

**Make-up testing day – Saturday, November 21, 2020**  
**Read Carefully!**

**By now you have:**

- Entered your High School Choices
- Loaded the Chrome Browser, and Proctorio Extension
- Completed your System pre-checks
- Reviewed the Parent Guide <https://www.tachsreg.com/Exim/Parent%20Guide.pdf>

**Commonly known issues on the day of testing**

- Make sure you are using the **Chrome browser**, and the Proctorio extension has been loaded on your testing device.
- If you have issues with your camera, make sure you are in a well-lit room, and avoid a lot of shadows, turn your device in another direction and try again.
- Make sure your device is plugged in and/or charged.
- If possible, hard-wire testing device to limit Wi-Fi issues.
- **Close ALL apps they take RAM and memory. NO Social media apps should be open, and close all other browser windows.**
- On the “share your Screen page” click on the **center** of the screen, the box within the box, and your “Share” button will turn blue.
- You may not have devices (phones) or other monitors plugged into your testing device.

**About the test**

- Students start their own test, and test at their own pace. **When a student clicks on “start my test”, their test will begin immediately. Don’t click on this button until you are ready to begin. We cannot restart your test.** Students may access/start their test up to 30 minutes prior to the 9:00 AM test time.
- If you are running a little late due to set-up issues, that is okay. Click on “start my test” and be ready to test as soon as you are able.
- Students may **NOT use calculators**.
- **Scratch paper** is allowed for Reading, Written Expression, and Mathematics, but must be discarded after the Math sub-test.
- Read directions and sample questions carefully. Misunderstanding directions on any sub-test will not constitute a re-take.
- Regular testing time is ~2 hours 10 minutes of testing, 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 than others
- Extended testing time is ~3 hours, 15 minutes of testing, 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 breaks 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 time.
- Using **only** Google Chrome, go to [www.riversideonlinetest.com](http://www.riversideonlinetest.com) on the day of testing.
- Have your TACHS id and make-up session code available.
- **Please note: if a student loses internet connectivity during the test, re-join as soon as possible.** You will re-join at the exact question with the same allotted time, time will not be lost while you are disconnected

**For Support**

- General TACHS information; what is my TACHS id, session code, Contact the TACHS Call Center at 1-866-618-2247. They will not be able to provide guidance for MAJOR technical issues.
- Interactive Voice Recording (IVR) 1-888-202-4251 (touchtone support) for technical or connectivity issues.
- Self-Help Portal <https://support.riversideinsights.com/en/support/home>
- Reference your Parent Guide, or Day of testing Tips
- To confirm if there are known global testing issues on the days of testing visit [www.tachsinfo.com](http://www.tachsinfo.com)

- If you receive a white screen during testing, hit Function 5, or log off, and log back in. Please note that you will have to go through the Proctorio sign-in process again.