CAASPP Troubleshooting Tips

Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing into the secure browser.

- **Secure Browser Not Detected:**
  The system automatically detects whether a device is using the secure browser to access the online testing system. The system will not permit access to a test other than through the secure browser. If you find a few devices without the secure browser, you can manually install the browser by clicking on the following link,
  http://www.sandi.net/it/downloads/webinstall/Web_Install_SBAC104.exe .

- **Test Environment Is Not Secure:**
  This message can occur when the secure browser detects a forbidden application running on the device. Sometimes updates running in the background will result in this message. The best solution in this scenario is to swap out the device with another one. If this message appears on an iPad, ensure that either Autonomous Single App Mode (ASAM) or Guided Access mode is enabled. Instructions for enabling guided access are posted at
  https://www.sandi.net/staff/assessment-services/job-aids .

- **Unable to Establish a Connection with the Test Delivery System:**
  This message occurs when the secure browser cannot connect to the test delivery system. This is most likely to occur if there is a network-related problem. The easiest thing to check is if the network cable is plugged in (for wired connections) or if the Wi-Fi connection is live (for wireless connections). Also check if the secure browser must use specific proxy settings; if so, those settings must be part of the command that launches the secure browser.

- **You Cannot Login with This Browser:**
  This message occurs when the online testing system cannot determine if the student is taking the test through the correct secure browser. To resolve this issue, ensure the latest version of the secure browser is installed and that the student launched the secure browser instead of a standard Web browser. If the latest version of the secure browser is already running, then you should log the student off, restart the device, and try again.

Current Secure Browsers for 2018-19		
Windows Devices: Version 10.4	**Chromebooks:** Version 5	**iPads:** Version 5
	Student must log out of the device access the AIRSecure Test Kiosk application AIRSecureTest offered by American Institutes for Research	Guided Access must be enabled and activated before testing

CAASPP Troubleshooting Tips

Common Student Sign-in Errors

The test delivery system generates an error message if a student cannot sign in. The following are the most common student sign-in issues.

- **Session does not exist:**
  The student entered the Session ID incorrectly or signed in to the wrong site. Verify that the student correctly entered the active Session ID. Also, verify that both you and the student are using the correct sites. For example, students signed in to the Student Training Site cannot access sessions created in the Test Administrator Interface.

- **Session has expired:**
  The Session ID corresponds to a closed session. Ensure that the student enters the correct Session ID and verify that your session is open. If the session is closed or not active you may create a new session to generate a new session ID.

- **Student information is not entered correctly:**
  Verify that the student used a correct SSID and did **not** preface the SSID with "CA-" as had been required in previous years. If this does not resolve the error, use the Student Lookup tool to verify the student's information. Some student names include two first names, a space, or a hyphen. The student name must be entered exactly how it is displayed in TOMS. A job aid for printing login labels from PowerSchool is available at https://www.sandi.net/staff/assessment-services/job-aids .

- **Student can't find test or test is grayed out:**
  There are five reasons why a student's test is grayed out or unavailable. First, when creating the test session, it is possible you did not select the correct test. Verify that you included the appropriate test(s) to be administered. Second, the student could have taken and completed the test at a previous school. Verify with the previous school that the student did complete the test. Third, the student's test has expired. Submit a STAIRS report and an appeal via TOMS to re-open the test. Fourth, the student is erroneously assigned to the California Alternate Assessment (CAA) in TOMS. In TOMS under the Test Mode tab for the student, ensure the correct test (General Assessments) is marked. Fifth, the parent/guardian exemption (PGE) was entered for students in TOMS.

- **Student is not associated with the school:**
  The student is not associated with your school. You may check TOMS or the student lookup to determine if the student is showing under your school. For new students, follow the next steps to expedite the process for getting the student in TOMS under your school. If the student's previous school is in California, sites must enter the student's SSID on the Demographics screen in PowerSchool, #43. Check the student's transcript or contact the previous school for obtaining the SSID. A student must have a SSID in order to be uploaded to CALPADS. From CALPADS, the students are uploaded to TOMS. This process can take up to a week.

CAASPP Troubleshooting Tips

Audio Issues

Prior to testing, ensure that audio is enabled on each device and that headsets are functioning correctly. The following are steps to remedy audio issues.

- Ensure headphones are securely plugged in to the correct jack or USB port.
- If the headphones have a volume control, ensure the volume is not muted.
- Confirm that the mute button on the keyboard is not pressed.
- Ensure that the audio on the device is not muted (often via a control panel or settings window), and ensure that [headphones] is selected; the default is [speakers] and sometimes the device does not detect that the headphones have been plugged into the device.
- Log out of the secure browser, turn off the device, reboot, and plug in the headphones.
- Test the volume and adjust it before launching the secure browser.