Tips for Testing

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

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

My *TACHS id _____   My *Test session Code _____

*Student's TACHS id was provided in your registration confirmation email, and both the TACHS id and Test session code were provided in your 11/2/21 email from TACHS.

Complete this checklist 2-3 days prior to your scheduled test date:

☐ Review the computer (testing device) technical requirements
☐ Entered my High School Choices
☐ Installed the Chrome browser on my testing device
☐ Installed the Proctorio extension on my testing device
☐ My webcam and microphone are working
☐ Test to make sure sound is working on my testing device
☐ Read the Parent Guide completely
☐ Read the Tips for testing
☐ Ran the System Pre-Check and Navigation tool

Fixes for common issues on the day of testing

- Be sure **Chrome browser** and **Proctorio extension** have been loaded on your testing device in advance of your exam day.
- If possible, "hard-wire" your testing device plugging it in with a network cable to limit potential Wi-Fi issues.
- Make sure your device is plugged in and/or charged.
- Prior to testing, re-start your computer; close all apps, including social media, all tabs and shut off all notifications.
- You may **not** have any devices (including phones, monitors, printers) plugged into your testing device.
- If the login screen states it is unable to log you in; confirm you are typing in the correct TACHS id and session code. If you are unsure of both or either, phone 1-866-618-2247.
- If you have issues with your room scan, make sure you are in a well-lit room, and avoid a lot of shadows, turn your device in another direction and try again, and make sure you are not blending in with your background.
- On the "share your Screen page" click on the very **center** box within the screen (the box within the box), and your "Share" button will turn blue.
- At no point should you click on the "stop sharing" button. If you do, you will be booted from the exam. You will see a black screen with a padlock that says, "Your exam ended, and you have been logged out". Start the login process again. You will be brought back to the same question with the remaining time left. You will not lose time when you are logged off.
- If you receive a white screen during testing, hit Function 5, or log off, clear cache and log back in. Please note that you will have to go through the Proctorio sign-in process again.

- **Please note: if a student loses internet connectivity during the test, re-join as soon as possible.** There is no need to call us. **Try to make the corrections listed above.** You will re-join at the exact question with the same allotted time. **No time will be lost.** Often students have a recollection of the remaining test time the last time they glanced at the timer, and tend to think they have lost time when they log back in.
- If you are unable to re-connect at all or continue to have connectivity issues after following all the common fixes above, don't panic! Please call 1-866-618-2247 to report your issue, and report that you were not able to start and/or complete testing. Cases will be reviewed on a 1:1 basis; your test session will be reviewed, and it will be determined if you are eligible for the make-up. If approved, you will receive an email with your make-up test date/time/session code on 11/18. During the make-up, the student will be able to continue from where they left off with the time remaining on the clock when the experienced issues. Students will not be able to go back to their completed sub-tests.

The day of testing and about the test

- Students may NOT use calculators.
- No phones should be in the room with the student.
- Scratch paper should be available to the student for Reading, Written Expression, and Mathematics, **but must be discarded, and cannot be used after the Math sub-test.**
- Regular testing time is about ~2 hours 10 minutes, plus 5 minutes of optional breaks after each of the first three sub-tests, and 1-minute pauses after each of the fourth and fifth subtests; there are 6 sub-tests in all. Students test at their own pace and may complete the test sooner.
- Extended testing time is about ~3 hours, 15 minutes, plus 5 minutes of optional breaks after each of the first three sub-tests, and 1 minute pauses after each of the fourth and fifth subtests; there are 6 sub-tests in all. Students test at their own pace and may complete the test sooner.
- Do not walk away from your device if it is not break time. You may choose to take the optional breaks provided between each sub-test or continue to the next sub-test immediately. Please note that each of the breaks are timed and the next sub-test will start after the allotted time. If a student is not in front of their device when the next sub-test starts, they will lose valuable testing time. We cannot re-start the sub-test.
- On the day of testing, using only Google Chrome, go to www.riversideonlinetest.com
- Have your TACHS id and session code available. Write both at the top of this page.
- You may begin your exam up to 30 minutes prior to your test session time, but no later than 30 minutes past your test session time.
- You will be required to scan your room and share your screen. If you have a large computer, it should suffice to turn your camera from side to side; no need to lift it up.
- There is no proctor to begin the exam, the exam will only begin when you click on the "Start my Test" button. Note that **once you click on "start my test", your exam will start.** Do not click on the button until you are ready to test; we cannot re-start your exam.
- Once in the exam, at no point click on "stop sharing". If you do, you will be booted from the exam, and will have to log in again. You will know this occurred if you see a black screen with a padlock on it.
- Before submitting and completing each of the six sub-tests, you will be asked if you wish to end your test. Once you confirm, you will be moved to the next sub-test and will not be able to go back.
- When you finish/submit your exam, you will briefly see a "draw" screen, and then it will place you back in login page. This is expected behavior, so don't be concerned that your exam wasn't submitted.

- It is not uncommon for a student to run out of testing time on the last section of the test. If time runs out, the student will be told their exam has ended, and will be placed back in the login page. This is expected behavior, so don't be concerned that your exam wasn't submitted.

For Support

- General TACHS information; What is my TACHS id, session code? Contact TACHS at 1-866-618-2247. Phone reps will not be able to provide guidance for MAJOR technical issues, they may collect your information for our review process to see if you are eligible for the make-up.
- Please note that phone lines may be busy, please be patient.
- Reference this Tips for Testing document and keep available for the student to reference during testing.
- Reference your Parent Guide.
- If you are in the exam, and have a technical issue, you may click on the series of three dots that are found on your quiz tool at the top left corner. This is our "Chat Live" feature. You may type your issue, and a representative will try to help you. Click on "X" when you are done with your chat. Please note that your test time will continue to count down when you are chatting with a representative.
- To confirm if there are known global testing issues on the days of testing visit www.tachsinfo.com
- If you are sick on the day of testing, no need to call, you will receive your new day/time of testing and test session code via email by 11/11/2021.