

Support Call-In Information

If possible, have your IT Coordinator fill out the technical information below before testing begins. This will help better assist our technical support team if a technical issue should arise during testing.

Contact Information

Caller Name:
Caller Contact Information:
IT Coordinator Name:
IT Coordinator Contact Information:

Issue Description

Description of the issue:	
Was there an error message? If yes, what was the error message?	
Is more than one student being affected? How many?	
Has the student tried to log in on a different device? If so, what device?	

Technical Information

Was the Site Readiness Test completed on the machine?
What is the Operating System on the device (Windows 7, Chrome OS 47, etc.)?
Is this a thin client configuration? (not applicable to iPads or Chromebooks) For thin client: what hardware/software are they using for their thin client (Make/Model & Software Version)?

What is the screen resolution of the device?
What are the DPI settings set to (Windows only)?
How was the kiosk installed (locally on each machine, network installation, etc.)?
Are stored responses being written to a custom location or the default location?
Is a local cache or a server cache being used?
Is the internet connection wireless or hard-wired?
What is the carrier/shell number of the kiosk?
Please list any troubleshooting steps already taken:

Student Information *(if applicable)*

Student ID #:
Test Name:
Class Name: