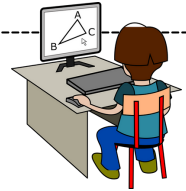


# TECH TIPS FOR TESTING



## "No Match"

- The name (first name only) or TSDS ID is not being typed in correctly. The test administrator should try entering the information

## No Test Available

- Student is using the wrong Session ID. The test administrator should confirm accuracy of the number entered.

**OR**

- The session contains the wrong test. Contact your campus testing coordinator.

## Text to Speech (TTS)

- Students must plug headphones in BEFORE launching browser. Make sure they are plugged in all the way.
- Check the roster to ensure student should receive Text-to-Speech
- Check that device is not muted

## For ALL Reading Tests

- Have **EVERY** student plug headphones in **BEFORE** launching browser. Headphones will not work if plugged in after the browser has been opened.



# TECH TIPS FOR TESTING

## Common Issues

- **Low battery?**

1. Plug device in while testing
2. Ask to borrow a charger from classmate if student forgot/lost theirs.

- **Not connected to WiFi** (Globe signal  instead of Wi-Fi symbol  )

1. Connect to SFISD\_Intune
2. You may have to click disconnect then connect.
3. Still won't connect - Request tech help

- **Time on Device is Incorrect**

1. Request tech help

- **Edge or TEAMS Error Message**

1. Click Ctrl+Alt+Del, click Task Manager, Close any instances of TEAMS or Edge running, close Task Manager, right click on STAAR browser, click open - if desktop is black after performing, request tech help

- **Laptop Beeping Loudly**

1. Complete power device off and back on
2. Still beeping? Power off and request tech assistance

- **Online Tools Not Working (Desmos/TI/Dictionary)**

1. Exit Browser and log back in
2. Still not working - Request tech help

- **TXSecureBrowser not on Laptop or not most recent version**

1. Request tech help



- **Laptop Frozen/Stuck on White Screen**

1. Request tech help

