TACHS
Test for Admission into Catholic High Schools

Helpful Tips for Getting Prepared for Online, Remote, *At-Home Testing
Fall 2021

PARENT GUIDE

* This test was created to be administered as a remote, at-home test. School offerings to test students in-site is not supported by TACHS.
# Table of Contents

- Items Needed ................................................................. Page 4
- Helpful Tips for Parents at Home .............................. Pages 5-7
- Important Sign In Information ................................. Page 7
- Required Installation Prior to Testing ..................... Pages 9-12
- IMPORTANT System Pre-Check and Navigation Tool Overview ................................. Page 13
- Day of Testing Sign In Process ................................. Pages 14-27
- Technical Support and Phone #’s ............................... Page 28
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
Items needed; What do I need?

- Computer – laptop or desktop
- Computer charger / power cord
- Scratch paper for approved sub-tests (Reading, Written Expression and Mathematics)
- Pen/pencil
- Headphones with audio capability (if preferred instead of 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 [https://tachsinfo.com/datasystemrequirements.aspx](https://tachsinfo.com/datasystemrequirements.aspx)
✓ 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](https://riversideonlinetest.com/Pre-Check.aspx)
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 11/3. 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 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 is 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. [https://tachsinfo.com/datasystemrequirements.aspx](https://tachsinfo.com/datasystemrequirements.aspx)

- Review the Proctorio Set-up and Installation Guide: [https://www.tachsinfo.com/proctoriosetup.aspx](https://www.tachsinfo.com/proctoriosetup.aspx)

  To make sure your webcam and microphone are working, you may visit: [https://www.vidyard.com/mic-test/](https://www.vidyard.com/mic-test/)
  To check your computer audio, you can go to: [https://onlinehardwaretest.com/sound-test/](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](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/](https://www.getproctorio.com/)

- Run the System Pre-Check and Navigation tool [https://riversideonlinetest.com/Pre-Check.aspx](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](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/](https://support.cloudhq.net/how-to-whitelist-the-chrome-extension/)

Extension id: fpmapakogndmenjcfoajifaaonnpkei

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

![Image of Proctorio settings menu]
Clearing the Cache and Cookies

CLEAR CACHE AND COOKIES FROM "ALL TIME"

- Click the three dot icon in the upper right hand-corner
- Go to "More tools"
- Click "Clear browsing data"
- From "Time range" choose "All time"
- Click "Clear Data"
System Pre-check and Navigational Tool Overview - VERY IMPORTANT!!!!!!

2-3 days prior to testing, but after you have installed Chrome browser and the Proctorio Extension, go to the link below to complete your system pre-checks and to get helpful test navigational tool information.

This will allow parents/students to see what the check-in process will look like on your day of testing, ensures that your device should be ready for testing, and shows the student how to flag a question, highlight reading passages and/or gray out answers they want to eliminate.

https://riversideonlinetest.com/Pre-Check.aspx
On the scheduled day of testing, students should open their Chrome browser and sign in at https://www.riversideonlinetest.com

The student is required to enter a 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 11/3. 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.
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 screen (continued)

Scroll down to the bottom of the page for directions

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 (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.
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.

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.

System Diagnostics Test

Initial system checks passed

Your exam is about to begin.

Don't see yourself above?

Once the Initial Systems Checks pass, you should be on this screen. Click Next.
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 identity of the test taker.
Room Scan Alert

The final step in this process is conducting a room scan. This captures the immediate area where the student will be completing the test. No calculators, textbooks or notes, or phones are allowed in the room. Scratch paper can only be available for Reading, Written Expression and Mathematics.

Room Scan

We need you to take your camera and scan your test environment.

At the very beginning of your exam, you will be asked to show your exam environment. You must slowly move your webcam, showing the surrounding area and desk area. No calculators, textbooks, notes, or phones are allowed in the room. Scratch paper can be available for Reading, Written Expression and Mathematics.

Sometimes this can be tricky, especially when using a built-in webcam. Before moving on, we recommend you visit the help center article.
Room scan starts

Students do not need to physically pick up and move around the room to complete a room scan, but rather, move their camera side to side and up and down in their immediate area. Once the system has captured the background, the student will see a DONE in the middle of their screen.
Getting Started (continued)

The student will then be asked to accept the Exam Agreement. This states that the student is the student that registered for the exam, that they will be taking the test without assistance, and that they completed the steps to proceed.
Starting the Test and Breaks In-Between

Once the student clicks the “I accept” button, 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 their 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. **Please note that after 5 minutes the test will automatically move on to the next section, so if the student is not back at their device, time allotted for the next subtest will countdown anyway, and the student will lose valuable testing time.**

There will only be one-minute pauses after subtests 4 and 5. The student will be may be paused for one minute or click on “Next” to immediately move to the next section. **Please note that after the one-minute pause, the test will automatically move on to the next section, so if the student is not back at their device, time allotted for the next subtest will countdown anyway, 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.

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”. Once finished, the student will not be able to go back to questions within the completed subtest.

Students follow audio instructions to complete the test. Once the entire test is complete, students click End in the lower right-hand corner.
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.
- Proctorio Set-up and Installation Guide [https://tachsinfo.com/proctoriosetup.aspx](https://tachsinfo.com/proctoriosetup.aspx)
- System Requirements: [https://tachsinfo.com/datasystemrequirements.aspx](https://tachsinfo.com/datasystemrequirements.aspx)
- System Pre-Check and Navigation tool [https://riversideonlinetest.com/Pre-Check.aspx](https://riversideonlinetest.com/Pre-Check.aspx)
- FAQs
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 11/18. 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.