

Parent Guide

Helpful Tips for Getting Prepared for the TACHS Exam

This test was created to be to be administered as an online, remote, at-home test. School offerings to test students in-site is not supported by TACHS.

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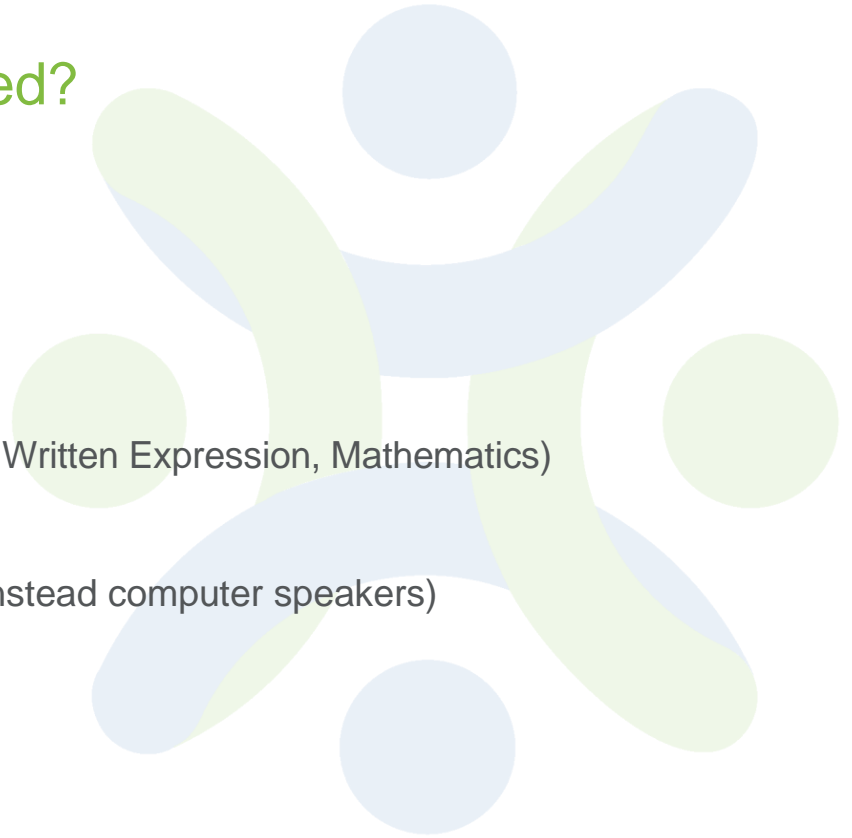
Guidelines for Parents to Prepare for Testing

- ✓ Preparing for online testing with Proctorio
- ✓ This guide provides step-by-step instructions to prepare your student's laptop or desktop for testing
- ✓ Things to consider as you support your student for their testing day
- ✓ Steps to follow on day of testing to get started



What do I need?

- ✓ Computer – laptop or desktop
- ✓ Computer charger / power cord
- ✓ Scratch paper for approved sub-tests (Reading, Written Expression, Mathematics)
- ✓ Pen/pencil
- ✓ Headphones with audio capability (if preferred instead computer speakers)
- ✓ Internet connection
- ✓ Snacks and water
- ✓ Student testing space with adequate light





Helpful Tips for Parents at Home

- ✓ Ensure that the student testing device is fully charged and plugged into a power source.
- ✓ If possible, hard-wire testing device to limit Wi-Fi issues.
- ✓ Check audio sound, headphones, earbuds, and/or speakers.
- ✓ If preferred, **have headphones/ear buds for student testing device.**
- ✓ Confirm the use of approved devices and system requirements for student testing. [Data System Requirements](#)
- ✓ Students may not use phones, mini tablets, Android tablets (Samsung, Asus, Amazon Fire) for testing.
- ✓ Access to scratch paper as needed for Reading, Written Expression, and Mathematics.
- ✓ Turn off other devices using the internet, including video games and movies, to ensure minimal activity on home network.
- ✓ Ensure the student has a working microphone and camera for visual monitoring of student testing.
- ✓ Run through the System Pre-Check and Navigation Tool Overview at <https://riversideonlinetest.com/Pre-Check.aspx> available on 10/1/2022.



Helpful Tips for Parents at Home

Student Testing Space:

- ✓ Create a comfortable testing space that includes a desk or table for student.
- ✓ Proctorio requires good lighting; eliminate shadows if possible.
- ✓ Remove distractions.
- ✓ Turn off TVs, music, distracting noises and smells.
- ✓ Plan for sibling activities away from the testing space.
- ✓ Make sure student has easy access to wall plug.

Preparing the Student:

- ✓ Ensure that the student is rested.
- ✓ Make sure the student is fed.
- ✓ Provide snacks and water.
- ✓ Plan for restroom breaks.
- ✓ Encourage student to do his/her best.



Helpful Tips for Parents at Home

Prepare for Problems:

- ✓ Place technical support documentation nearby.
- ✓ Be patient with connection issues. Have student sit close to the router, or test on a wired device.
- ✓ Silence phones and make a plan to address a ringing house phone.
- ✓ Prepare for a ringing doorbell during testing.

Important Sign-in Information:

- ✓ The student's test session code was provided with your email on 11/9. If you are unable to locate your date/time of testing and/or your test session code, please phone 1-866-618-2247. You may also access your test session code at www.tachsinfo.com in the "Prepare for testing"/"Get Test Session Information" by entering your TACHS id and email address.

During Testing:

- ✓ Student will listen to instructions through headphones/speaker for portions of audio-led testing.
- ✓ Student will turn camera on for digital monitoring.
- ✓ Each subtest is timed; the subtest time remaining will appear in the upper right-hand corner of the student test screen.



Important Reminders

- ✓ Parents may help the student through the "Getting Started" process on the day of testing.
- ✓ Parents may help with audio adjustments before the exam begins (volume, speaker, etc.)
- ✓ Parents MAY NOT ASSIST students with questions and answers.
- ✓ Parents should refer to the Technical Issue handout toward the end of this guide for links or phone numbers provided.

Successful student online testing begins with some steps to get started. Complete the process of adding the Chrome browser and Proctorio extension ahead of your test date. Failure to do so, may result in technical issues or delays on the day of testing.

- Verify that the student's laptop or desktop meets minimum system requirements. [Data System Requirements](#)
- Review the Proctorio Set-up and Installation Guide [Proctorio set-up and installation](#)

To make sure your webcam and microphone are working, you may visit:

<https://www.vidyard.com/mic-test/>

To check your computer audio, you can go to:

<https://onlinehardwaretest.com/sound-test/>

- At least 3 days prior to testing, install the Google Chrome browser and the Proctorio extension



Google Chrome is a requirement for remote testing. If you don't have it, use this link to download it:

<https://www.google.com/chrome>

Proctorio Chrome Extension is a requirement for remote testing. **While on a Chrome browser**, use the link below to download the extension.

You will be walked through a step-by-step installation process.

<https://www.getproctorio.com/>

- Run the System Pre-Check and Navigation tool <https://riversideonlinetest.com/Pre-Check.aspx>



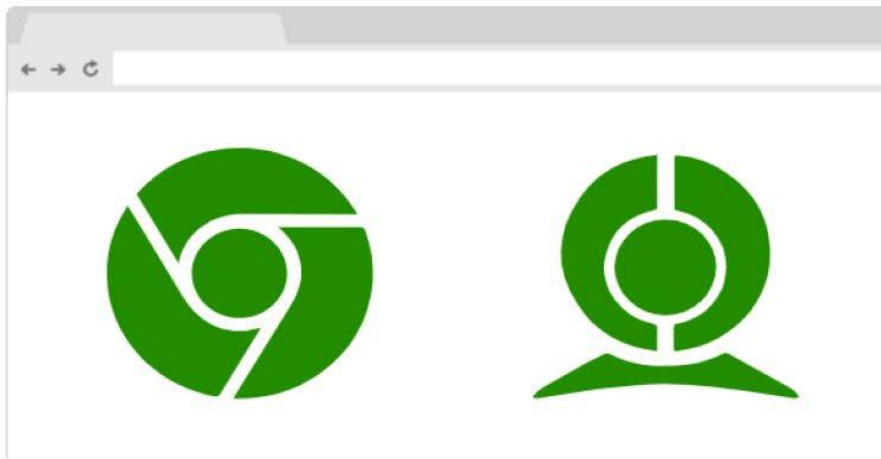
Please be advised if you are using a school issued device, you may be blocked from adding extensions using the <https://getproctorio.com> link. If you have issues, please contact your school's IT team. Tell them you are taking the TACHS exam, and provide them with the whitelist information below:

<https://support.cloudhq.net/how-to-whitelist-the-chrome-extension/> Extension id: fpmapakogndmenjcfoajifaaonnkpkei

It is most advisable if you can use a personal device for testing.

Proctorio *Chrome Extension*

This course requires you to install an extension into your browser.



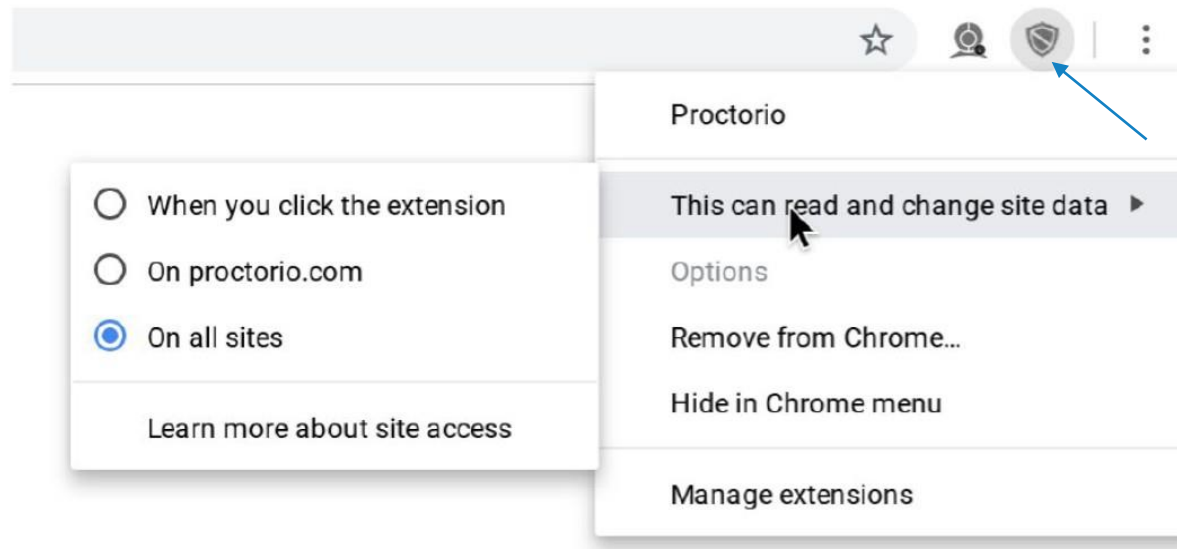
- 1 Use Google Chrome.
done.
- 2 Install Proctorio Chrome Extension.
done.
- 3 Done!



Allowing Proctorio on All Sites

2. ALLOW PROCTORIO ON ALL SITES.

- Click on the grey shield icon in the top right hand-corner
- Click "**This can read and change site data**"
- Click "**On all sites**".

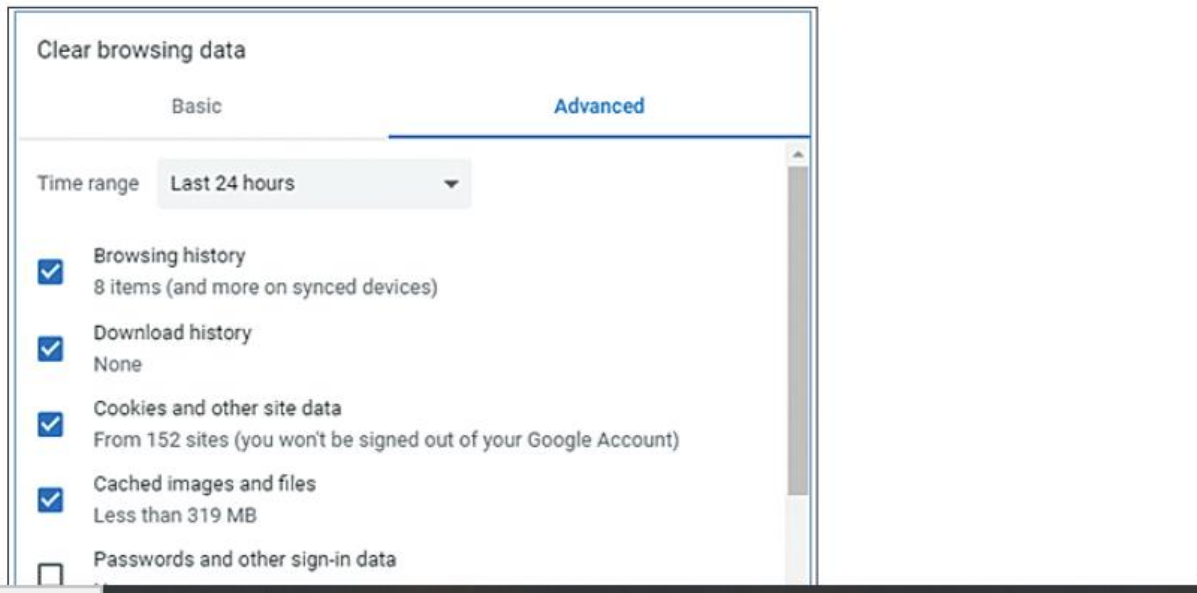




Clearing the Cache and Cookies

Clear Cache and Cookies from All Time

- Click the three-dot icon in the upper right-hand corner of the screen.
- Go to **More tools**.
- Click **Clear browsing data**. Select **Advanced**.
- From **Time range**, choose **All time**.
- Make sure cached images and cookies and other site data are checked.
- Click **Clear data**.





Navigational Pre-check and Toolbar within the exam

This step is **VERY IMPORTANT** for testing success.

2-3 days prior to testing, but after you have installed Chrome browser and the Proctorio Extension, go to <https://riversideonlinetest.com/Pre-Check.aspx> to complete your system pre-checks and to get helpful test navigational tool information.

This site will allow parents/students to experience the device check-in process prior to the day of testing, ensures that your device should be ready for testing, and demonstrates the various tools a student can use during the test.

- The gray-out to eliminate answers, is available on the achievement tests.
- The highlighter is available for passages in the Reading and Written Expression tests only.
- Students have the ability to skip and mark items during testing. This gives them the opportunity to go back and review those items prior to submitting the tests.
- Zoom feature on the Quiz Tools panel allows student to magnify text up to 200%.

In the event a student is unable to manage a mouse, use of a keyboard to make answer choices is recommended. Students taking the test on a computer review the answer choices and either click an answer choice with the mouse or press the number or letter key corresponding to the position of the answer choice. For example, students can type 1 or A for the first answer choice listed, 2 or B for the second answer choice listed, and so on.

Navigational Pre-check and Toolbar within the exam

The test will open with a toolbar in the top left corner of the test by default.




Click on  to zoom in.

Click on  to zoom out.

Click on  to reset the page back to default size.

Click on  to hide the visual of student testing. Student will see a visual of their faces, and clicking on this icon will remove it as it can be distracting.

Click on  to move the tool bar. The toolbar is positioned in the top left corner by default; this is best so that student does not cover up any test or timer information. Student can move the toolbar to other corners by clicking the icon again and again.

On the scheduled day of testing, student should open the Chrome browser and sign in at <https://www.riversideonlinetest.com>. Review your test session notice to confirm you are testing on the right day and time.

DATA MANAGER

Riverside Insights

Sign In

* = Required Fields

FIRST NAME * First Name

LAST NAME * Last Name

BIRTH MONTH * Birth Month

BIRTH DAY * Birth Day

SESSION CODE * Session Code

STUDENT ID * SIF3262

SESSION CODE * 65-85044

OR

Sign In

Sign In

Each student is required to enter their Student ID and Test Session Code, found on the right-hand side of the screen. The Student ID is the 7-digit TACHS id you were provided with at the time of registration, and the test session code is the code that was emailed to you on 11/9. If you are unable to locate either piece of information, please phone 1-866-618-2247 for assistance. You may also access your test session code at www.tachsinfo.com by entering your TACHS id and email address.

Student Sign In Confirmation

Upon clicking the “Sign In” button, students will be presented with a prompt confirming their identity.

The screenshot shows the DATA MANAGER Sign In interface. At the top left is the DATA MANAGER logo, and at the top right is the Riverside Insights logo. The main heading is "Sign In" with a note "* = Required Fields". The form contains five input fields: FIRST NAME *, LAST NAME *, BIRTH MONTH *, BIRTH DAY *, and SESSION CODE *. A modal dialog titled "Sign In" is overlaid on the form, asking "Are you Ayla Traaviis?". The modal has two buttons: "No" and "Yes". A hand cursor is pointing at the "Yes" button. The background form is dimmed, showing the "Sign In" button at the bottom.

DATA MANAGER

Riverside Insights

Sign In

* = Required Fields

FIRST NAME * First Name

LAST NAME * Last Name

BIRTH MONTH * Birth Month

BIRTH DAY * Birth Day

SESSION CODE * Session Code

Sign In

Sign In

Sign In

Are you Ayla Traaviis?

No

Yes

Before you Begin Screen

Once the student clicks “Yes”, they will be brought to the Before you Begin screen. This will conduct a quick check to ensure no other windows are open and the microphone, video, and audio are functioning correctly.



Before you Begin

This exam will be proctored. Here are a few things to know before you begin.



We will tell you when we start and stop recording.



Only your exam admin can see what is recorded.



Decisions are made by your exam admin, not us.

Proctorio d.o.o. complies with GDPR, FERPA, and other regulations. Read our [Privacy Policy](#).
Your data will be securely stored in Los Angeles, California for 1 month before being deleted.



What's recorded during the exam

camera feed • audio • computer screen • exam environment • websites visited • location • identity document



Before you Begin screen (continued)

Before you can continue, please do the following:

Close all other browser tabs and windows. (4 tabs still open). [click here](#) to do this for me.

[Fix errors to continue](#)

Scroll down to the bottom of the page for directions

Fix errors to continue (if necessary); then button changes to **Start exam pre-checks**

System Diagnostics Test

This is the same process you completed in your System pre-checks several days prior to testing. This will be presented to the student as a System Diagnostics Test screen with icons becoming green as the process runs.

If there is a problem, the system will generate advice on how to best to address it. The student will not be able to advance until all the identified issues are addressed.



System Diagnostics Test

The system diagnostics test will only take a moment



Webcam



Connection

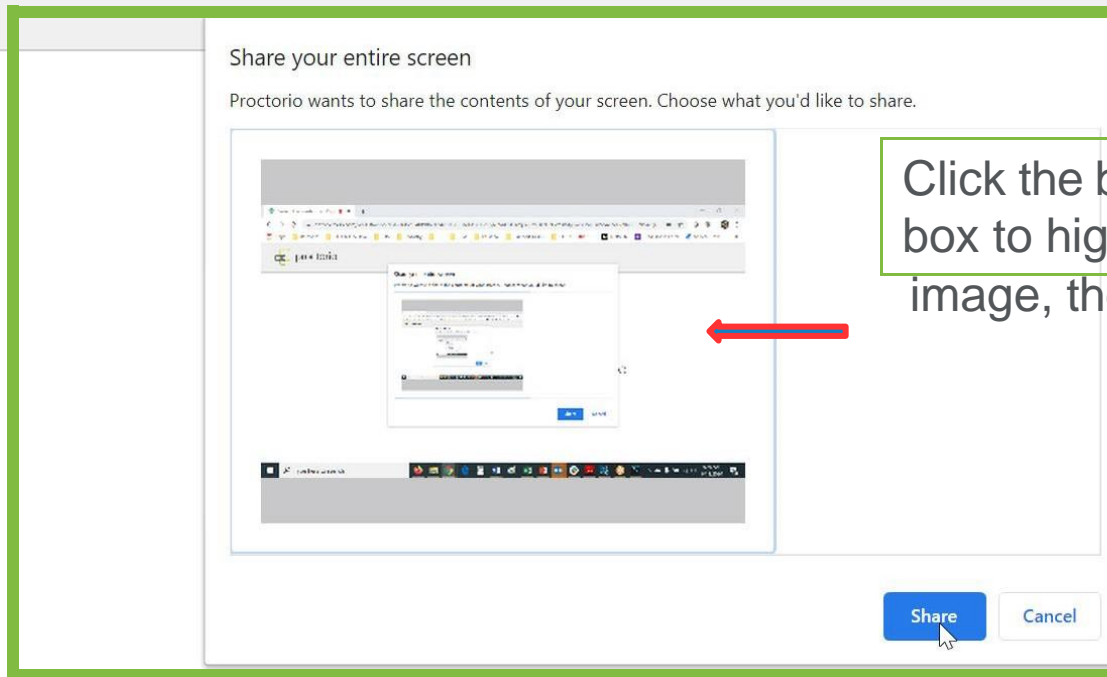


Desktop



Getting Started (continued)

Once the initial checks are completed, the student will be prompted to allow the remote proctoring system to access their screen. This will allow the student's screen and on-screen actions to be recorded for review. Please note that on this screen, students will need to click on what appears to be a screen within a screen, and then click the Share button. The Share button only becomes highlighted once the screen is highlighted.



Click the box inside the box to highlight the image, then click Share.

Select the image of the screen and click **Share**

Getting Started (continued)

After the screen is shared, the system will ask the student to take a picture to confirm their visual identity, and to make sure the lighting is good in the testing area.

System Diagnostics Test

Initial system checks passed



[Don't see yourself above?](#)

Your exam is about to begin.

 Use Restroom.

 Get water.

 Get comfy.

 Get ready.

Next >

**Once the Initial
Systems Checks pass,
you should be on this
screen. Click Next.**



Getting Started (continued)

The student will be asked to complete a Webcam Image Test. The system will provide a countdown and ask the student to smile into the camera. This allows us to confirm the lighting in the room.

Webcam Image Test

To verify your webcam is working correctly, please make sure your face is well lit, centered, and clearly visible.



[Don't see yourself above?](#)

Proctorio is sharing your screen.

[Stop sharing](#)

[Hide](#)

[Begin camera test >](#)

**Next step is the
webcam image test.
Get ready to smile!**

[illegible]



Getting Started (cont.)

Once the student clicks the “I accept” button, they will be informed that their online test is loading, once the test is loaded, they will be provided with a “Start my Test” button. **Once the student clicks on "Start my Test" button, their test will begin;** we cannot re-start a student’s test if they are not prepared to start.

Students start their own test; it is not started by a proctor.

There will be 6 subtests. After each of the first three subtests, the student will be offered a 5-minute break, the student may choose to take the break, or click on the “Next” button to immediately move to the next section.

Note that after 5 minutes, the test will automatically move on to the next subtest, so if the student is not back to their device, allotted time for the next subtest will continue to countdown, and the student will lose valuable testing time.

There will only be one-minute pauses after subtests 4 and 5. The student may be paused for one minute or click on “Next” to immediately move to the next section.

Note that after 1 minute, the test will automatically move on to the next subtest, so if the student is not back to their device, allotted time for the next subtest will continue to countdown, and the student will lose valuable testing time.



Getting Started (continued)

Students will see a Quiz Tools window that displays a thumbnail of their webcam recording in progress. They will also see a screenshare bar at the bottom of the page, with the words “stop sharing”. **It is important that the Stop Sharing button is NOT clicked during testing.** This action will remove the student from taking the test. The Quiz Tools window and screenshare bar can be collapsed, hidden or manually dragged to other areas of the screen to minimize them as distractions during testing. **When you are ready to begin testing click on “Start My Test”,**



Students take sample tests to understand directions and then progress into taking the test.

Scratch paper is only allowed for Reading, Written Expression and Mathematics. Once the Mathematics subtest is completed, students should discard all scratch paper. No calculators are allowed for any subtest.

Students will begin each subtest with some sample questions, so they have an understanding of what is being asked of them. Once each subtest is completed, the system will ask the student to click “Finish”, and verify they really are finished with that subtest. **Once they confirm, the student will not be able to go back to questions within the completed subtest.**

Are you finished?

Click Cancel to go back to the test.
Click OK if you wish to end your test.
You will not be allowed to go back.

Cancel

OK

Once student has taken the entire exam, they will be prompted to click the "Finish" button, and then prompted to confirm you are finished by clicking the "OK" button.



After student clicks "OK", they are then prompted to click "End" close the test.



Parent Technical Support Information

General TACHS information; what is my TACHS id, session code, I am sick, etc. contact the TACHS Call Center at 1-866-618-2247. They will not be able to provide guidance for MAJOR technical issues.

Technical Support Documents:

- [Proctorio Set-up and Installation Guide](#)
- [Data System Requirements](#)
- [Student Handbook](#)
- [System Pre-check and exam navigational tool](#)



Technical Assistance

Please note: if a student loses internet connectivity, re-join when possible. You will re-join at the exact question with the same allotted time. If you are unable to re-connect, don't panic! You will receive an email with your make-up test date/time/session code by 11/16. The student will be able to continue from where they left off during the make-up.

Thank You!

Thank you for assisting your student through this process to ensure they have a successful and stress-free testing experience.