FLORIDA DEPARTMENT OF EDUCATION
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Test Delivery System Test Administrator User Guide

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Introduction to the User Guide

This user guide supports Test Administrators (TAs) who manage testing for students participating in the Florida Statewide Assessments sample items and operational (live) computer-based assessments.

Organization of the User Guide

The guide includes the following sections:

1. How TAs Proctor Test Sessions in the TA Site
2. How Students Sign in to the Student Interface and Complete Tests

The alphabetized Appendix at the end of the guide provides additional information and instructions about the TA Site, the Secure Browser, and more.

Document Conventions

Table 1 describes the typographical conventions appearing in this user guide.

Table 1. Key Icons and Elements

Icon	Description
	**Note**: This symbol accompanies helpful information or reminders.
Bold italic	Boldface italic indicates a page name.
bold	Boldface indicates an item users click or a drop-down list name.
italic	Italic indicates a field name or a drop-down list selection.

Understanding the Test Delivery System's Sites

The Test Delivery System delivers Florida's online tests and consists of sample items sites and operational testing sites. The functionality of the sample items sites is similar to that of the operational sites. However, the tests that are available in the sample items and operational sites are different. Tests administered in the TA Training Site are for students to become acquainted with the item types they will encounter during operational testing, whereas the tests provided in the TA Interface are operational and students' scores will be official.

- **Sample Items Sites:**
  - **TA Training Site:** Allows TAs to create sample items sessions. This session can be used to administer sample items to students.

    - **Student Sample Items Site:** Allows students and guest users to become familiar with the available tools and features in the test. Anyone may log in as a guest and take the sample items. Students can also log in to the sample items with a sample items session created by a TA. The sample items can be accessed with either the secure browser or a supported web browser.

- **Operational (Live) Testing Sites:**
    - **TA Interface:** Enables TAs to create test sessions and administer the operational assessments.
    - **Student Interface:** Enables students to take operational assessments. The Student Interface can only be accessed by launching the secure browser.

Throughout the rest of this user guide, "TA Site" refers to both the TA Interface and TA Training Site.

How TAs Proctor Test Sessions in the TA Site

The process for administering tests in the Test Delivery System follows the workflow below:

1. The TA selects tests and starts a test session in the TA Site.
2. Students sign in to the Student Interface and request approval for tests.
3. The TA reviews students' requests and approves them for testing.
4. Students complete and submit their tests.
5. The TA stops the test session and logs out.

This section describes how TAs perform the following tasks within the TA Site to administer online tests:

- Select Tests and Start a Test Session
- Approve Students for Testing
- Monitor an Ongoing Test Session

For information about the testing process from a student's perspective, see the section How Students Sign in to the Student Interface and Complete Tests.

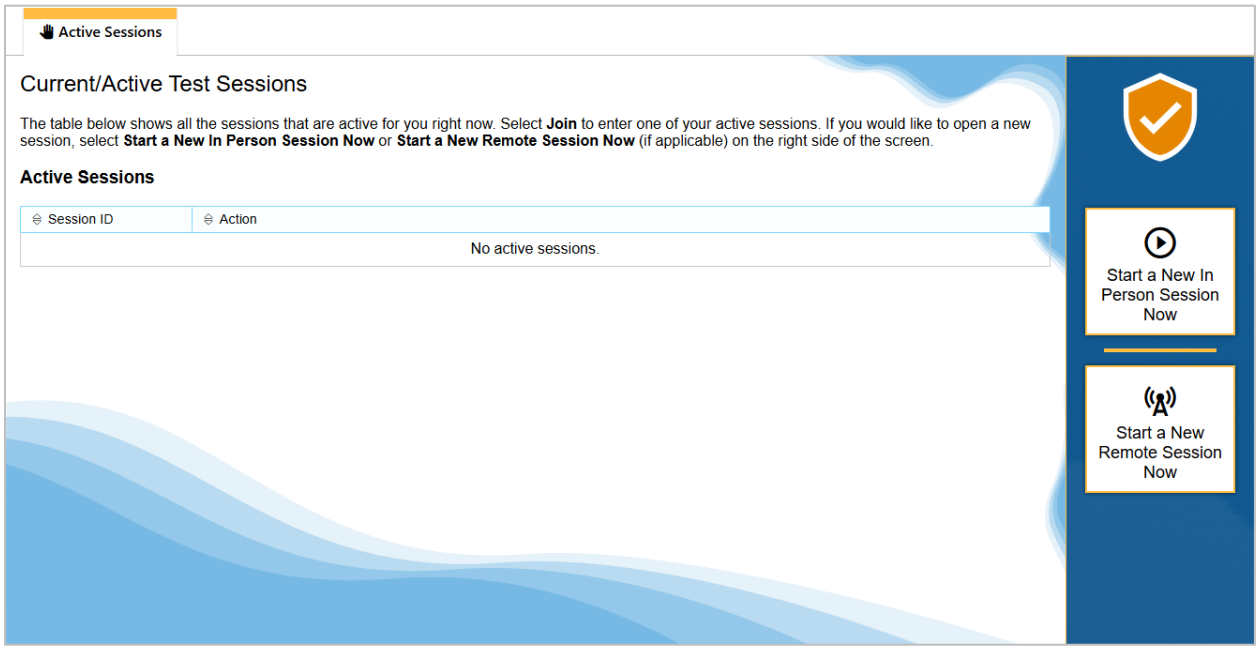
Select Tests and Start a Test Session

In order for students to complete online tests, you must select which tests they need to take and start a test session.

Only the tests that you select will be available to students who join your session. You may have only one session open at a time. You cannot reopen closed sessions, but students can resume a test in a new session. You can also transfer active sessions to a new window or device.

1. To create a test session, log in to the Test Administrator (TA) Site. The **Active Sessions** tab opens (see Figure 1); on this tab, you may choose to either join an active session by clicking **Join**, or you may start a new session by clicking **Start a New In Person Session Now**. Users may be able to see a **Start a New Remote Session Now** button if they are eligible to administer remote sessions.

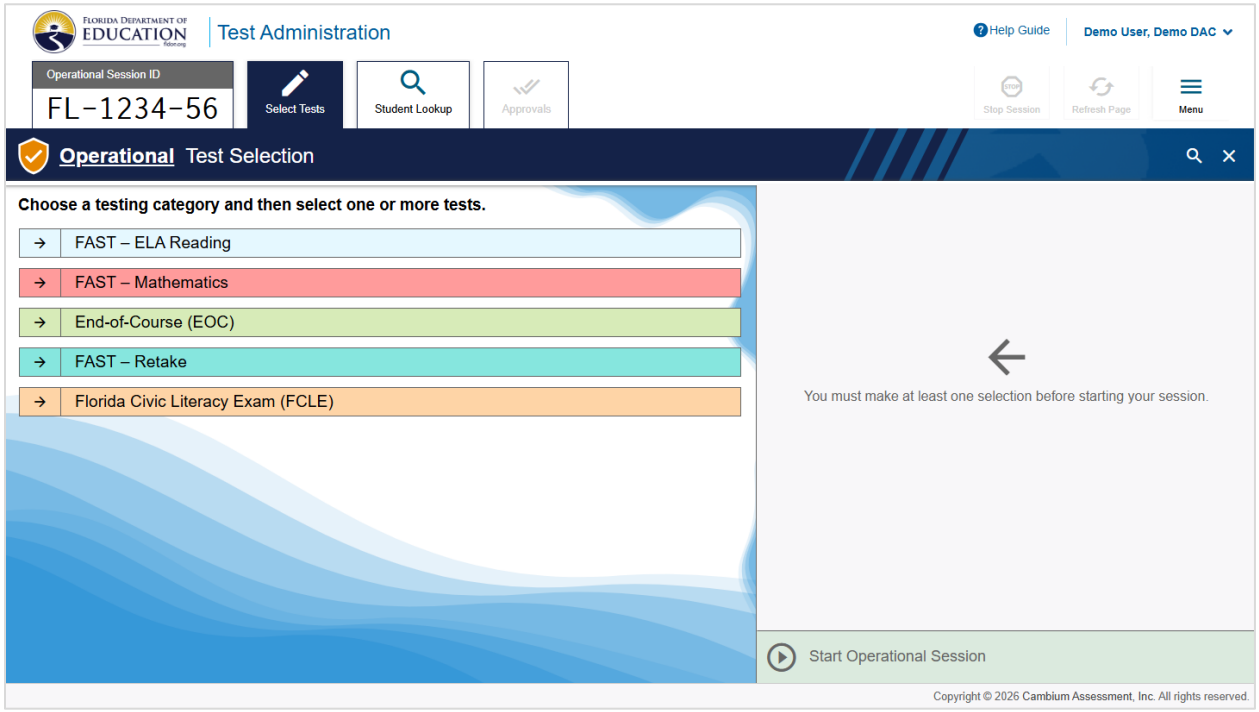
Figure 1. Active Sessions Tab



2. After creating a new session, the Select Tests tab will open, displaying a list of test categories (see Figure 2).

   - If the **Select Tests** tab does not open automatically, click the **Select Tests** tab or click **Start a New Session Now** on the **Active Sessions** tab.

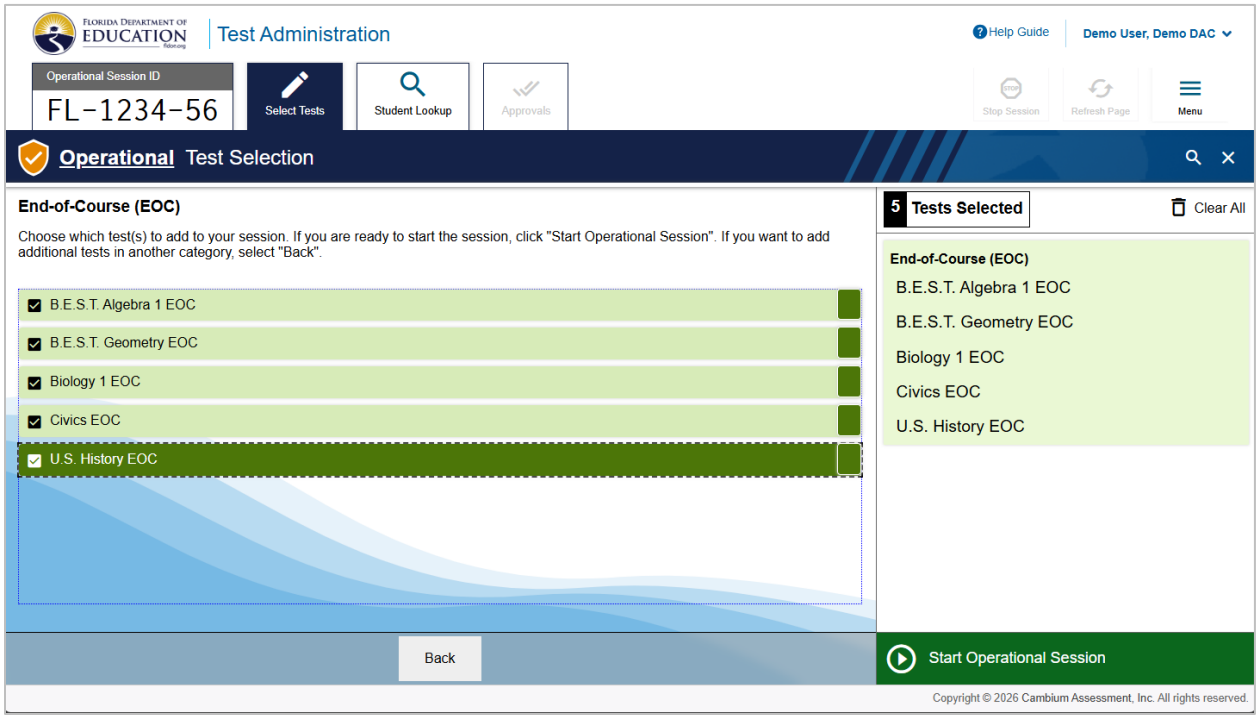
Figure 2. Test Tab: Test Categories View



3. From the list of test categories, select the test category whose tests you wish to include in the session. A list of individual tests in that category appears.

   - To search for a test, select  in the top-right corner of the **Select Tests** tab. Enter a search term and click **Go**. To close the search panel, select **Close** at the bottom of the panel.

Figure 3. Select Tests Tab: Tests Selected



4. To select a test you wish to administer in the session, mark the checkbox for each test you want to include.
5. *Optional:* To add tests from a different test category, select **Back** at the bottom of the **Select Tests** tab to return to the test categories view (see Figure 2). Then select the appropriate tests.
6. *Optional*: If you need to remove a selected test, clear the checkbox for that test on the left.

   To remove all the selected tests, select **Clear All** [Clear All] in the top-right corner of the *Tests Selected* panel.
7. Once the required tests have been selected, select **Start Operational Session**. The Session ID appears in the top-left corner. Be sure to share the Session ID with students who will be joining the session.

Add Tests to an Active Test Session

If necessary, you can add additional tests to an active test session. You cannot remove tests from an active test session.

1. Open the **Select Tests** tab. This tab opens to the test list that you last viewed and shows the tests that are currently active in the session. To return to the list of testing Categories, select **Back** at the bottom of the page.
2. Select a testing category and mark the checkboxes of the tests that you wish to add to the session following the instructions in the Select Tests and Start a Test Session section. Tests that are already included in the session or cannot be added to the session are grayed out.
3. Click **Add to Operational Session**.
4. In the confirmation message that appears, click **Yes**.

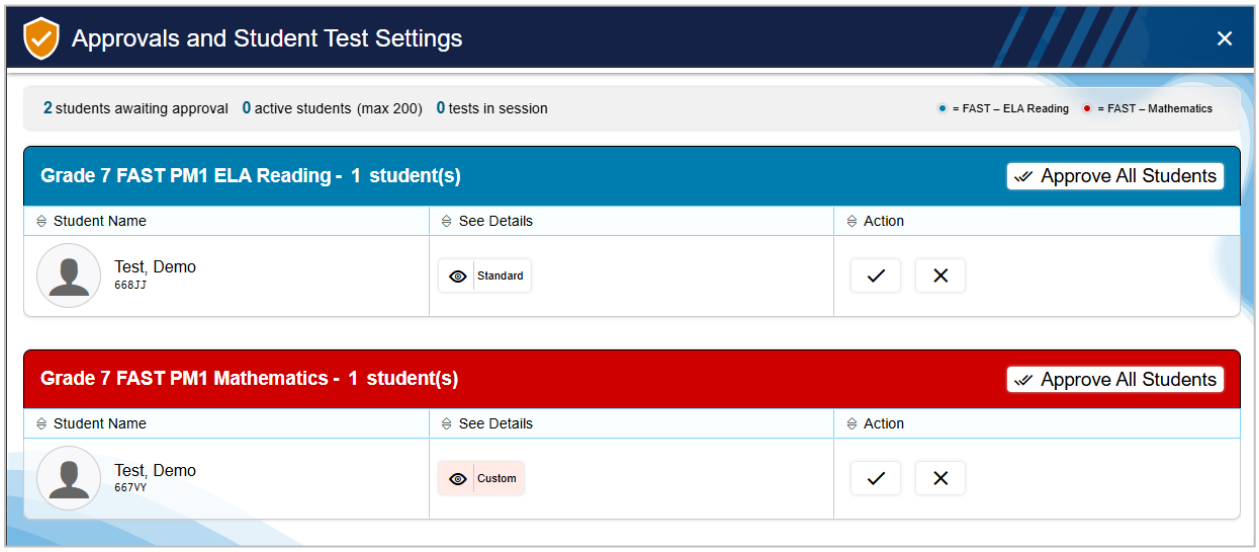
Approve Students for Testing

After students sign in to the Student Interface and select tests, you must verify that their accommodations and accessibility settings are correct before approving them for testing.

- A maximum of 200 students can join a given test session. If more than 200 students need to complete assessments, your school will need to create multiple test sessions for them.

1. Once students request approval, a notification appears on the **Approvals** tab. Open this tab to view a table of students awaiting approval.

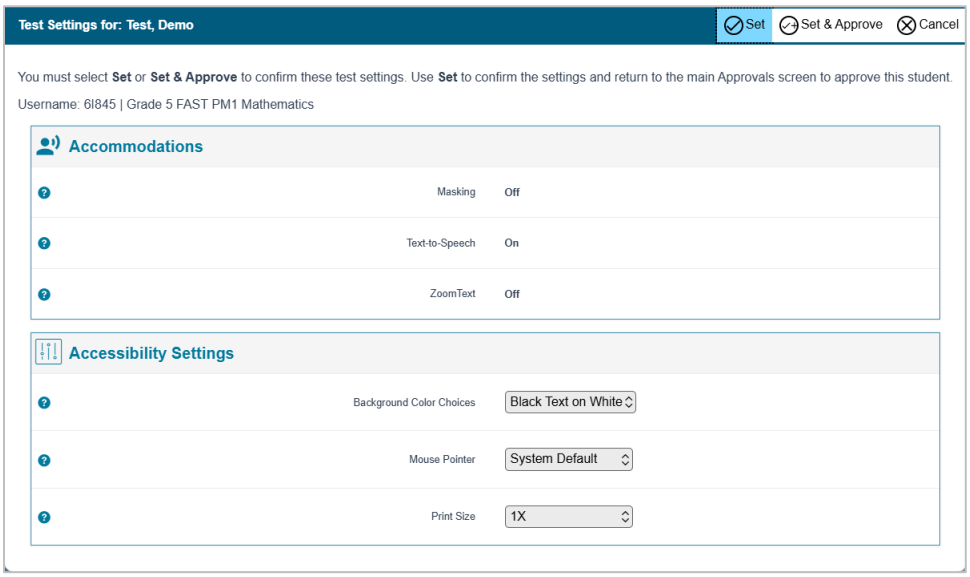
Figure 4. Approvals and Student Test Settings Window



Note: For tests being administered remotely, the icon in the Student Name column of the Approval and Monitoring screens will appear differently from its appearance for non-remote students. Remote students will display their appearance on camera; if the icon appears as a solid-colored circle, then the student's camera may be blocked.

2. To check a student's test settings and accommodations, click in the See Details column for that student. The ***Test Settings*** window appears (see Figure 5), displaying the student's accommodations and accessibility settings. If a student is allowed use of assistive technology such as ZoomText, those permissions will be shown here as well.

Figure 5. Test Settings Window for a Selected Student



   a. If any settings are incorrect, update them as required. Students should not begin testing until their settings are correct. Students who require testing accommodations will need to have their information updated in the Test Information Distribution Engine (TIDE) before they can begin testing. If a student's accommodations are incorrect, please contact your school assessment coordinator before allowing the student to test.

   b. To confirm the student's settings, do one of the following:

      - Click **Set**. You will still need to approve the student for testing (see step 5).
      - To confirm the settings and approve the student for the test all at once, click **Set & Approve**.

3. Repeat step 2 for each student on the **Approvals** tab. You can click **Refresh Page** in the top-right corner to update the list of students awaiting approval.

4. *Optional*: If you need to deny a student access to the test, click for that student. In the window that appears, enter an optional reason for denying the student and click **Deny**. The student receives the denial explanation and is logged out. They can still request access to the test again.

a. TAs may deny students for one of the following reasons:

i. The student is not supposed to test (e.g., the student does not belong to the TA, the student is not assigned to take the specified test).

ii. The student selected the wrong test.

iii. The student's test settings or accommodations are incorrect.

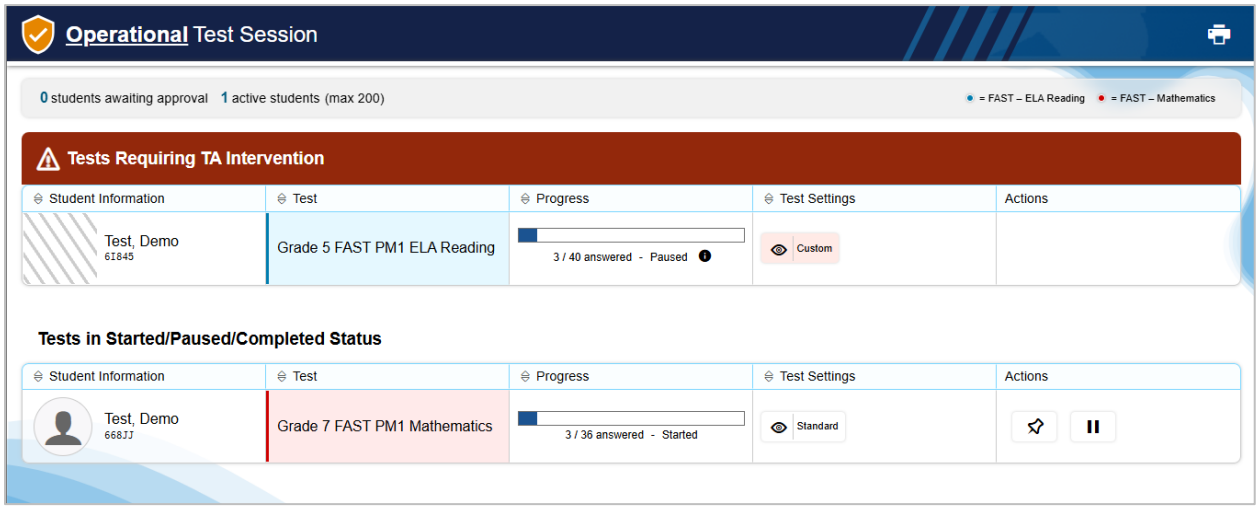
5. To approve students from the **Approvals** tab, click ✓ in the Actions column to approve an individual student, or click **Approve All Students** to approve every student currently listed in the table.

Monitor an Ongoing Test Session

When students begin testing in your session, you can monitor the testing progress for each student and pause students' tests.

The progress column that displays during an active test session shows you the testing details for each student logged in to your session. If you navigate away from these tables, you can click the Session ID in the top-left corner to display them again.

Figure 6. Tables for Monitoring Students' Test Progress



- When the session begins, all students are listed in a single test progress table. If a student requires assistance, they will be listed in a separate table for tests with potential issues, which appears at the top of the page. This can occur when a student's test was paused due to a security issue, such as the launch of a forbidden application.
- The progress tables refresh at regular intervals, but you can also refresh them manually by clicking **Refresh Page** in the top-right corner.

Table 2 describes the columns in the tables for monitoring students' test progress.

Table 2. Columns in the Tables for Monitoring Students' Test Progress

Column	Description
Student Information	The name and username of the student in the session.
Test	The name of the test the student is taking.
Progress	Indicates the student's test progress and status. It displays how many items the student has answered out of the total number of test items.
Test Settings	Displays one of the following: • **Standard:** Default test settings are applied for this test opportunity. • **Custom:** One or more of the student's test settings or accommodations differ from the default settings. To view the student's settings for the current test opportunity, select .
Actions	Allows you to perform any of the following actions for the student: • If you want to pay close attention to the progress of a particular student, click  to list the student in a pinned table at the top of the page. • To pause a student's test, click . The student will be logged out of the test.

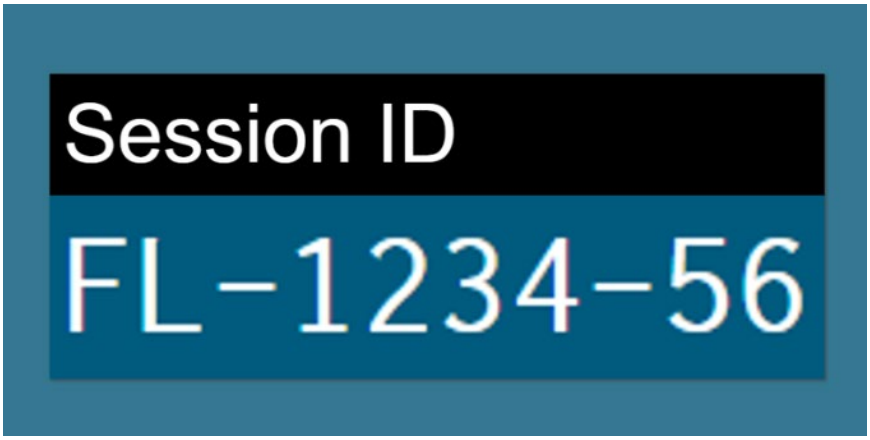
Enable Screensaver Mode

Screensaver mode is enabled to protect any sensitive student information displayed in the TA Site when you are away from your device. The screensaver automatically turns on after 5 minutes of TA inactivity.

1. To turn on screensaver mode, select **Toggle Screensaver** from the **Menu** [

] in the top-right corner. A masking screen appears over the TA Site. The screensaver displays notifications if students are awaiting approval or if students require other interventions.

Figure 7. Screensaver Mode Enabled



2. The screensaver will be dismissed when mouse or keyboard activity is detected.

Stop a Test Session

When students finish testing or the current testing timeslot is over, stop the test session. Stopping a session automatically logs out all the students in the session and pauses their tests.

1. To stop a test session, click **Stop Session** [

] at the top of the TA Site.
2. In the confirmation message that appears, select **Yes**. The test session stops.

Once you stop a test session by clicking **Stop Session**, you cannot resume it. To resume testing, you must start a new session. Please note, the Test Delivery System automatically logs you out after 20 minutes of both user and student inactivity if the TA closes the session (e.g., closing the browser, Internet loss) instead of stopping the session.

If a student is inactive for 60 minutes (or 90 minutes for the Writing test), their test will be paused and they will be logged out.

If both students and a TA are inactive for 90 minutes, the TA will be logged out and all in-progress tests will be paused.

If you accidentally close the browser while students are still testing, your session remains open until it times out. To return to the test session, you must log in to the TA Site and rejoin the active session within 20 minutes. You can also transfer your session to another device.

Export Closed Session Information

After you stop a session, **Export** buttons appear next to the heading of each progress table, **Pinned** or **Tests in Started/Paused/Completed Status**, on the **Session ID** tab (see Figure 8). After stopping a session, selecting the **Select Tests** button will start a test session with a new Session ID.

When you select **Export**, the information in the progress table is downloaded (see Figure 9). You'll need to select **Export** for each progress table.

Figure 8. Export Buttons on Session ID Tab

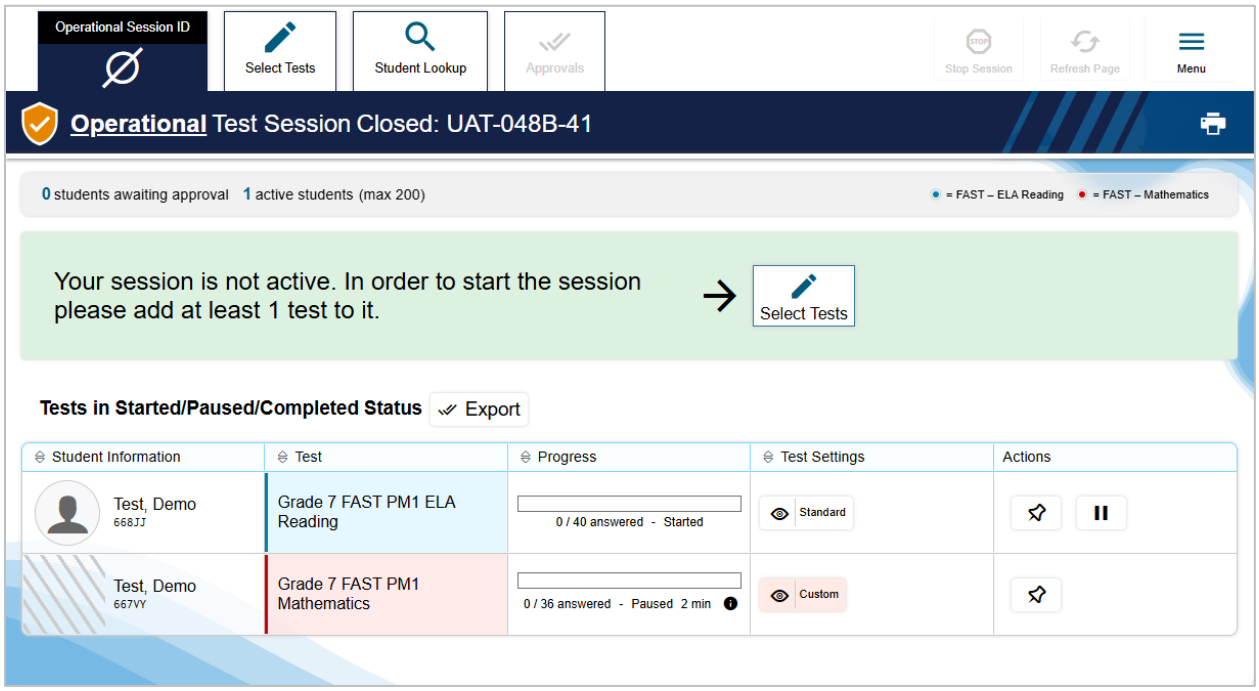


Figure 9. Session Export

Student Name	Username	Test	Progress	Status	Test Settings	Needs Attention
Test, Demo	61936	Grade 3 FAST PM1 Mathematics	0 / 35 Answered	Approved	Custom	FALSE
Test, Demo	61B48	Grade 3 FAST PM1 ELA Reading	8 / 40 Answered	Started	Standard	FALSE

Table 3 describes the columns in the test session export file.

Table 3. Columns in the Test Session Export File

Column	Description
Student Name	The name of the student in the session.
Username	The username of the student in the session.
Test	The name of the test the student is taking.
Progress	Indicates the student's test progress. It shows how many items the student has answered out of the total number of test items.
Status	Indicating if the student has Approved, Started, Paused, or Completed the test.

Column	Description
Test Settings	Displays one of the following: • **Standard:** Default test settings are applied for this test opportunity. • **Custom:** One or more of the student's test settings or accommodations differ from the default settings.
Needs Attention	Indicates if student needs assistance: • **TRUE:** Student needs assistance for testing. • **FALSE:** Student does not need assistance for testing.

How Students Sign in to the Student Interface and Complete Tests

This section describes the sign-in process for the Student Interface that students follow when starting a new test or resuming a paused test. It also describes how students can view stimuli, respond to items, pause a test, review previously answered items, and submit a test.

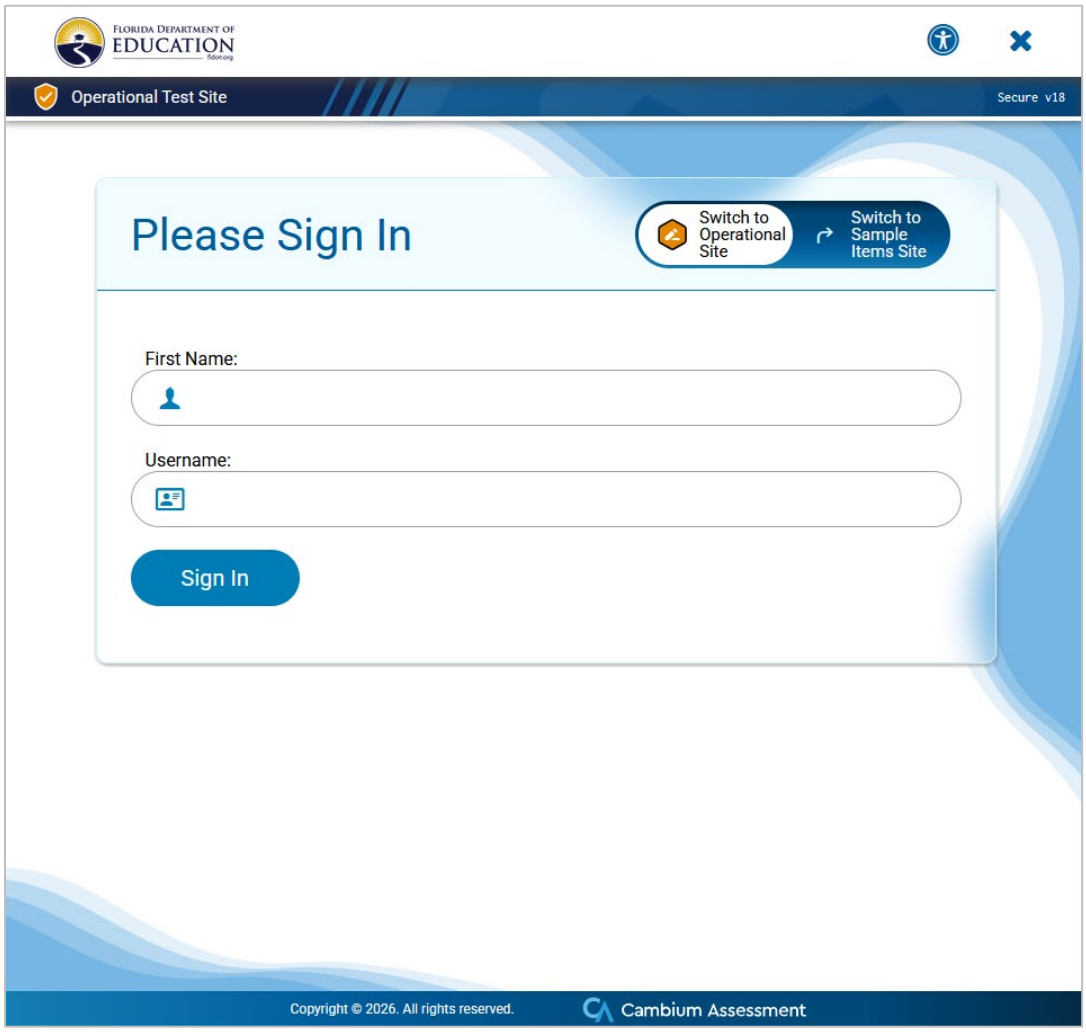
How Students Sign in and Select Tests

When testing, students must sign in to the Student Interface on the Secure Browser or Take a Test app.

Sign in to the Secure Browser or Take a Test App

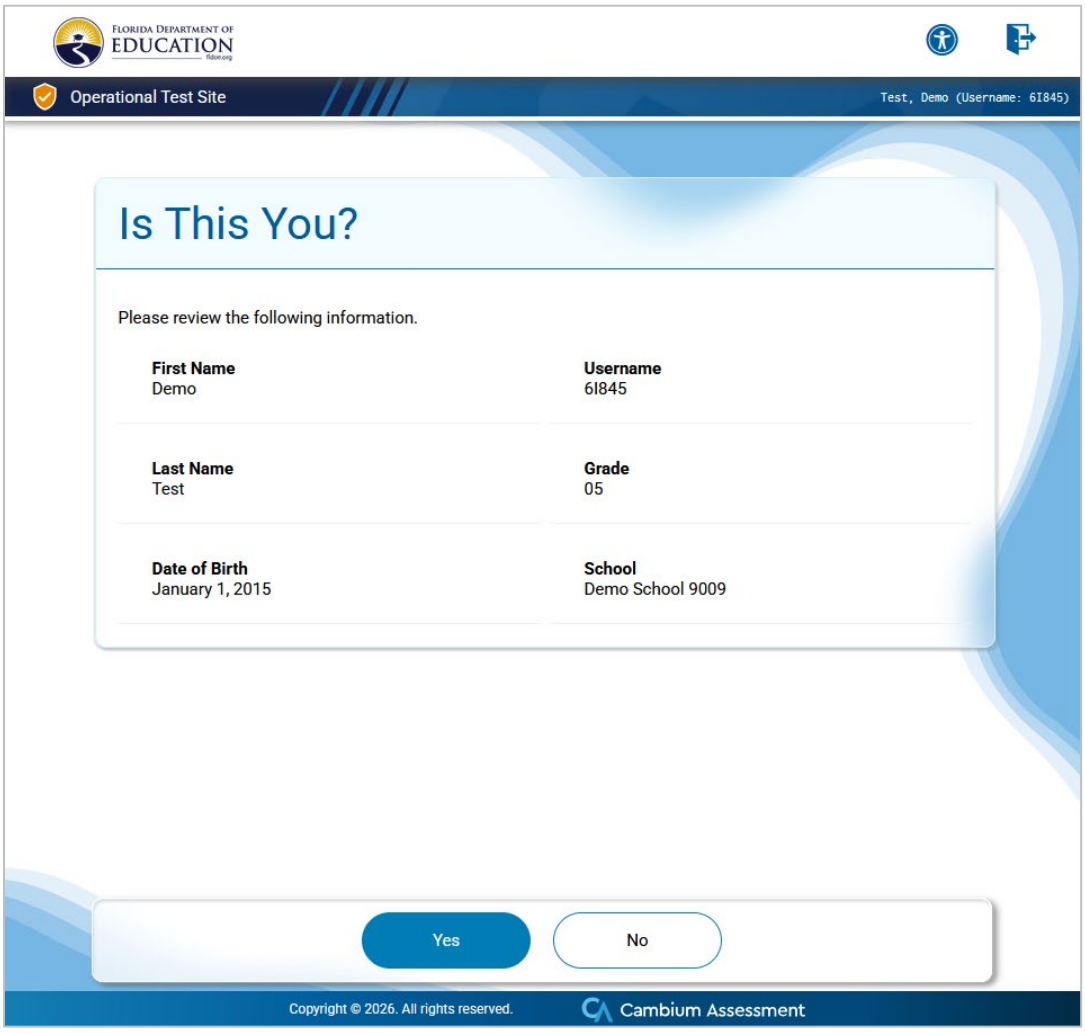
1. Launch the Secure Browser or Take a Test app on the student's testing device. The ***Please Sign In*** page appears.

Figure 10. Student Interface Please Sign In Page



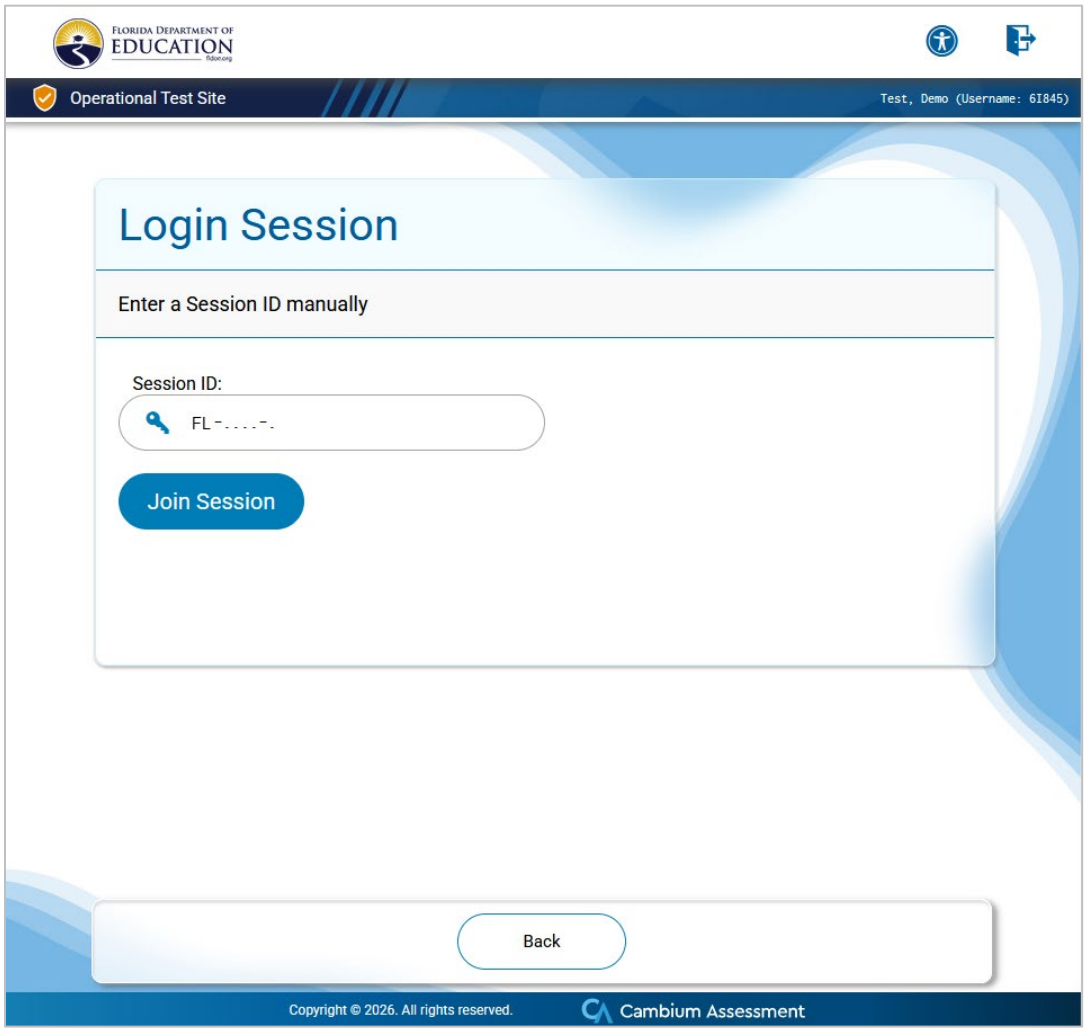
2. In the *First Name* and *Username* fields, students must enter their first name and Username as they appear on their test ticket.
3. Students select **Sign In**. The ***Is This You?*** page appears. Students must verify their personal information on the ***Is This You?*** page.
    - If all the information on the ***Is This You?*** page is correct, the student selects **Yes** to proceed.
    - If any of the information is incorrect, the student should be instructed to select **No**. You must notify the appropriate school personnel that the student's information is incorrect. Incorrect student demographic information needs to be updated in the Test Information Distribution Engine (TIDE).

Figure 11. Is This You? Page



4. The ***Login Session*** page appears.

Figure 12. Login Session Page



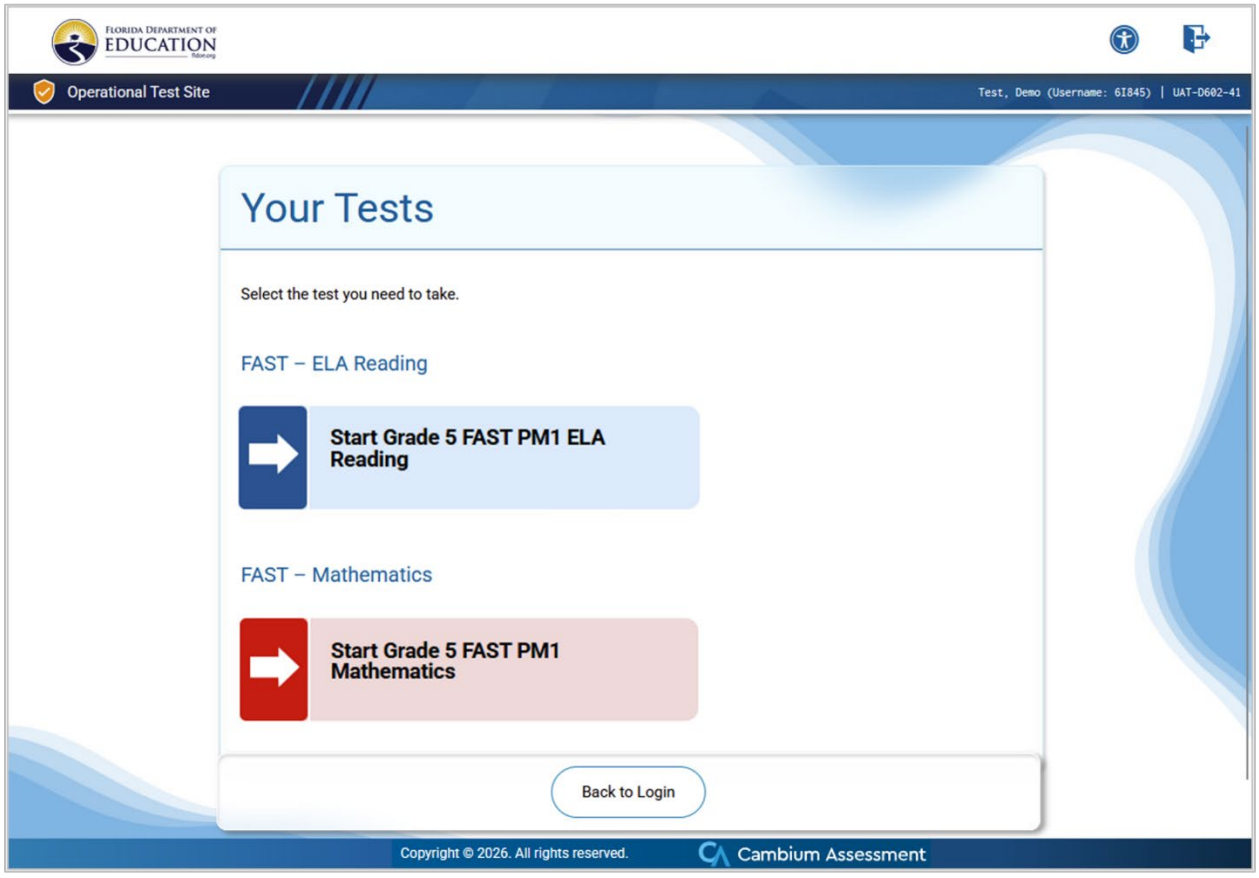
5. In the *Session ID* field, students must enter the Session ID exactly as it appears on the TA Site. The first part of the session ID, which indicates whether a student is on the Student Interface (FL) or the Student Sample Items Site (TRAIN), and the hyphens are pre-populated.
6. Students select **Join Session**.

Select a Test

Students can select their tests from the ***Your Tests*** page, which displays all the tests that a student is eligible to take, color-coded by test category. Students can only select tests that are included in the session and still need to be completed. For example, if a TA includes only FAST ELA Reading tests in the test session, students will not see any FAST Mathematics tests on the ***Your Tests*** screen.

1. From the ***Your Tests*** page, the student selects the name of the test.
   - If students will take the sample items and sign into the secure browser using a guest account, they will need to select the grade level that a test belongs to in order to display the list of tests that they will take.
   - If a student's required test is inactive or not displayed, the student should log out. You should verify the test session includes the correct tests and the student has the correct test eligibility marked in TIDE.

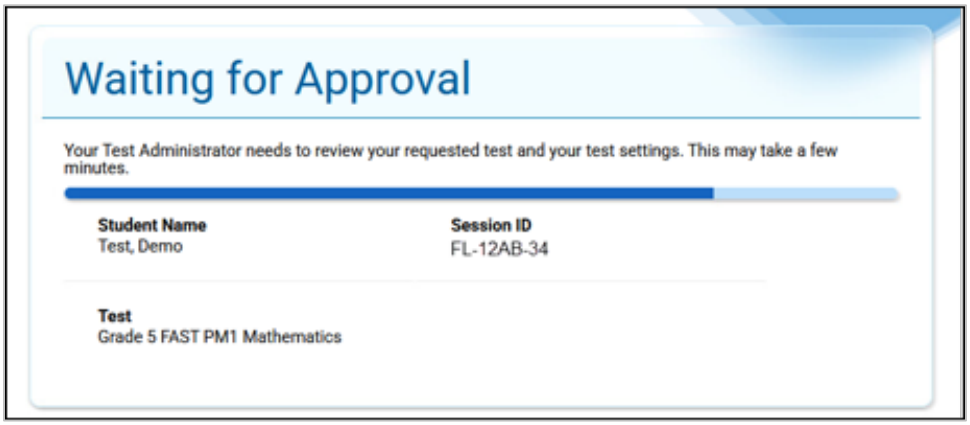
Figure 13. Your Tests Page



2. The student's request is sent to the TA for approval and the ***Waiting for Approval*** screen appears. After you approve the student for testing, the student can proceed to the next step.

- If starting a new test, the student must complete the login process before they begin testing.
- If resuming a paused test, the student is taken directly to the first unanswered item in their test.

Figure 14. Waiting for Approval Page



Check Student Device Functionality

Depending on the specified test settings, students may need to verify that their testing device is functioning properly. Each required functionality check will display in its own panel. If a test does not require functionality checks, these will be skipped.

If any of the device functionality checks fail, the student should log out and you should troubleshoot their testing device. Students should not continue with a test unless all functionality checks pass.

Note: Students using the text-to-speech (TTS), TTS on writing response, or speech-to-text (STT) accommodation will be prompted to check audio immediately after approval. Prior to launching the secure browser, TAs should ensure that each computer has audio enabled (not muted) and that headphones/earbuds/microphones are plugged in and functioning correctly. Headphones should not be unplugged at any time after opening the secure browser to avoid audio issues.

Figure 15. Audio Checks Page – Recording Device Check

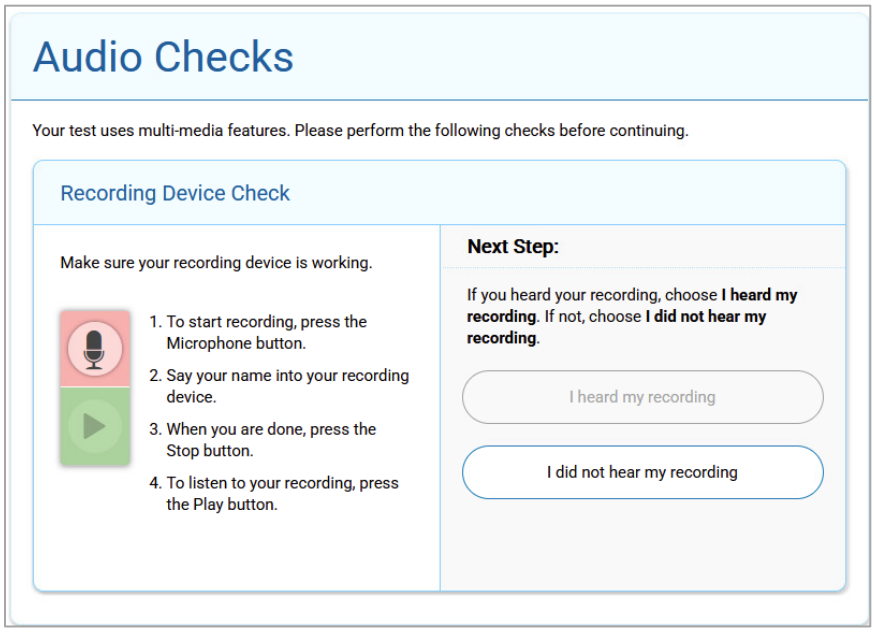
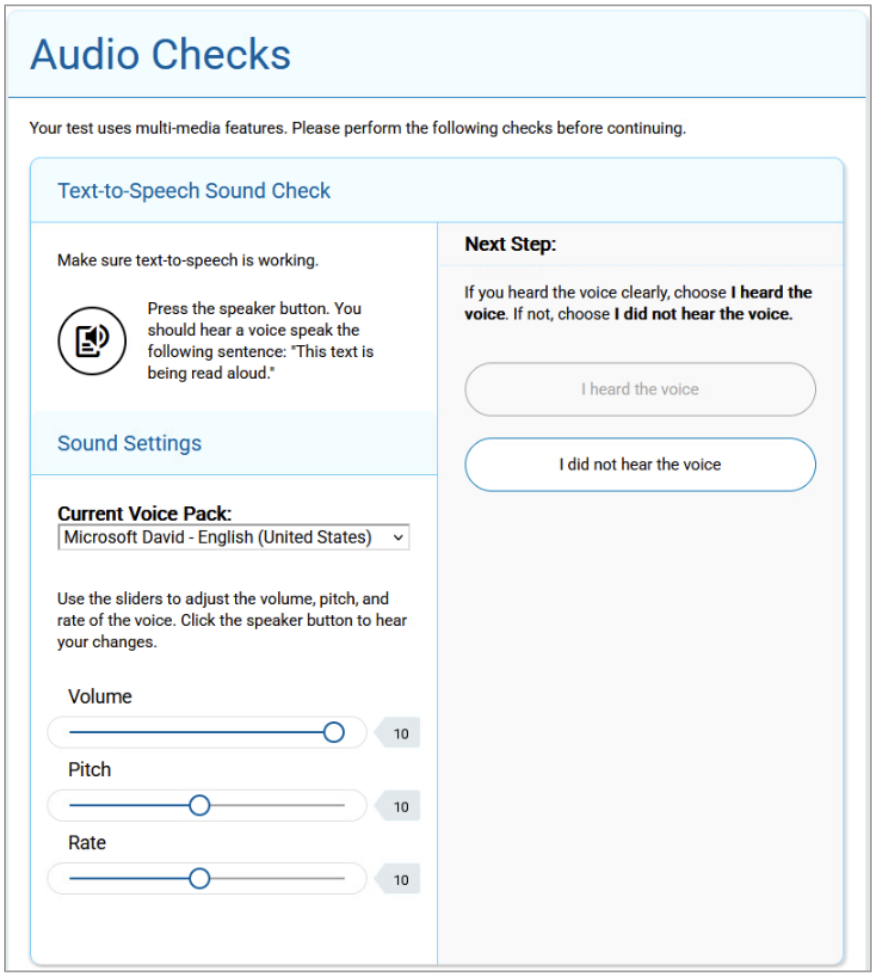


Figure 16. Audio Checks Page – Text-to-Speech Sound Check



1. From the ***Audio Checks*** page, the student verifies each functionality check in the appropriate panel. The following functionality check panels may appear:

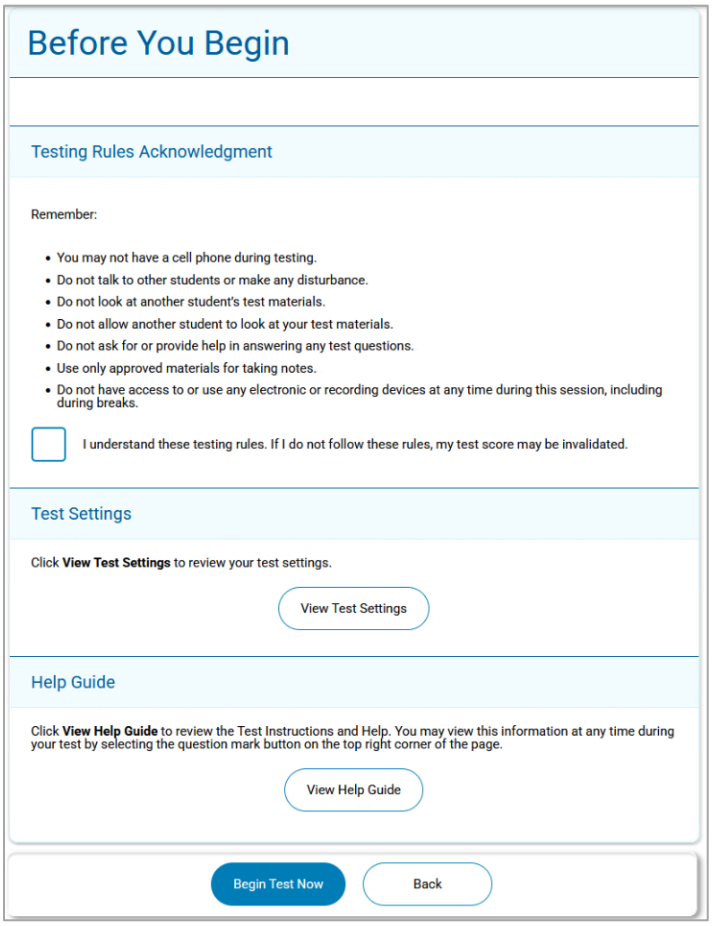
   - **Recording Device Check**: This panel appears for tests with items that require students who have a Speech-to-Text (STT) accommodation. To verify recording device functionality, students select and record a vocal sample. Then they select to stop recording and select to listen to their recorded audio. If the recorded audio is clearly audible, students select **I heard my recording**.
     - If the sound is not clearly audible, they select **I did not hear my recording** and follow the instructions that appear.
     - If the student is testing on a device with multiple recording options, they can select the **Select New Recording Device** option to open the ***Recording Input Device Selection*** panel and select a different recording device.
   - **Text-to-Speech Sound Check:** This panel appears if a student has the Text-to-Speech (TTS) setting. To test TTS settings, students select and listen to the audio. If the voice is clearly audible, students select **I heard the voice**.
     - If the voice is not clearly audible, students adjust the settings using the sliders and select to listen to the audio again. If students still cannot hear the voice clearly, they select **I did not hear the voice** and follow the instructions that appear.
     - Students can select **Try Again** to return to the ***Text-to-Speech Sound Check*** panel and retry.
     - If adjusting the available TTS settings does not fix the issue, students should close the secure browser. You can then work with students to adjust their audio or headset settings. Students can sign in again when the issue is resolved.

2. Once all functionality checks have been verified, the student automatically proceeds to the ***Before You Begin*** page.

View Instructions and Begin Testing

The ***Before You Begin*** page is the last step of the sign-in process. Students may review this page to understand how to navigate the test and use test tools as well as review their test settings. This page may also contain additional test instructions or acknowledgements that students need to review in order to proceed.

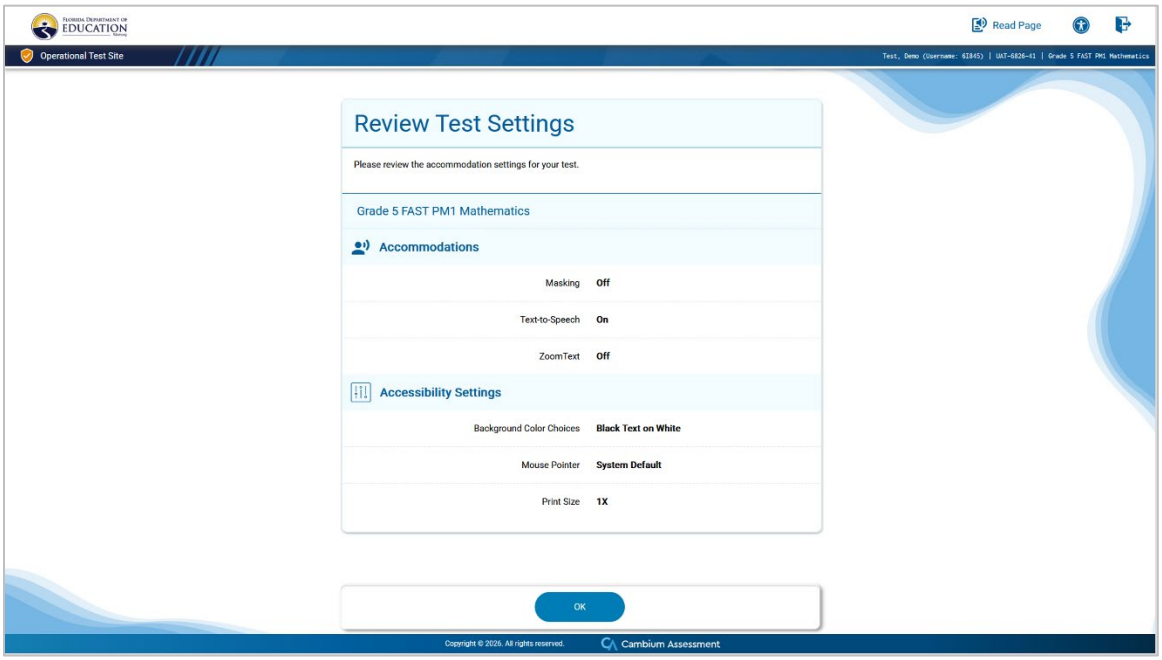
Figure 17. Before You Begin Page



1. Students should review and acknowledge the testing rules in order to begin the test. Students review the instructions in the Testing Rules Acknowledgment section and mark the checkbox to acknowledge that they have reviewed the testing rules. Students can test even if they do not check the box. Contact your School Assessment Coordinator for steps regarding how to proceed if a student refuses to check the Testing Rules Acknowledgment box.
2. *Optional*: To review their test settings, students select **View Test Settings**. This screen displays the name of the test, accommodations, and accessibility settings. To close the window, students select **OK**. The students will return to the ***Before You Begin*** screen.

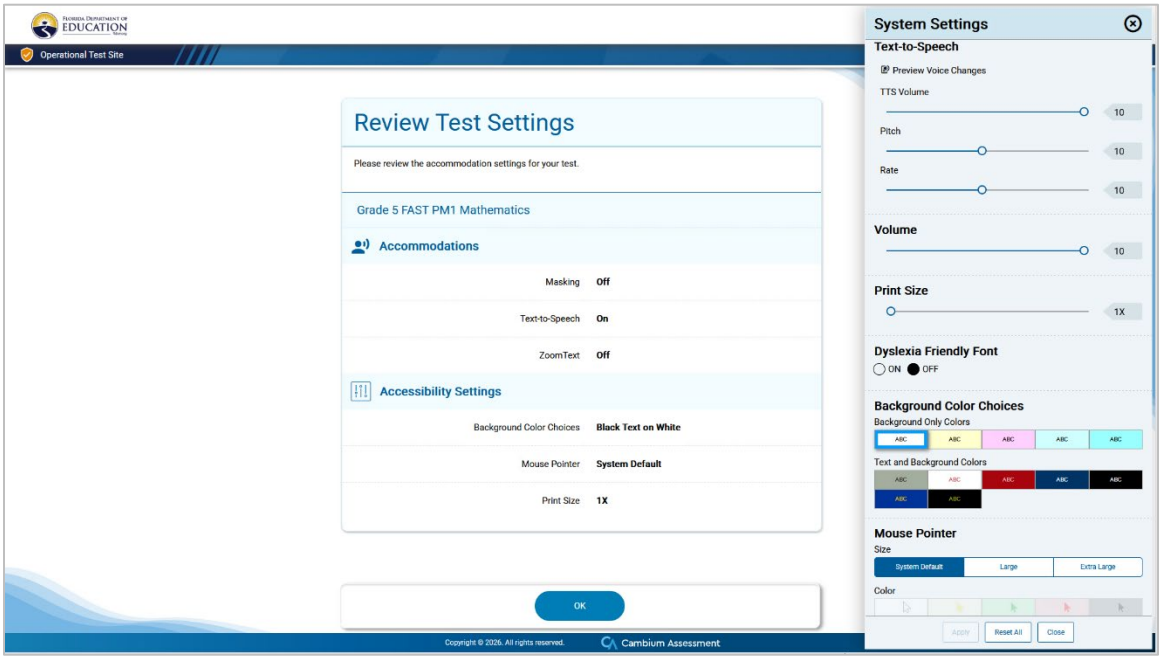
Note: If a student is allowed use of assistive technology such ZoomText, those permissions will be visible under **View Test Settings** (see Figure 18).

Figure 18. Review Test Settings Page



a. If students wish to change accessibility settings, students must click the **System Settings** icon [ ] in the top-right corner to access the *System Settings* panel. Within this panel, students can adjust various settings—including Text-to-Speech (TTS) volume, pitch, and rate (if the accommodation has been enabled in TIDE), print size (this is only available prior to officially starting the test, once in the test students can change print size by using the Zoom In and Zoom Out buttons), dyslexia-friendly font, background color, and mouse pointer.

Figure 19. System Settings Panel



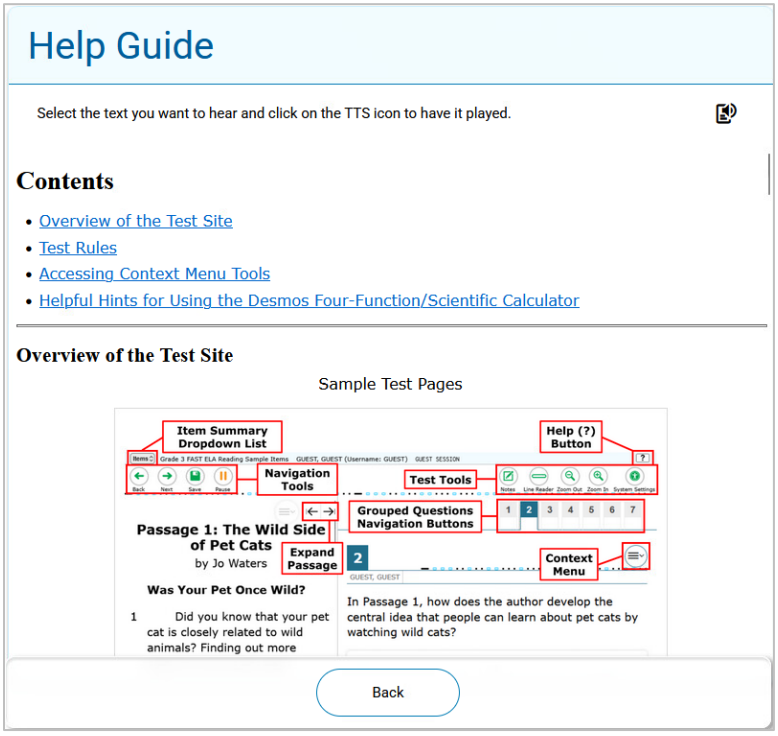
b. If the test name and test settings are correct, students will click **Apply**. To close the panel, students select **Close** or select the **X** in the top-right corner of the panel.

c. If students want to undo their changes and return their settings to the previously selected settings, they will click **Reset All**.

d. If the test name or test settings are incorrect, students should log out. The students must sign in and request approval for their test again.

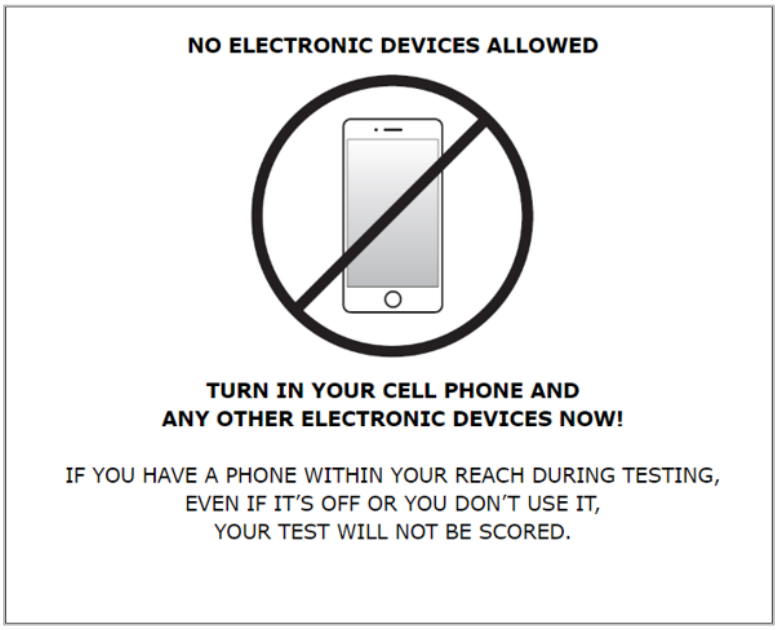
3. *Optional*: To view the help guide, students select **View Help Guide**. To close the window, students select **Back**.

Figure 20. Help Guide



4. To start the test, students select **Begin Test Now**. The No Electronic Devices Allowed page presents to remind students that electronic devices are not allowed during the test.

Figure 21. No Electronic Devices Allowed Page



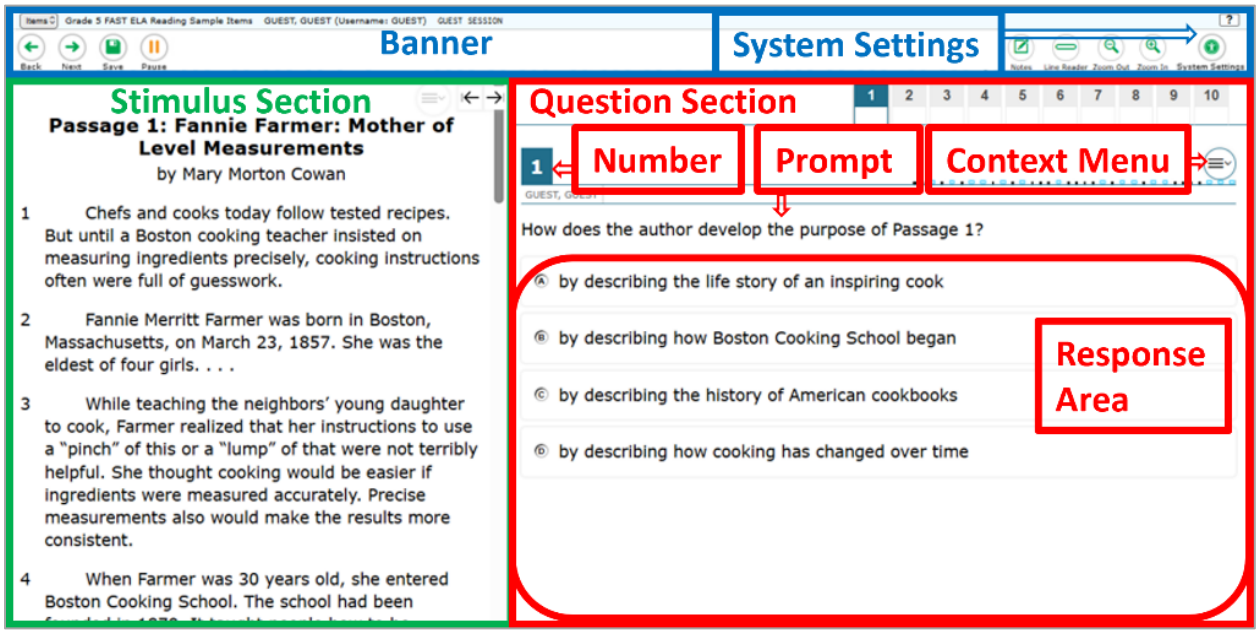
How Students Navigate the Student Interface

This section explains how students use the features available in the Student Interface to navigate tests, use tools, and respond to items.

A test page in the Student Interface can include the following sections:

- The *Banner* displays the global test tool buttons. It also includes the **Item Summary** drop-down list, test information, student name and username, help button, pause button, the save button, the navigation buttons, and system settings button. For a full list of the universal test tool buttons and their descriptions, please see Table 4.
- The *Stimulus/Passage* section contains the context menu, the expand/collapse panel tool, and stimulus/passage content.
- The *Item* section contains the item number, context menu, item stem, and response area/answer options. Each item also displays the student's name and the item's most recent save date and time.

Figure 22. Sample Test Layout

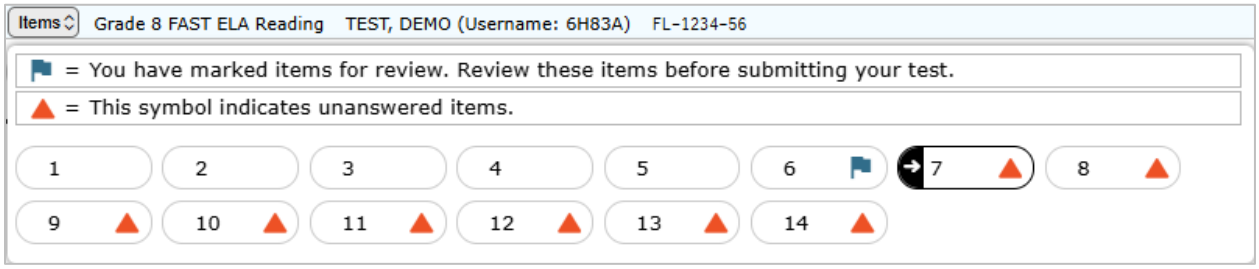


Navigate Between Items

- Some test pages may have only one item and others may have more.
  - After students respond to all the items on a page, they select **Next** in the top-left corner to proceed to the next page.
  - To navigate to a previous item in a test, students select **Back**.

- When multiple items are grouped with a stimulus, the items are paginated for individual viewing. Students can select the tabs in the top-right corner to proceed through the items.
- To jump directly to an item, students can select an item number from the **Item** menu in the top-left corner.
    - If an item has been marked for review, displays next to the item.
    - If an item has been skipped or left unanswered, displays next to the item.
    - Items that students have completed on a previous day (for FAST tests) cannot be accessed due to item lock rules if a test is completed at a later date and are not listed.

Figure 23. Item Drop-Down



View Passages

Some items will be associated with a passage or other stimulus that appears on the left side of the screen. Students can expand the passage panel so that it takes up a larger portion of the screen. This action will cover a portion of the items in the right pane. Students can also expand the item panel so it takes up a larger portion of the screen. Students will see an icon in the upper-right corner of the left pane that shows a double gray arrow.

- To expand or collapse the passage or stimulus section:
    - Click the right-facing arrow of the Expand/Collapse Panel Tool [ ]. The passage panel will expand and cover the item(s).
    - Click the left-facing arrow of the tool [ ]. The section will collapse to its original size and the item(s) will be visible.

Answer Test Items

The items available in TDS may use various interaction types that require students to respond to them in different ways. Students can use the Sample Items Site to familiarize themselves with the item types that may appear on tests.

All responses are saved automatically. Students can also manually save their responses to items by selecting **Save** in the top-left corner.

Test items may require students to respond to a variety of different item types. To view the different item types, please see the Sample Items User Guide.

Pause Tests

Students can pause the test at any time. Pausing a test logs out the student. To resume testing, students must repeat the sign-in process.

- To pause a test, students select **Pause** in the global menu and then select **Yes** in the confirmation message that appears.

If students are testing on Chromebooks, please ensure that they pause the test before closing the lid of the Chromebook. If the lid is closed before the test pauses, whoever opens the Chromebook next will be able to see the last item that the student viewed (and any response they entered).

Note: If you are testing with the Take a Test app, you must press Ctrl + Alt + Delete to exit the Student Interface. Students must exit using this method for the end of each session and after they have submitted their test. For more information about the Take a Test app, refer to the Windows Basic Secure Browser Installation section of the Technology Guide on the portal.

How Students Use Test Tools

A number of testing tools are available for students in TDS. Some tools are available for all tests, while others are available only for a particular subject, accommodation, or type of item. There are primarily two types of test tools available:

- **Global Tools**: These tools appear in the global menu at the top of the test page and are available for all items in a test or test session.
- **Context Menu Tools**: These tools are specific to the passage or item being viewed.

Students can access tools using a mouse or keyboard commands. For information about keyboard commands, please see Keyboard Navigation in the Student Testing Site.

Using Global Tools

The global menu consists of navigation buttons on the left and tool buttons on the right (see Figure 24).

Table 4 lists the tools available in the global menu.

Figure 24. Global Menu

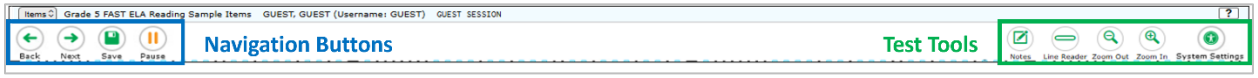


Table 4. Global Tools

Tool Name	Instructions
Calculator 	To use the on-screen calculator, select ***Calculator*** in the global menu. **Note**: A scientific calculator is available for grades 7–8 FAST Mathematics tests, the B.E.S.T. EOC tests, and the FACT College Algebra test. A four-function calculator is available for the Biology 1 EOC test, the Grade 8 Science test, and the grade 6 FAST Mathematics test.
Formula 	To view the on-screen formula sheet, select **Formula** in the global menu. **Note**: The Formula tool is available only for grades 4–8 FAST Mathematics tests, the B.E.S.T. Geometry and Algebra 1 EOC tests, and FACT College Algebra test.
Help 	To view the on-screen help guide, select the question mark [?] button in the top-right corner.
Item Summary Drop-Down List 	This feature allows students to go to a specific test page quickly. Questions marked for review display a icon. Items students have not visited and/or are unanswered will display a icon.
Line Reader 	To emphasize an individual line of text in a stimulus (passage) or item, select **Line Reader** in the global menu. This tool is not available while the Highlighter tool is in use.
Masking 	The Masking tool temporarily covers a distracting area of the test page. To use this tool: • Select **Masking** in the global menu. • Click and drag across the distracting area. • To close the Masking tool, select **Masking** again. To remove a masked area, select in the top-right corner of that area. • The Masking accommodation must be enabled in TIDE.

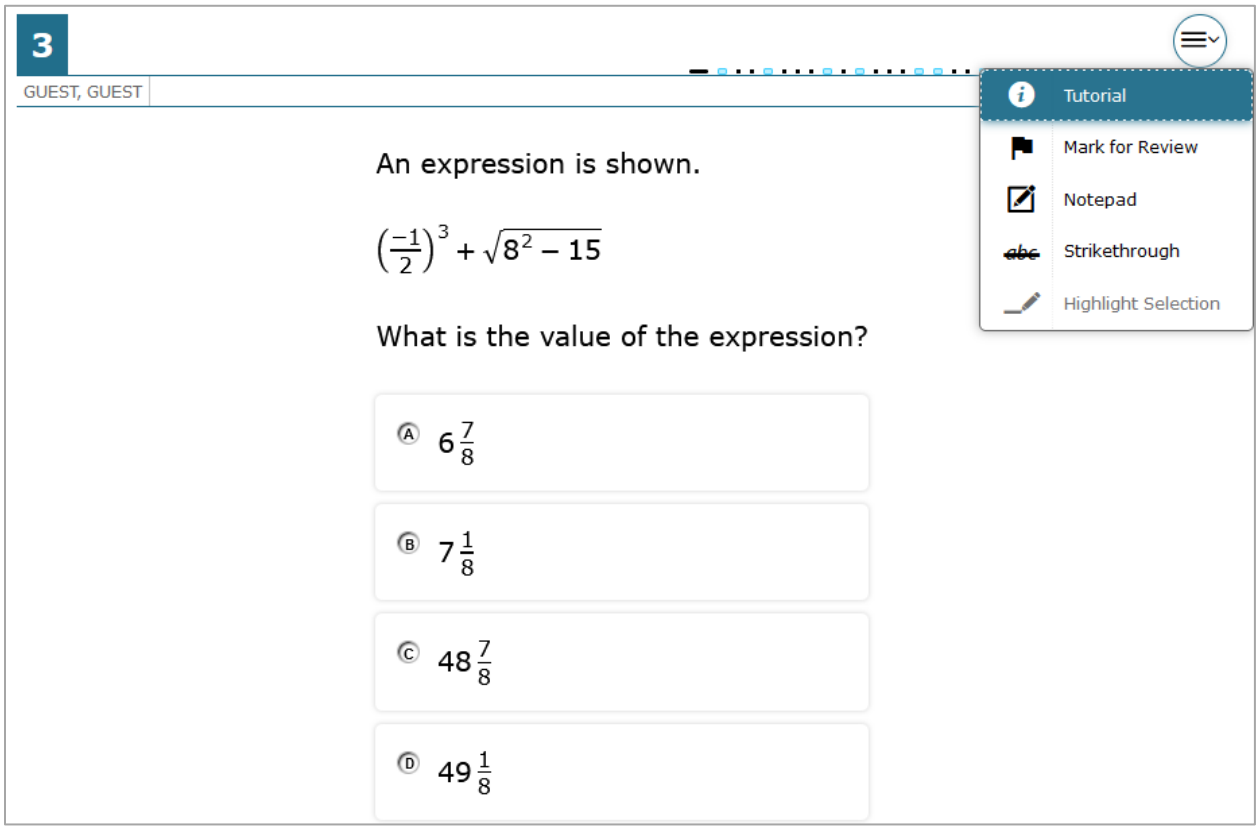
Tool Name	Instructions
Navigation 	The **Back** and **Next** buttons, located at the top-left corner of the screen, permit students to move between test pages. On the last test item, students click the **Next** button to the Test Review Page and can submit their test. For FAST *Mathematics*, *EOCs*, and FAST ELA *Reading* tests, clicking the Navigation buttons permits students to move between questions. For *Writing* tests, clicking the **Next** button prompts students to end the test. **Note**: When multiple questions are grouped with the same stimulus, a button for each question number will appear at the top-right corner. Students can also click the **Back** and **Next** buttons to navigate between questions in the group.
Notes 	To enter notes in an on-screen notepad, select **Notes** in the global menu. These notes are available globally and can be accessed from any page in the test. Notes save automatically every two minutes. **Note**: This tool is available for Reading and Writing tests.
Pause 	To pause a test, select . If you pause the test, you will be logged out.
Periodic Table 	To view the on-screen periodic table, select **Periodic Table** in the global menu. **Note**: This tool is only available on the Grade 8 Science and Biology EOC test.
Save 	To save a test, select .
System Settings 	To adjust audio volume, pitch, and rate in the Text-to-Speech settings, to turn the Dyslexia Friendly Font on or off, or make adjustments to the background colors, text color, and/or mouse pointer size and color, students select  in the top-right corner and choose options from the available settings. **Note**: Students testing on mobile devices cannot use this tool to adjust volume. To adjust audio volume on mobile devices, students must use the device's built-in volume control.

Tool Name	Instructions
Zoom buttons 	To enlarge the text and images on a test page, select **Zoom In**. Multiple zoom levels are available. To undo zooming, select **Zoom Out**.

Using the Context Menu and Miscellaneous Tools

A test page may include several elements, such as the item, answer options, and stimulus. The context menu for each element contains tools that are applicable to that element (see Figure 25). Table 5 lists the available context menu tools.

Figure 25. Context Menu for Items

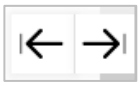


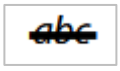
To use the context menu, do one of the following:

- To open the context menu for an item or passage, click the context menu [] or right-click the required elements.
- To open the context menu for an answer option, do one of the following:
  - If you are using a **two-button mouse**, right-click an answer option.
  - If you are using a **single-button mouse**, click an answer option while pressing **Ctrl**.

- If you are using a **Chromebook**, click an answer option while pressing **Alt**.
- If you are using a **tablet**, tap the answer option and then tap the context menu button.

Table 5. Context Menu and Miscellaneous Tools

Tool Name	Instructions
Expand buttons 	You can expand the passage section or the item section for easier readability. To expand the passage section, select the right arrow icon [ ] below the global menu. To collapse the expanded passage section, select the left arrow icon [ ] in the top-right corner. To expand the item section, select the left arrow icon [ ] below the global menu. To collapse the expanded item section, select the right arrow icon [ ] in the top-left corner.
Highlighter 	To highlight text, select the text on the screen and then select **Highlight Selection** from the context menu. Four different color options are available. Select an option from the list of colors that appears. To remove highlighting, select **Reset Highlighting** from the context menu. Text in images cannot be highlighted. This tool is not available while the Line Reader tool is in use.
Mark (Flag) for Review 	To mark an item for review, select **Mark for Review** from the context menu. The item number displays a flap [1] in the top-right corner and a flag icon [ ] appears next to the item number on the test page. The **Item Summary** drop-down list also displays a flag icon next to the item number.
Notepad 	To enter notes for an item, select **Notepad** from the context menu. After entering a note, a pencil icon [ ] appears next to the item number on the test page. Notes save automatically every two minutes. You can only access your notes for an item on that item's test page. **Note**: This tool is only available for FAST Mathematics, the B.E.S.T. EOC tests, and the FACT College Algebra test.

Tool Name	Instructions
Select Response Version 	To view and restore responses previously entered for a Text Response item, select the **Select Response Version** option from the context menu. A list of saved responses appears. Select the appropriate response and click **Select**. **Note**: This tool is only available for B.E.S.T. Writing tests.
Speech-to-Text (STT) 	Speech-to-Text allows students testing with the appropriate accommodations to dictate responses to constructed-response items. To use STT, select the microphone icon [] in the formatting toolbar of the item response area and begin speaking. The dictated response will be transcribed in the item response area. For more information, see the section About the Speech-to-Text (STT) Tool. **Note**: This tool is only available for B.E.S.T. Writing tests.
Strikethrough 	For multiple-choice and multi-select items, you can cross out an answer option to focus on the options you think might be correct. There are two options for using this tool: • Option A: a. To activate Strikethrough mode, open the context menu and select **Strikethrough**. b. Select each answer option you wish to strike out. c. To deactivate Strikethrough mode, press **Esc** or click outside the item's response area. • Option B: Right-click an answer option and select **Strikethrough**. • **Note**: Using strikethrough on an answer option does not remove selection of that option as your response.
Text-to-Speech 	To listen to passages and items, select a **Speak** option from the speaker icon next to the context menu. For more information, see About the Text-To-Speech Tool.

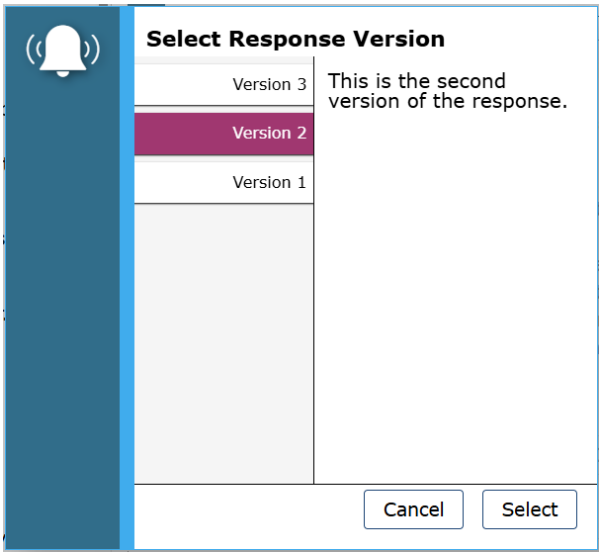
Tool Name	Instructions
Text-to-Speech on Writing Response 	To listen to your responses to constructed-response items, use the TTS button in the item response area.
Tutorial 	To view a short video demonstrating how to respond to a particular item type, select **Tutorial** from the context menu. **Note**: Tutorial videos do **not** include audio unless the student is taking an operational test and has the text-to-speech accommodation enabled. Tutorials are not available for the Biology 1 EOC, Civics EOC, U.S. History EOC tests, Grades 5 & 8 Science, and Civic Literacy.

About the Select Response Version Tool

The Select Response Version tool allows students to view and restore responses they previously entered for an Open Response item. For example, if students type a response, select **Save**, delete the text, and enter new text, they can use this tool to recover the original response. Please note that if the student's test pauses, any responses entered prior to pausing cannot be recovered.

1. To recover a previously entered response, select the **Select Response Version** option from the context menu. The ***Select Response Version*** window appears, listing all the saved responses for the item in the left panel.
2. Select a response version from the left panel. The text associated with that response appears in the right panel.
3. Click the **Select** button. The selected response appears in the text box for the item.
4. Click **Cancel** to close the window without selecting a previous version.

Figure 26. Select Response Version Window



About the Speech-to-Text (STT) Tool

Students testing with the STT accommodation may use the Speech-to-Text (STT) tool when taking the B.E.S.T. Writing assessment. In supported items, the STT tool allows a student to dictate a spoken response that is transcribed in the item response area.

To begin dictating, the student selects the microphone button [ ] that is displayed in the response area's formatting tool bar.

The student can stop the dictation by selecting the speaker icon again. Note that the button automatically reverts to the microphone button if no sound is detected for eight seconds. Students can click the microphone button again to resume dictation. Students can dictate for five minutes at a time.

Students can also control the punctuation and grammar of the text through speech commands to some extent. For example, students can say, "New Paragraph" to create a new paragraph.

The buttons in the item's formatting toolbar are disabled while dictation is on. Students cannot navigate away from the test page while dictation is on.

About the Text-To-Speech Tool

Students testing with the TTS accommodation assigned can listen to prompts, items, answer options, and tutorial videos (if tutorial videos are available). Depending on their accommodations, students may also be able to use TTS to listen to passages and/or their responses to constructed-response items.

For information about setting up computers and devices to access TTS, refer to the Technology Guide on the portal.

Students using TTS will also have Text-to-Speech Tracking, where the words and lines become highlighted as they are read aloud.

- To listen to an item and/or answer options, students open the text-to-speech menu and select a **Speak** option. To listen to a portion of text such as a word or phrase, students highlight the text, open the text-to-speech menu, and select **Speak Selection**.
    - When listening to items, students can pause TTS and then resume it at the point where it was paused. This functionality is not available on ChromeOS. To listen to TTS read from anywhere in a passage or item to the end of that passage or item, students can right-click where TTS should begin reading and select **Start Speaking From Here**.
- To listen to an item and/or its answer options, students open the item text-to-speech menu and select one of the following **Speak** options:
    - To listen to the item and answer options, students select **Speak Question**.
    - To listen only to an answer option, select **Speak Option** from the text-to-speech menu and then select the answer option. Students can also right-click the answer option and select **Speak Option [option letter]**.
- Depending on their accommodations, students may also be able to use TTS to listen to their responses to written-response items on the B.E.S.T. Writing 4–10 tests. Students can select in the formatting toolbar of the text-response area to listen to the text as entered.

How Students Complete a Test

This section explains how students submit tests for scoring.

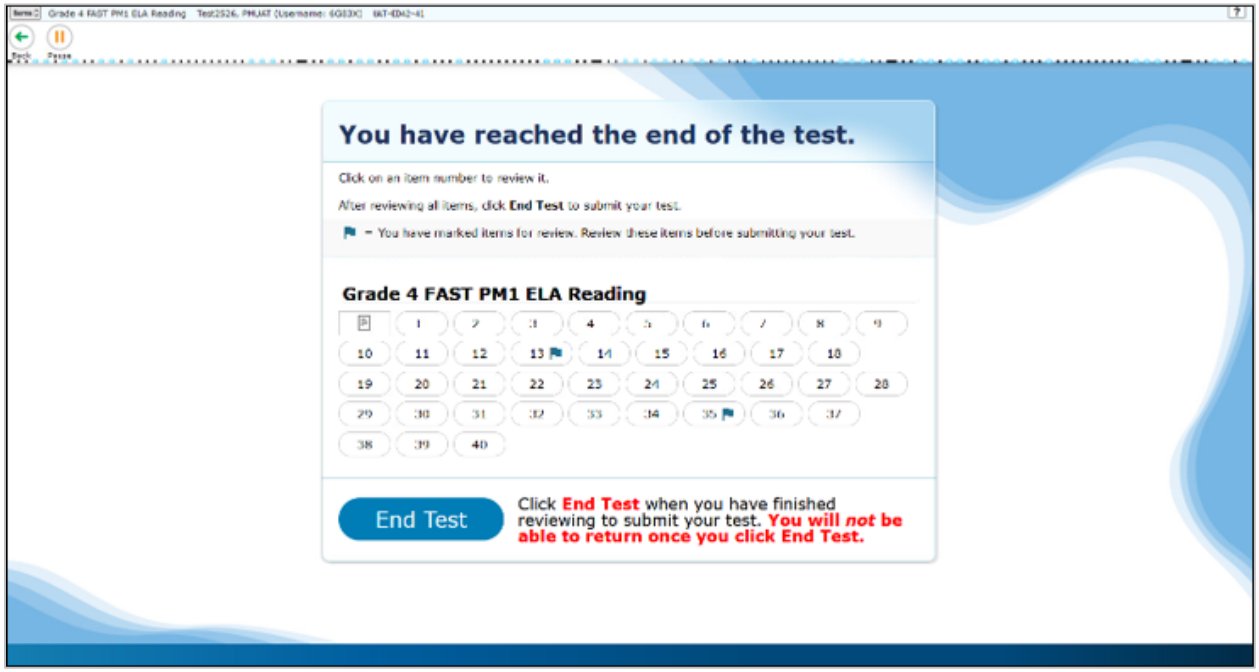
Submit a Test

To complete the testing process, students must submit their tests when they are finished answering items. Once students submit their tests, they cannot return to the test or modify answers.

1. After answering the last test item, students click **Next** in the global menu. The test review page appears, displaying a list of items available to review.

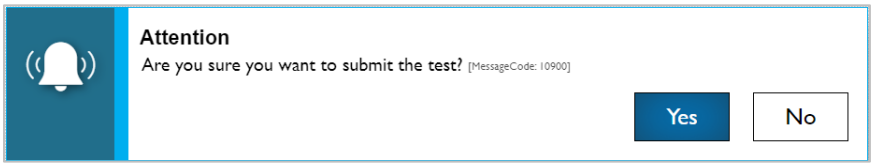
- A flag [⚑] icon appears for any items marked for review. A warning [▲] icon appears for any unanswered items.

Figure 27. End Test Page



2. *Optional*: To review previous answers, students select an item number.
3. To submit the test, students select **End Test**. Then they should confirm their decision in the message that pops up.

Figure 28. Attention Message



4. To exit the Student Interface, students select **Log Out** and close the Secure Browser.

Appendix

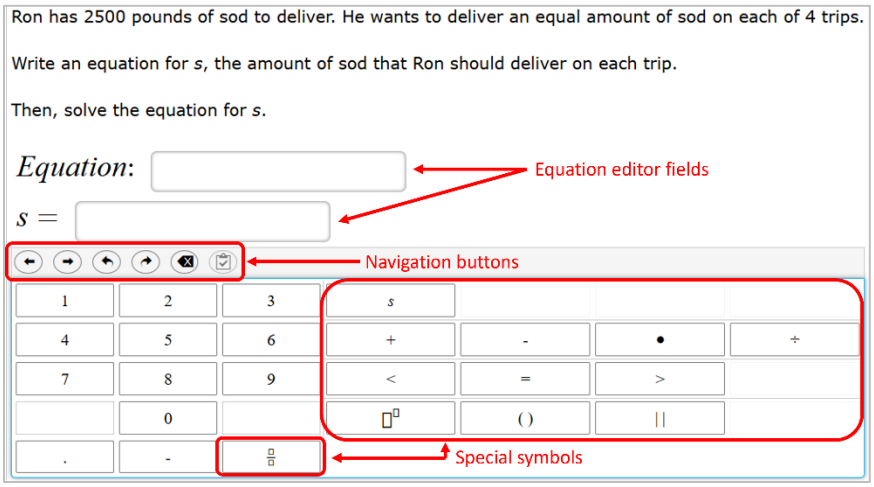
E

Equation Editor Tools

Equation editor items require the student to create a response. Responses may be in the form of a number, variable, expression, or equation, as appropriate to the test item.

To enter a response, click the button for each number, letter, or symbol.

Figure 29. Equation Editor Item Sample



About the Navigation Buttons for Equation Editor Items

To navigate and perform actions in the equation editor field, select the appropriate navigation button as listed in the following table.

Table 6. Navigation Buttons

Navigation Button	Description
Move Left 	The straight left arrow button allows you to move the cursor before an existing character.
Move Right 	The straight right arrow button allows you to move the cursor after an existing character.
Undo 	The curved left arrow button allows you to undo the previous action.

Navigation Button	Description
Redo 	The curved right arrow button allows you to redo the previous undone action.
Delete 	The Delete button allows you to delete characters.
Paste 	The Paste button allows you to paste from the calculator into the equation editor field. **Note**: This tool is only available for tests with an on-screen calculator.

About Special Symbols

To add a special symbol to an equation, select the corresponding button. After entering a number or symbol, use the straight arrow buttons to move the cursor between fields. The following table describes symbols that require further interaction. Some Equation Editor items will include other symbols you may include in an expression.

Table 7. Special Symbols

Special Symbol	Description
Fraction 	This symbol allows you to enter a **fraction** into the equation editor. Selecting the fraction button will create two boxes to form a fraction, with one box for the numerator and the other for the denominator. When you select the fraction button, your cursor will automatically move to the numerator. Use the down arrow on your keyboard or the Move Right button to move the cursor to the denominator.
Exponent 	This symbol allows you to enter an **exponent** into the equation editor. After you enter the base number, select the exponent button and the cursor will move into the higher box for the exponent.
Subscript 	This symbol allows you to enter a **subscript** into the equation editor. After you enter the base number, select the subscript button and the cursor will move into the lower box for the subscript.
Parentheses 	This symbol allows you to enter **parentheses**. Once you select the symbol, the parentheses will appear in the equation editor. The cursor will automatically move inside the parentheses. Select the numbers and symbols that should appear between the open and close parentheses.
Absolute Value 	This symbol allows you to enter an **absolute value**. Once you select the symbol, the lines will appear in the equation editor. The cursor will automatically move inside the lines. Select the numbers and symbols that should appear between the lines.

Square Root 	This symbol allows you to enter a **square root** value. Once you select the symbol, the radical sign will appear in the equation editor. The cursor will automatically move to the radicand. Enter the number that should appear in the radicand.
n^{th} Root 	This symbol allows you to enter an **n^{th} root** value. Once you select the symbol, the radical sign will appear in the equation editor. The cursor will automatically move to the index. Enter the number that should appear in the index. Use the Move Right button to navigate to the radicand and enter the number that should appear there.

F

Formatting Toolbar in Open Response Items

This toolbar is available above the response field (see Figure 30), and students may copy and paste text when they right-click in the text area. The formatting toolbar allows students to apply styling to text (e.g., bold, italics) and use standard word-processing features, such as moving and indenting text. Table 8 provides an overview of the formatting tools available.

Figure 30. Text Response Item with Formatting Toolbar

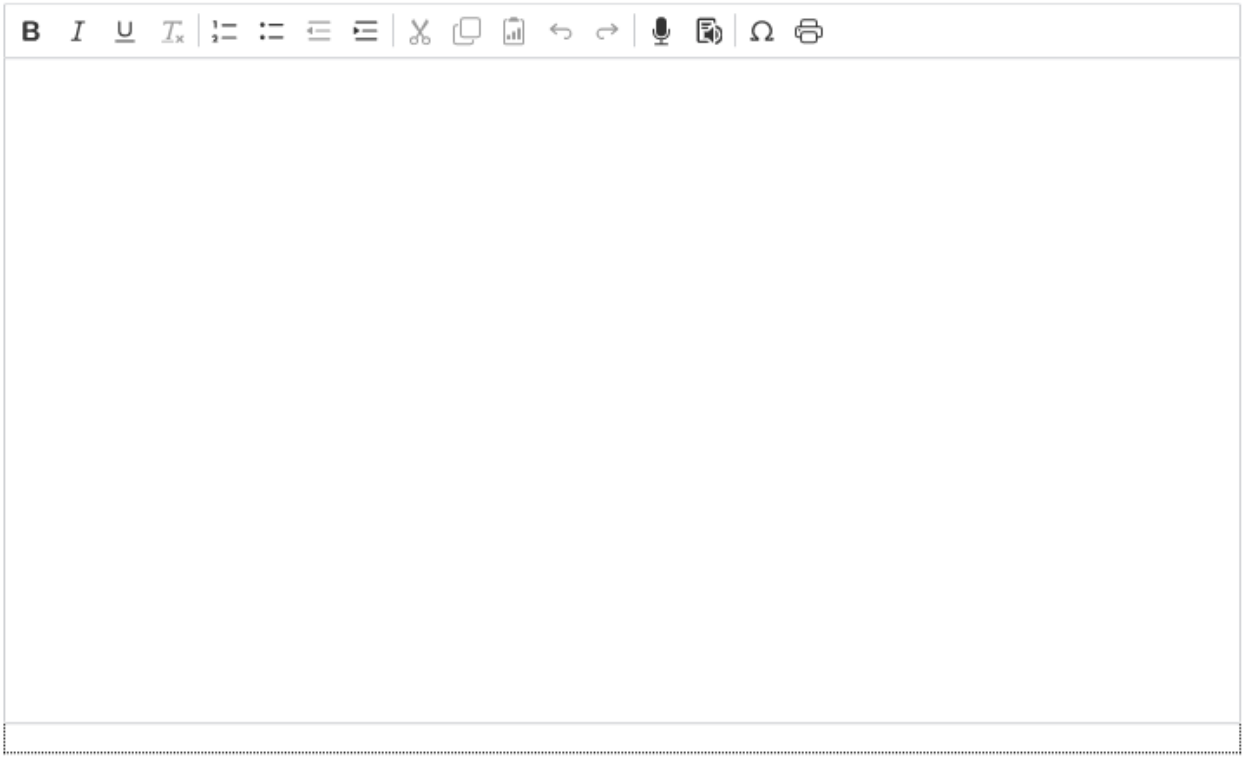
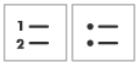


Table 8. Description of Formatting Tools

Tool	Description of Function
	**BOLD**, **ITALICIZE**, or **UNDERLINE** selected text.

Tool	Description of Function
	**REMOVE** formatting that was applied to the selected text.
	Insert a **NUMBERED** or **BULLETED** list.
	**INDENT** a line of selected text.
	**DECREASE INDENT** for a line of selected text.
	**CUT** selected text.
	**COPY** selected text.
	**PASTE** copied or cut text.
	**UNDO** reverses the last action in the response field. (This feature applies to previous edits to text or formatting.)
	**REDO** reverses the last undo action.
	Add **SPECIAL CHARACTERS**, such as mathematical symbols or Spanish characters, in the response field.
	Students who have a text-to-speech on writing response accommodation can use the **SPEAK TOOL** to listen to the response provided by the student. Students can select  in the formatting toolbar of the text-response area to listen to the text as entered.
	**SPEECH-TO-TEXT (STT)** allows students testing with the appropriate accommodations to dictate responses to constructed-response items. To use STT, select the microphone icon [] in the formatting toolbar of the item response area and begin speaking. The dictated response will be transcribed as text in the item response area.
	Students taking a writing sample item in an internet browser can **PRINT** a copy of their response. Students can select  in the formatting toolbar of the text-response area to to genereate a PDF of the text as entered.

Tip: In addition to the cut/paste options, text can also be moved manually using the mouse.

1. Click and hold the mouse button to select the text you want to move.

2. Release the button, then click and drag the highlighted text to the desired location.

Special Characters Feature

Students can add mathematical, accented, and other symbols.

1. To add a special character, in the toolbar, select Ω .
2. In the window that pops up, select the necessary character.

Figure 31. Special Characters Screen



K

Keyboard Navigation in the Student Testing Site

Students can use keyboard commands to navigate between test elements, features, and tools. Some important things to note about keyboard commands are:

- Keyboard commands require the use of the primary keyboard, so please do not use keys in a numeric keypad.
- Some keyboard commands (such as the commands for using the Line Reader) may not work when testing on iPadOS devices connected to an external keyboard.

Keyboard Commands for Login Screens and In-Test Pop-Ups

Table 9 lists keyboard commands for selecting options on the login screens or pop-up windows that appear during a test.

Table 9. Keyboard Commands for Login Screens Pages and Pop-Up Windows

Function	Keyboard Commands
Move to the next option	**Tab**
Move to the previous option	**Shift** + **Tab**
Select the active option	**Enter** or **Space**
Close pop-up window	**Esc**

Keyboard Commands for Test Navigation

Table 10 lists keyboard commands for navigating tests and responding to items.

Table 10. Keyboard Commands for Test Navigation

Function	Keyboard Commands
Scroll up	**Up Arrow** [↑]
Scroll down	**Down Arrow** [↓]
Scroll to the right	**Right Arrow** [→]
Scroll to the left	**Left Arrow** [←]
Move to the next element	**Tab**
Move to the previous element	**Shift** + **Tab**
Select an answer option	**Enter** or **Space**

Function	Keyboard Commands
Go to the next test page	**Ctrl** + **Right Arrow**
Go to the previous test page	**Ctrl** + **Left Arrow**
Open the global menu	**Ctrl** + **G**
Open a context menu	**Ctrl** + **M**

Keyboard Commands for Global and Context Menus

Students can use keyboard commands to access tools in the global and context menus. For more information about tools in these menus, see the section How Students Use Test Tools.

Global Menu

1. To access global menu tools using keyboard commands, press **Ctrl** + **G**. The global menu list will open.
2. To move between options in the global menu, use the **Up** or **Down** arrow keys. Each option will be highlighted as you arrow up or down.
3. To select the highlighted option, press **Enter** or **Space**.
4. To close the global menu without selecting an option, press **Esc**.

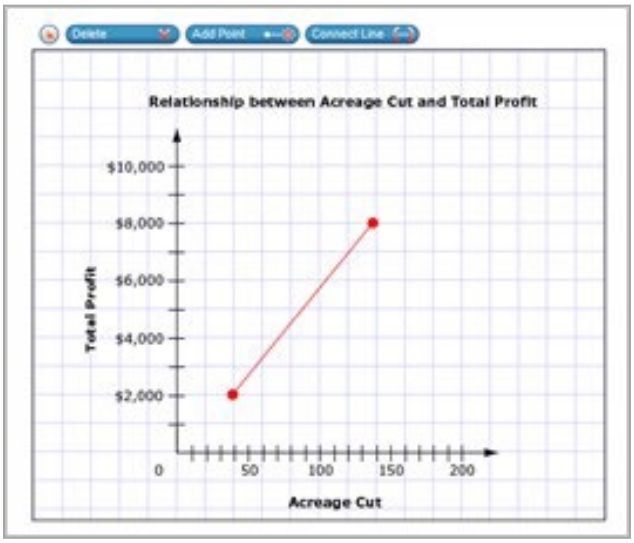
Context Menus

1. To open the context menu for an element (question, answer option, or stimulus), navigate to the element using the **Tab** or **Shift** + **Tab** command.
2. Press **Ctrl** + **M**. The context menu for the selected element opens.
3. To move between options in the context menu, use the **Up** or **Down** arrow keys. Each option will be highlighted as you arrow up or down.
4. To select the highlighted option, press **Enter** or **Space**.
5. To close the context menu without selecting an option, press **Esc**.

Keyboard Commands for GRID Items with Add Point or Add Line/Arrow Tool

Items with the grid response area may have up to three main sections: an answer space, which is the grid area where students enter the response; an object bank, which is a panel containing objects you can move to the answer space; and a button row, which appears above the answer space and may include **Delete**, **Add Point**, **Add Arrow**, **Add Line**, and **Connect Line** buttons.

Figure 32. Sample Item with Point and Line Tools



- To move between the main sections, do the following:
  - To move clockwise, press **Tab**. To move counterclockwise, press **Shift** + **Tab**. The "active" section will have a border.
- To add an object to the answer space**,** do the following:
  a. With the object bank active, use the up and down arrow keys to move between the available objects. The active object has a blue background.
  b. To add the active object to the answer space, press **Space**.
- To use the action buttons, do the following:
  a. With the button row active, use the left and right arrow keys to move between the buttons. The active button is white.
  b. To select a button, press **Enter**, and then press **Space** to apply the dot, arrow, or line to the answer space.
- To move objects, points, lines, and arrows around in the answer space, do the following:
  a. With the answer space active, press **Enter** to move between the objects, and then press **Space**. The active object displays a blue border.
  b. Press an arrow key (up, down, left, or right) to move the object. To move an active object in smaller increments, hold **Shift** while pressing an arrow key.

L

Login Information for the TA Site

To access the TA Sites, your TIDE administrator must first create your account in TIDE. Once your account is created, you receive an account activation email. You can log in to the TA Sites after activating your account.

1. Navigate to the Florida portal (https://flfast.org/) and select the Florida Statewide Assessments card.
2. Select the **Teachers & Test Administrators** user card. Then select the **Administer Statewide Assessments** card for the TA Interface. The ***Secure Login*** page appears.
3. Enter your email address and password and click **Log In**. The TA Site appears.
    a. If the ***Enter Code*** page appears, an authentication code will be emailed to you. You must enter this code in the *Enter Emailed Code* field and click **Submit** within 15 minutes. If the code expires, click **Resend Code** to request a new one.
4. If you are associated with multiple institutions, a message prompts you to select a testing institution. Select your institution and select **Go**. To change the institution, you must log out and then log back in.

- To log out of the TA Site, click your name in the top-right corner and select **Logout** from the menu that appears.
- To avoid stopping an in-progress test session, you should only log out of the TA Site after stopping a test session. Please note that navigating away from the TA Site also logs you out. If you need to access another application while administering tests, open it in a separate browser window.

P

Pause Rules

These pause rules apply regardless of whether the student or the TA pauses the test or there is a technical issue resulting in the student being logged out (e.g., power outage, network failure).

- **If a FAST test is paused and the student resumes during a subsequent day,** the student
    - will be presented with the first unanswered item;
    - will not have access to previously answered items, unless a FAST Item Unlock request has been created and processed; and
    - will have 48 hours to complete their test before it is force submitted.
- **If a test is paused and the student resumes during the same day,** the student

- is presented with the first unanswered test item or passage and associated items when the test was paused or shut down; and
- is permitted to review and change any previously answered items within the test.

Note: All tests, except FAST Progress Monitoring and FAST Reading Retake, are force completed nightly and students will not have access to the test if they try to access it on a subsequent day.

S

Secure Browser

The Secure Browser ensures test security by prohibiting access to external applications and navigation away from the test. When the Secure Browser launches, it checks for other applications running on the device. If it detects a denylisted application, it displays a message listing the offending application and prevents the student from testing. This also occurs if a prohibited application launches while the student is already in a test.

Often, prohibited applications detected during a test are scheduled or background jobs, such as anti-virus scans or software updates. The best way to prevent denylisted applications from running during a test is to schedule such jobs outside of planned testing hours.

Warning: If a forbidden application is launched in the background while the student is already in a test, the student will be logged out. The student will also see a pop-up message stating that a forbidden application was detected.

This typically occurs when a program or browser, such as Microsoft Edge, is triggered in the background for a software auto-update to occur. Cambium Assessment, Inc. (CAI) recommends checking all software auto-updates and ensuring that they are completed outside of planned testing hours.

There are additional measures you can implement to ensure the test environment is secure:

- **Close External User Applications**

  Prior to administering tests, TAs should check all computers and devices that will be used and close all applications. After closing all applications, the TA should open the secure browser on each computer or device. The secure browser will not work if the computer or device detects that a forbidden application is running.

- **Do Not Allow Testing with Dual Monitors**

  Students should not take online tests on computers connected to more than one monitor. Systems that use a dual-monitor setup typically display an application on one screen while another application is accessible on the other screen.

- **Disable Screen Savers and Timeout Features**

  On all testing devices, be sure to disable any features that display a screensaver or log users out after a period of inactivity. If such features activate while a student is testing, the Secure Browser logs out the student from the test.

Access and Close the Secure Browser on Mobile Devices

Tablets and Chromebooks should be configured for testing before you provide them to students. For more information, see the Technology Guide on the Florida Portal.

- To access the Student Interface on iPadOS devices, tap the **SecureTestBrowser** icon.
- To access the Student Interface on ChromeOS devices, select **SecureTestBrowser** from the **Apps** link on the ChromeOS login screen.

After a test session ends, close the **SecureTestBrowser** application on student tablets.

- To close the Student Interface on iPadOS devices, double-tap the Home button. The multitasking bar appears. Locate the **SecureTestBrowser** app preview and slide it upward.
- To close the Student Interface on ChromeOS devices, select **Close Secure Browser** in the top-right corner.

Force-Quit Commands for the Secure Browser

In the rare event that the secure browser or test becomes unresponsive and you cannot pause the test or close the secure browser, you can force-quit the Secure Browser. Please note that the Secure Browser hides features such as the macOS dock. If the Secure Browser is not closed correctly, then the dock may not reappear correctly, requiring you to reboot the device. Avoid using a force-quit command if possible.

To force the Secure Browser to close, use the keyboard command for your operating system as shown in Table 11. This action will log out the student from the test. When the Secure Browser is opened again, the student will log back in to resume testing.

Table 11. Force Quit Secure Browser Keyboard Commands

Operating System	Key Combination
Windows*	**Ctrl** + **Alt** + **Shift** + **F10**
macOS**	**Ctrl** + **Alt** + **Shift** + **F10**. The **Ctrl** key may appear as **Control**, **Ctrl**, or **^**
Linux	**Ctrl** + **Alt** + **Shift** + **Esc**

* If you are using a laptop or notebook, you may also need to press **Function** before pressing **F10**.

** If you are using an Apple keyboard, you may need to press **Ctrl** + **Shift** + **Option** + **F10.**

Force-quit commands do not exist for the Secure Browser for iPadOS, and ChromeOS devices.

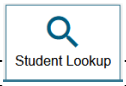
- **iPadOS:** Double-tap the Home button, then close the app as you would any other iPadOS app.
- **ChromeOS:** To exit the Secure Browser from the sign-in screens, press **Ctrl** + **Shift** + **S**. You cannot force-quit once the test begins.

Student Lookup Feature

You can use the student lookup feature in the TA Site to perform an advanced search for student information. This is useful if students signing in to your test session cannot remember their login information.

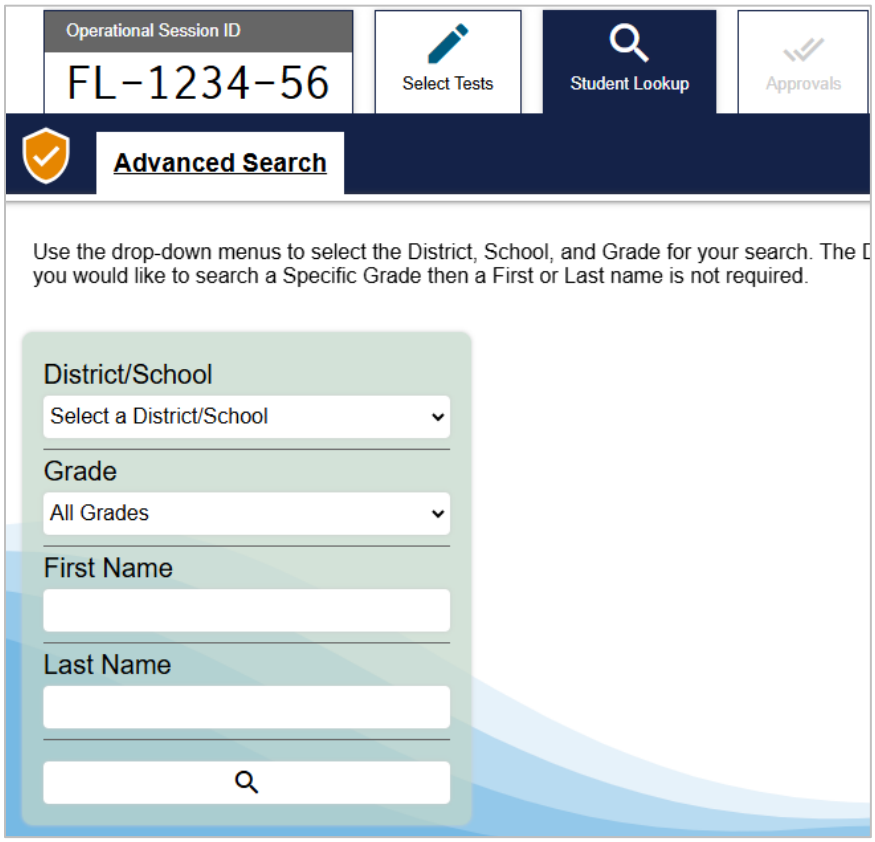
Warning: Inaccurate student demographic information can be corrected by authorized users before or after students test.

Students who do not appear in Student Lookup will be unable to test during the test session that is currently open and will need to be added to the Test Information Distribution Engine (TIDE) by the school or district assessment coordinator.

1. To look up student information, select the **Student Lookup** [

] tab.
2. Perform an advanced search:
   - Fill out the search fields with the necessary information, including the student's district/school, enrolled grade, and first or last name (exact matches only). Then click  to display the search results.
   - To view more information about a student, click the Test Settings icon [] in the Details column.

Figure 33. Student Lookup: Advanced Search



T

Tests Available

The following sample items and operational computer-based assessments are available for the 2026–27 school year:

- B.E.S.T. Writing Grades 4–10
- FAST ELA Reading Grades 3–10 and FAST ELA Reading Retake
- FAST Mathematics Grades 3–8
- Grades 5 & 8 Science
- B.E.S.T. Algebra 1, B.E.S.T. Geometry, Biology 1, Civics, and U.S. History EOCs
- Florida Civic Literacy Exam (FCLE)
- FACT College Algebra (operational beginning in Winter)

Transfer a Test Session

Test Administrators (TAs) can transfer an **active** test session from one computer/mobile device or browser to another without stopping the session or interrupting in-progress tests. This

feature is useful in scenarios when a TA's browser or computer encounters an issue or if they accidentally close the browser while a session is in progress.

The session remains open until it times out. If the TA does not return to the active session within 20 minutes and there is no student activity during that time, the Test Delivery System logs the TA out and pauses the students' tests.

The Test Delivery System ensures that a test session can be administered from only one browser at a time; therefore, when a session is moved to a new browser or computer, the TA will be unable to administer the test session from the original browser or machine.

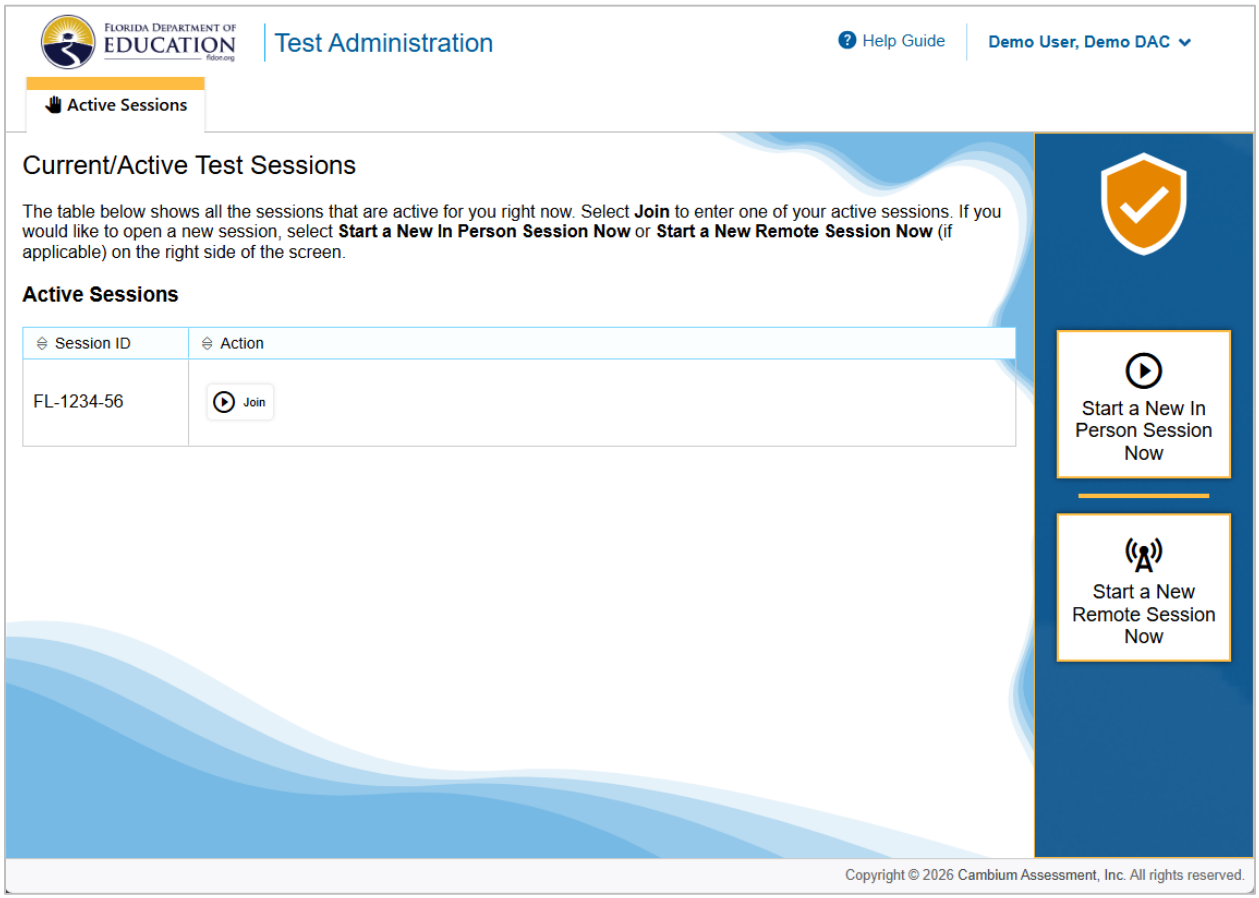
1. While the session is still active on the original device or browser, log in to the TA Site on the new device or browser. The **Active Sessions** tab appears (see Figure 34), listing the active session.
   - If the window for selecting an institution appears, select an institution, and select **Go** to proceed to the **Active Sessions** tab.

     Do NOT log out of or stop the test session on the original computer or browser; doing so will end the test session and pause all students' tests
2. In the table that appears, click  in the Action column for the session you wish to join.

   The test session page appears, allowing you to continue monitoring your students' progress. The test session on the previous computer or browser closes automatically.

If you do not wish to return to the active session, you can click **Start a New Session Now** to open the **Select Tests** tab and create a new test session.

Figure 34. Active Sessions Tab



User Support and Troubleshooting Information

Questions related to the 2026–2027 Florida Statewide Assessments may be directed to the Florida Help Desk. The Help Desk will be open Monday–Friday (except holidays) from 7 a.m. to 8:30 p.m. ET.

If you encounter an issue during live testing, you must contact your school assessment coordinator immediately as well as contacting the Help Desk. School assessment coordinators must contact the district assessment coordinator to report issues, as well.

Florida Help Desk

Toll-Free Phone Support: 1-866-815-7246

Email Support:
FloridaHelpDesk@cambiumassessment.com

Emails to the Help Desk will be automatically logged and responded to within one working day (typically sooner). Urgent requests will be given priority. If you contact the Help Desk, you will be asked to provide as much detail as possible about the issue(s) you encountered.

If contacting the Help Desk regarding a concern related to computer-based testing, please provide the following information:

- Test administrator name and IT/network contact person and contact information
- Username(s) or Result ID(s) of affected student(s)
    - Do not send secure student information to the Help Desk via email.
- Device, operating system, and browser version information
- Any error messages and codes that appeared, if applicable
- Information about your network configuration:
    - Secure browser installation (on individual machines or on the network)
    - Wired or wireless Internet network setup

Troubleshooting

This section provides troubleshooting tips for common issues that may occur while testing.

Username and Password Issues

Your username for logging in to the TA Site is the email address associated with your account in TIDE. When you are added to TIDE, you receive an activation email containing a temporary link

to the ***Reset Your Password*** page. To activate your account, you must set up your password within 15 minutes of the email being sent.

- **If your first temporary link expired:**

  In the activation email you received, select the second link provided and request a new temporary link.

- **If you forgot your password:**

  On the ***Login*** page, select **Forgot Your Password?** and then enter your email address in the *Email Address* field. You will receive an email with a new temporary link to reset your password.

- **If you did not receive an email containing a temporary link or authentication code:**

  Emails come from DoNotReply@cambiumassessment.com. Check your spam folder to make sure your email program did not categorize it as junk mail. If you still do not have an email, contact your School or District Assessment Coordinator to make sure you are listed in TIDE.

- **Additional help:**

  If you are unable to log in, contact the Florida Help Desk for assistance. You must provide your name and email address. Contact information is available in the User Support and Troubleshooting Information section.



Note: **For security reasons, users will need to update their password in TIDE before logging in to the Test Delivery System (TDS) for the first time every school year**. On the TIDE Login page there will be a prompt: *First Time Login This School Year?* under which users should click **Request a new one for this school year**. Users should enter their email address used in TIDE in the prior year to reset their password. Users will receive an email with a new link to reset the password. This link expires 15 minutes after the email was sent.

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 Sample Items Site cannot access sessions created in the TA Interface for live testing. A message in the bottom-left corner of the ***Student Sign-In*** page indicates which site the student is on. If a student is on the wrong site, the student can select the button in the message to switch to the correct site.

- **Student information is not entered correctly:**

  Verify that the student has correctly entered his or her username. Check specifically for easily confused characters, like 0, O, 1, and I. If this does not work, use the Student Lookup Feature tool in the TA Interface to verify the first name associated with the student's username. The Student Lookup tool allows you to verify the spelling that appears in the system. (Sometimes the student will enter a variation of his or her first name, which is not accepted [e.g., Jon/Jonathan]. Also, students do not always realize that they must enter only their legal first name. Verify that they are not entering their last name.)

- **Session has expired:**

  The Session ID entered corresponds with a session that is closed. Ensure that the student enters the correct Session ID for the active session. If this does not work, verify that your session is open. *Reminder: TAs cannot resume sessions. If a session is stopped, a new one will need to be created. Doing so will result in a new Session ID.* (Also, verify that both you and the student are using the correct sites. For example, students logged in to the Sample Items site cannot enter a session that was created in the TA Interface for live testing.) For more information about test sessions, see the section Select Tests and Start a Test Session.

Resolving Secure Browser Error Messages

This section provides possible resolutions for the following messages that students may receive when signing in to tests using the Secure Browser.

- **You cannot login with this browser:**

  This message occurs when the student is not using 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 log out the student, restart the device, and try again.

- **Looking for an internet connection…:**

  This message appears when the Secure Browser cannot connect with the Test Delivery System. This can occur if there is a network-related problem. Make sure that either the network cable is plugged in (for wired connections) or 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 specified as options when configuring the Secure Browser. If connection issues persist, contact a network technician.

- **Test Environment Is Not Secure:**

  This message can occur when the Secure Browse detects a denylist application running on the device. To resolve this issue, ensure that all applications are closed and no background jobs, such as anti-virus scans or software updates, are scheduled to run. If

this message appears on an iPad, ensure that either Automatic Assessment Configuration (AAC) or Autonomous Single App Mode (ASAM) is enabled.

Change Log

Location	Change	Date
Throughout	Updated screesnhots where necessary.	7/22/26
Tests Available	Added FACT College Algebra.	7/22/26
How Students Sign in to the Student Interface and Complete Tests	Added information on accessing TTS in tutorials to Table 5. Also added tutorials as elligible for TTS in the About the Text-To-Speech Tool subsection.	7/22/26

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