

Troubleshooting Tips for Remote Testing

Error Message	Issue	Action
<p>There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder. Click here to try again.</p>	<p>There are two reasons your student would receive this error message:</p> <ol style="list-style-type: none"> 1. No internet connection on the device, resulting in the student testing interface not being able to launch on the web browser. 2. A browser caching issue with the student testing interface. 	<ol style="list-style-type: none"> 1. Establish an internet connection and click Try again. 2. If this does not resolve the issue or if internet connection is already established, clear the browser's history/browsing data on the device, including the Hosted app data. 3. After the browsing history/data has been cleared close the browser then open a new tab and navigate to the site again.
<p>Invalid username/password.</p>	<p>The student is using the incorrect password or username when trying to log into the Student Testing Interface Web Browser.</p>	<p>Verify the correct username and password in the Maryland HSA Portal and have the student retry.</p>
<p>We could not establish a connection to our server, please check your internet connection.</p>	<p>Internet connectivity was lost after the student entered their username and password. The student testing interface detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.</p>	<ol style="list-style-type: none"> 1. Close the browser. 2. Reestablish a connection to the internet. 3. Open a browser and navigate to the student testing Interface. 4. Check the connectivity indicator in the top right corner of the student testing interface login screen. <ol style="list-style-type: none"> a. If the connectivity indicator is green, the student testing interface is connected to the internet and the student can log in and begin testing.

		<p>b. If the connectivity indicator is grey, check the internet connection again.</p>
<p>We were unable to get your Test Session. Please check your internet connection and try again.</p>	<p>Internet connectivity was lost after the student logged in. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.</p>	<p>Click Retry, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close student testing interface, reestablish a connection to the internet and navigate to the site again.</p>
<p>An error occurred while loading the test! Click here to retry or contact an administrator.</p>	<p>Internet connectivity was lost before the test session completely loaded. The student testing interface browser detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.</p>	<p>Select Click here to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the Directions page.</p>
<p>An error occurred while loading the test!</p>	<p>Internet connectivity was lost after the student clicked continue, on the directions page. The student testing interface browser detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.</p>	<p>Click Retry Now, if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close student testing interface, reestablish a connection to the internet and navigate to the site again.</p>
<p>Please raise your hand; your test session has timed out.</p>	<p>The student has timed out of their test session, meaning they have been inactive in the test for 60 minutes.</p>	<p>Click exit and you will be brought back to the student testing interface sign in page. When the student is ready to continue testing, they log back</p>

		<p>into the student testing interface and select the session they wish to continue and resume testing where they left off.</p>
<p>There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.</p>	<p>The student has logged into their test session on two separate devices or browsing windows, the second log in would cause the first session to be logged out, or someone else has logged into the student testing interface with the same credentials.</p>	<p>Click exit and log back into the test session. Verify the student’s test resumes where they were exited.</p>
<p>Please raise your hand and notify your proctor. A connection to the network could not be established. Your test has been saved offline.</p>	<p>Internet connectivity was lost while the student was submitting their completed the test. The student completed the test session and clicked “Turn in Test”. The student’s responses will be saved to the local folder for the browser.</p>	<ol style="list-style-type: none"> 1. Read the instructions in the message and click Send Responses, you will be notified to wait 10 seconds as the student testing interface tries to determine if there is internet connection. If internet connectivity was reestablished before clicking Send Responses, the stored responses on this device will be sent to the servers, the test will submit, and the student testing interface will exit the test. If there is no internet connection, the Send Response button will appear again. From here you can try to establish internet connection and click Send Responses again or move on to step 2. 2. Proctor reads and acknowledges that they have read and understand the instructions by checking the box. 3. Select Accept and Exit Test. Student will be taken to the Student Interface login

		<p>page. (if you refresh you will get the browser internet connection error)</p> <ol style="list-style-type: none">4. Reestablish a connection to the internet.5. Navigate to the student testing interface login screen, the student's stored responses will be synced, and test will be submitted. As an option the student can re-login and navigate to the student information screen and confirm the test session submitted is completed, it will be greyed and crossed out.
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