

# Online ACCESS Basic Tech Support

2026

## Most common and basic troubleshooting steps:

1. Reboot the machine
2. Review the System Readiness Check
  - On the main DRC Insight page, select **Readiness Check**
  - When prompted enter the Access code: 7745 (secure code, do not give to students)
  - Green or Grey status is good
  - Yellow status might need to be looked into
  - Red indicates an issue
3. Move to an alternate device if issue cannot be corrected

## Common Issues:

- **Student can't login**
  - Is the student in the correct location in DRC Insight?
    - WIDA ACCESS > Test Sign In
  - Is this the correct Test Ticket?
    - Correct domain and student?
  - Still not working?
    - Have Test Administrator enter the login information
  - Is there an Error Message?
    - If can not solve, contact SAC
- **'Error Retrieving Content' – Error Message**
  - Leave DRC Insight app
  - Open **Settings** on the student iPad
  - Select **Apps**
  - Select **DRC Insight** from app list in the left column
  - Toggle **Allow Cross-Website Tracking** to on
  - Re-open DRC Insight
- **'Client is Out of Date'**
  - DRC Insight needs to be updated
  - Open Self Service
  - Find DRC Insight and then tap **Reinstall**
  - Re-open DRC Insight (if does not work, delete DRC Insight app and then Reinstall it)
- **White/Gray Screen:** entire screen is white/grey while waiting for test to load
  - Note when the screen occurred (e.g. during login, loading the test, or during the test) and then reboot the testing device
    - Knowing when it occurs will aid in diagnosing the problem if it persists

## Common Issues continued:

- **Next Button is not active**
  - Indication the student has not completed the task on the screen to activate the button or the audio has not stopped playing for the prompt
- **Image Display appears to be incorrect**
  - Pause and then resume the test. This is usually the result of temporary, overloaded internet traffic.
- **Internet: Connection Retry is in Progress**
  - Response Processing-Extended Retries: To address momentary wireless connection loss, DRC developed extended retry logic where DRC Insight will attempt to reconnect for up to 5 minutes before removing a student from a test.
  - If this occurs, wait for DRC Insight to reconnect. If connectivity issues persist, contact your SAC
- **Session Inactive**
  - The test session has ended due to inactivity.
  - If the student will continue testing, re-login to the student's test
- **Writing Domain: Can't type in Writing test**
  - Confirm on the test ticket if this is an HW (Handwriting response) session
    - If HW, student needs to respond in the correct Writing test booklet (Grade Level and Tier determine test booklet)
  - If not HW, audio prompts may still be playing
- **Speaking: Recording Button is gray**
  - Indication the student has already selected the record button and the recording time has stopped
- **Frozen iPad**
  - If truly frozen (no error message) a Hard Reset will be needed. [Linked here is guidance on how to do a Hard Reset for an iPad without a Home Button](#)
    1. Press and quickly release the volume button closest to the top button
    2. Press and quickly release the volume button farthest to the top button
    3. Press and hold the top button until the device begins to restart

### [Additional support can be found in the SPPS: ACCESS Tech Support Guide](#)

[spps.org/about/departments/research-evaluation-assessment/test-coordination](https://spps.org/about/departments/research-evaluation-assessment/test-coordination) > WIDA  
ACCESS > Technical Support > Online Testing Tech Support Guide



**WIDA**<sup>TM</sup>



## Issue Report Form

If after troubleshooting there are still issues with testing, gather the details below and contact SAC with the completed information.

Today's date:

Your name and phone number or email:

Your school, district, and state:

Specific system or error message (if applicable) and when the message appeared (for example, while the student was signing in, in the middle of testing, etc.):

Description of the issue:

Number of affected test-takers or devices:

Are the affected devices connecting wirelessly?

The IDs, usernames, and passwords of affected test-takers:

The operating system and version of the affected devices:

The ORG Unit ID specified in the Device Toolkit:

When you run a System Readiness Check, which settings are marked with red or yellow exclamation points?

Securely destroy this form if it contains identifying student information.