

Tips for Day of 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 11/9/22 email from TACHS.**

- Review the computer (testing device) [technical requirements](#).
- Install the [Chrome browser](#) on my testing device.
- Install the [Proctorio extension](#) on my testing device.
- Confirm the [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](#).
- Really Important:** Run the [System Pre-Check and Navigation tool](#). [This tool will show a student what they will experience with the check-in process on their day of testing; it is also a good indicator if student's device is set-up correctly. The tool shows the student how to use tools within the test.](#)

Take note that we have disabled the Room Scan – students will still be recorded, and security of test is still upheld.

Once you complete your diagnostic test, and share your screen, instead of the Room Scan, you will be asked to “smile” to verify lighting is ok, and approve the use of Proctorio. Student will then be notified that the online test is loading, once it loads, you will receive a “start my test.” Click there, and your test will begin immediately. Performing the [System Pre-Check and Navigation tool](#) will replicate the process you will experience on the day of testing.

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.
- You **MUST** use the chrome browser on the day of testing.
- 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 VPN running.
- You may **not** have any devices (including phones, monitors, printers) plugged into your testing device.

- 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.
- **Error 404** usually indicates that there is an asset missing from the requested page. It is possible that the test takers already accessed this page before, and it is attempting to load the cached version of this page. Clearing cache will highly improve your browser performance. Try clearing cache and cookies by clicking on the three-dot icon in the top right-hand corner of their browser > More tools > Clear browsing data > Click on Advanced tab > change the "Time range" to "All time" > make sure that every box except for the "Passwords..." is checked and then click on "Clear data", then restart Google Chrome try again. You will re-enter the exam where you left off.

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 can be used for 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.
- In most cases, we will communicate with you through email on the day of testing to offer guidance, reset your exam, etc.
- Reference this Tips for Testing document and keep available for the student to reference during testing.
- Reference your [Parent Guide](#).
- To confirm if there are known global testing issues on the days of testing visit www.tachsinfo.com