctors and students
- Troubleshooting problems with the test administration site or student testing site

Troubleshooting Problems with Internet Connections or Hardware

Proctors and students may experience problems with their internet connections or hardware (webcam, microphone, speaker, and/or any assistive technology) while administering or taking a test from home.

If a proctor loses their internet connection during a test, the test session will remain open for 20 minutes. Once the proctor's internet connection is restored, the proctor can log back in to the test administration site and rejoin the session. Students are not kicked out of the session and can continue testing as long as the proctor rejoins the session within the allotted time.

If a student loses their internet connection during a test, the student's responses up to the point where their internet connection was lost will be saved, and the student will be able to pick up where they left off once they regain their internet connection. If the test is paused for more than 20 minutes, the students will not be able to go back to previously answered questions.

If proctors or student experience problems with their internet connection, they should contact their internet service provider.

If students have problems with their webcam, microphone, speaker, or assistive technology during a test, they should notify their proctor, who may need assistance from a technology coordinator in getting the student's hardware up and running again.

Troubleshooting Problems with Communication between Proctors and Students

Proctors and students can communicate with each other through the online testing system during a test. Proctors can broadcast text messages to all of the students in a test session, view students through their webcam, and start a one-on-one private video conference with a student, if enabled. Students can send private chat messages to their proctor and request assistance from their proctor by virtually raising their hand, alerting the proctor that they need help.

Problems that may prevent communication between proctors and students may include any of the following:

- Loss of internet connection for either the proctor or student
- Loss of connection to the online testing system

For problems with internet connections, proctors and students should contact their internet service provider.

For problems with connections to the online testing system, students should contact their proctor using a method established by the school and the proctor can contact either a technology coordinator or Idaho's assessment program's help desk at 844-560-7365 or IDHelpDesk@cambiumassessment.com.

Troubleshooting Problems with the Test Administration Site or Student Testing Site

If proctors experience problems signing in to the test administration site, they should contact the Idaho help desk at 844-560-7365 or IDHelpDesk@cambiumassessment.com.

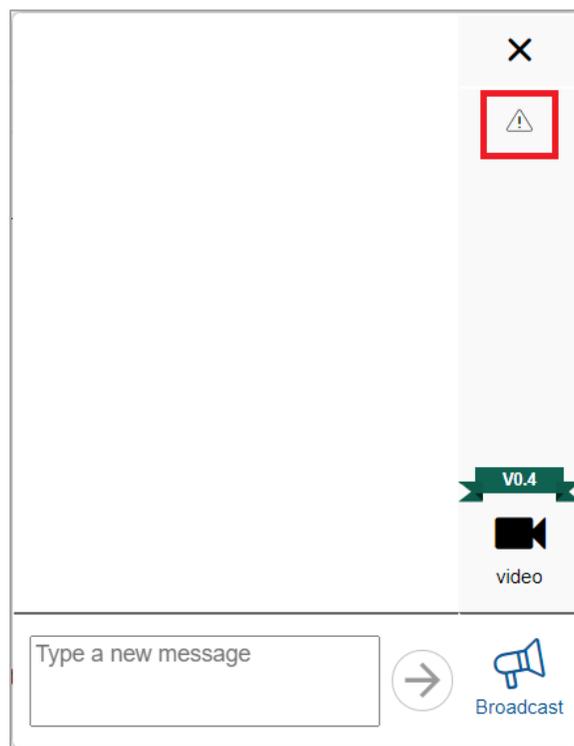
If students experience problems signing into the student testing site, they should contact their proctor using the method established by the school.

Troubleshooting Problems Connecting Proctors and Students to Each Other or to the Online Testing System

If proctors or students experience issues connecting to each other or to the online testing system, one of the icons in the chart below may appear in place of the video icon. Please reference this chart to learn more about what each icon means and what to do if you encounter it.

Oftentimes, connection issues occur due to network or proxy configurations set up by your school. Proctors should check with their school's technology coordinator to determine if network or proxy settings are causing connections to fail.

If you encounter one of the issues below and cannot resolve it, proctors should select the **Report Issue** button (). Clicking this button reports the issue and sends a log of the session to Cambium Assessment. Proctors should then call Idaho's assessment program's helpdesk at 844-560-7365 or IDHelpDesk@cambiumassessment.com.



Icon	What it means	What to do about it
	<p>The online testing system recognizes the student joined the test session, <u>and the student's family has agreed to enable remote video</u>, but a video connection between the student and the proctor cannot be made.</p>	<p>If the student is using a conventional browser like Chrome, Firefox, or Safari, they can try refreshing the page. Proctors can also refresh the test administration site, but this will kick students out of the session, and they will need to reconnect.</p>
	<p>Connection between student and proctor has failed.</p>	<p>proctor can reset the connection. The reset connection button () only appears when the connection between the student and proctor has failed.</p>
	<p>Connection is being made.</p>	<p>Wait until connection is made. This should not take longer than one minute. If this icon appears longer than one minute, proctors can refresh the test administration site, but this will kick students out of the session, and they will need to reconnect.</p>
	<p>Another application on the device is already using the camera.</p>	<p>Close any other applications on the device using the camera and refresh the page. When a proctor refreshes the page, students are kicked out of the session and need to reconnect.</p>

Frequently Asked Questions

For answers to frequently asked questions, visit <https://idaho.portal.cambiumast.com/resources/quick-guides/>