



New Mexico Science Assessment Kiosk User Guide

This technology guide illustrates how to launch and log in to the New Mexico Science Assessment Kiosk on supported testing devices. It explains the Tools, Accessibility features and Accommodations available within the application and how to use them. It provides guidance for offline scenarios, error messages, and contains troubleshooting tips.

This guide is designed to help Test Administrators, School Test Coordinators and Technology Coordinators during online testing.

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Launching the Kiosk



Windows and Mac Devices



To launch the New Mexico Science Assessment Kiosk on Windows and Mac double click on the desktop icon on the device.

If any programs are open when launching the kiosk there will be a message to close them and relaunch the kiosk.



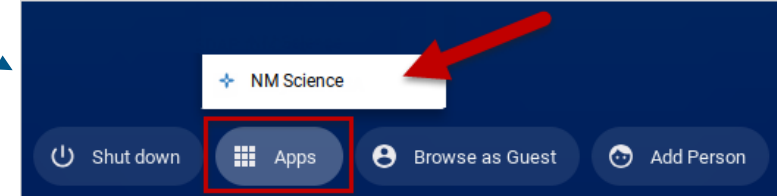
Please exit iTester and close the following application(s):

- Skype
- Sticky Notes
- Snagit
- Google Chrome Web browser
- Microsoft Word

Chromebook

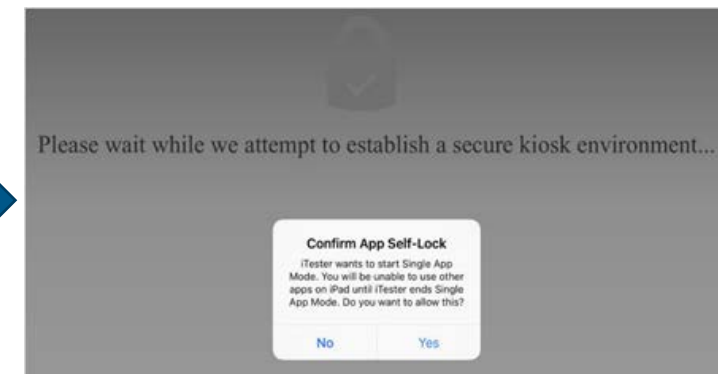
To launch the New Mexico Science Assessment application on a Chromebook, click the *Apps* tray on the Chromebook login page and select the NM Science icon.

Note: Students should not log into the Chromebook; kiosk applications can only be accessed from the application tray on the login screen of a Chromebook.



iPad

To launch the New Mexico Science Assessment application on an iPad, tap the New Mexico Science icon on the home screen of the iPad. The iPad will attempt to establish a secure kiosk environment for testing. To continue into the application, *Yes* must be selected.



Login Screen



Logan, Essie
DOB: 12/14/2003
English Test
Username: 2323412
Password: A927DABB

1. Username: Type the username into the *Username* field. Student usernames can be found on their corresponding test tickets.

2. Password: Type the password into the *Password* field. Student passwords can be found on their corresponding test tickets.

4. Carrier & Shell Number: The carrier and shell number are directly related to the version of iTester being used. This information is important when reporting any technical issues.



NM Science

STUDENT SIGN IN

Username

Password

Sign In

Access the Practice Test

Copyright © 2018 eMetric LLC
Carrier: 3.9.0 #97027ad #835
Shell: v3.11.0-dev #04034e0 s227
clear cache

English
English
Español

6. Connectivity Indicator: The dot in the top right corner indicates whether or not the device has an internet connection. A green dot indicates that the device is connected to the internet, while a grey dot indicates that there is no connection.

3. Access the Practice Test: Clicking on the practice test link will change the log in screen to allow students to log in to the practice test.

5. Spanish Localization selector: This drop-down box will allow students scheduled to the Spanish version of the test change the language used in the Kiosk. This must be selected before the student logs into the Spanish version of the test.

7. Exit Button (Desktop/Laptop only): The exit button will close the application and bring the student to the main desktop. Chromebooks must be powered off to exit the application. To exit on an iPad, press the home button.

Practice Tests



New Mexico Science SBA Practice Test

Practice Test Usernames & Passwords

To access the practice test in the kiosk, students will click the **Access the Practice Test** link located at the bottom of the student sign in box. The sign in screen will change to the practice test sign in screen. They will then enter the practice test user name and password for the practice test they would like to take.

To exit the practice test sign in screen, click the **Exit the Practice Test** link at the bottom of the practice test student sign in box.

Grade 4 English:
Username: G4english
Password: practice

Grade 7 English:
Username: G7english
Password: practice

High School English:
Username: HSenglish
Password: practice

Grade 4 Spanish:
Username: G4spanish
Password: practice

Grade 7 Spanish:
Username: G7spanish
Password: practice

High School Spanish:
Username: HSspanish
Password: practice

Practice Tests



New Mexico ASR Field Test Practice Test

Practice Test Usernames & Passwords

To access the practice test in the kiosk, students will click the ***Access the Practice Test*** link located at the bottom of the student sign in box. The sign in screen will change to the practice test sign in screen. They will then enter the practice test user name and password for the practice test they would like to take.

To exit the practice test sign in screen, click the ***Exit the Practice Test*** link at the bottom of the practice test student sign in box.

Grade 5 English:

Username: Grade5english

Password: practice

Grade 8 English:

Username: Grade8english

Password: practice

High School English:

Username: Grade11english

Password: practice

Grade 5 Spanish:

Username: Grade5spanish

Password: practice

Grade 8 Spanish:

Username: Grade8spanish

Password: practice

High School Spanish:

Username: Grade11spanish

Password: practice

Session Selection Screens



After entering their username and password, students will then move to the student information screen. This screen will display the students' identifying information, the test they have logged into, and each of the test sessions. Any previously completed test session will be grayed-out and not accessible.

1. Student Information
2. Test Session Selection: All available test sessions are listed here. Each test session will require a unique session access code to log into that session.

Not Student Demo? Exit

Hello, Student Demo

01010101 State Student ID	3/10/1998 Date of Birth	Male Gender
Grand Canyon High School School Name	Role Teacher Teacher	08 Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 Session 2 Session 3 Session 4

Session Selection Screens



Once the student has clicked on a test session, a textbox for the session access code will display. To enter the test session and begin the test, type the session access code in the text box and click **Submit**. To go back to the list of sessions, click the *Show Sessions List* link.

The session access code may be found on the test session summary print-out that is printed with the student test logins or within the online portal under the *Test Sessions* tab.

Not Student Demo? Exit

Hello, Student Demo

01010101
State Student ID

3/10/1998
Date of Birth

Male
Gender

Grand Canyon High School
School Name

Role Teacher
Teacher

08
Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 Session 2 Session 3 Session 4

Session Access Code: Submit Cancel

Class Name: Teacher, Role-Demo Class
Test Name: Demo Test 1
Testing Window: 07/25/2018 to 08/11/2018

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116
4	Session 4	3795914546

Student Name	Username	Password	Accommodations
Demo, Student	01010101	7DF895C5	Text-to-Speech, Screen

District: Grand Canyon District School : Grand Canyon High School
Administration: 2016-2017 Content Area: Science
Class: Teacher, Role-Demo Class-Science-(Grade -HS)
Test Name: Demo Test 1
Testing Window: 07/25/2018 to 08/11/2018

Test is in progress. It ends on 08/11/2018. Students may log in and take the test using their username and password shown below.

Access Codes

Session Sequence	Session Name	Access Code
1	Session 1	8301294403
2	Session 2	3376567156
3	Session 3	7908604116
4	Session 4	3795914546

Back to Test Sessions

Please Note: Session access codes will be different per test session.

Session Selection Screens



Using the Proctor Password

A proctor password is required to enter a test session if one of the three following conditions is met:

1. A student is idle in the test session for more than 20 minutes. A student is “idle” if they do not interact in any way with the application. This includes the use of any accommodation or tool, navigating through the test, or interacting with any of the on-screen widgets and answer choices.
2. If you pause or exit your test and attempt to log in after more than 20 minutes have passed
3. The Science SBA Kiosk has experienced an abrupt closure, such as the power going out, the device being turned off while testing, or the device crashing while testing.

The proctor password will be required on the Options page for students with the accommodation “[Allow Accessibility Mode Testing](#).”

If a proctor password is required, please contact the District Test Coordinator (DTC). The DTC will be able to locate the proctor password in the New Mexico Science SBA Portal (see the *NM Science Assessment Portal User Guide* on the [help and support](#) site for more information).

Not Student Demo? Exit

Hello, Student Demo

01010101 State Student ID	3/10/1998 Date of Birth	Male Gender
Grand Canyon High School School Name	Role Teacher Teacher	08 Grade

The following tests have been scheduled for you:

Demo Test 1

Session 1 Session 2 Session 3 Session 4

Proctor Password

Session Selection Screens



The Options page allows the students to view, test, and set the accommodations for their test. These can also be changed within the test.

Note: Only those students with accommodations will see the Options page.

The directions page displays the test directions for each student. When students land on this page, the test content will begin downloading. While downloading, the blue circle near the center of the page will display the download progress starting with 0% up to 100%. Once the test content has been fully downloaded, the word “Continue” will display inside the circle.

Options

Text-to-Speech Volume:100

Speed Slow Normal Fast

Zoom View (Magnifier) 100% 150% 200% 300%

The quick brown fox jumped over the lazy dog.

Reverse Contrast Default Inverted

Color Contrast

Default	Classic	Ruby	Chalkboard	Nocturnal	Aquiline
Eccentric	Azure	Haunted	Celestial	Antique	Creamy

General Masking Enabled

Accessibility Mode Proctor Password Submit

Continue

Text-to-Speech:

Grade 4 Science English Practice Test
Form 4

Session 1 Directions

Read each question carefully. For each multiple-choice question, decide which is the best answer. Select your answer on your screen. For each question that asks you to type your answer, type or draw your answer in the space provided on your screen. Only answers and work inside the answer boxes will be scored.

Continue

Exit



Accommodations Options Overlay button allows a student to bring up the accommodation options page to change accommodation settings if needed.

Test & Item Navigation



1. Review Page: Click on the down arrow to display a list of questions and their answer status. It will also show the items a student has bookmarked for review and also allows a student to jump to a different question in the test.

Bookmark: Students are able to bookmark questions for review. To bookmark a question click the star icon next to the item number in the top toolbar. Once selected, the bookmarked item will contain a yellow star on the test review page.

2. Clear: Removes all student responses from the current question.

3. Navigation Buttons: Primary means of navigating through the test. The Next & Back buttons allow a student to move forward or backward one question at a time.

The screenshot displays a test interface. At the top, there's a toolbar with 'Question 2', a zoom icon, and 'Text-to-Speech' controls. The main content area shows a reading passage titled 'A Story About Nothing' by Anonymous. Below the passage is a question: 'What was the author's tone in A Story About Nothing?'. The question has four options: (A) Angry, (B) Cheesy, (C) Depressed, and (D) Complacent. At the bottom, there's a navigation bar with buttons for 'Clear', 'Pause/Exit', 'Back', and 'Next', along with question number indicators '2' and '3'.

The screenshot shows the test review page. At the top, there's a toolbar with 'Question 3' and a star icon. Below this, there's a question preview: 'The illustration below shows a pond in the northeastern United States. Many organisms are part of this ecosystem. Some organisms live on the land surrounding the pond, and some spend time on the surface of the water, and...'. Below the question preview, there's a progress bar showing 'You have completed: 3 out of 28 question(s)'. The progress bar has six circles, each representing a question. The first circle is blue and labeled '1 answered'. The second circle is blue and labeled '2 answered'. The third circle is red and labeled '3 not answered'. The fourth circle is red and labeled '4 not answered'. The fifth circle is blue and labeled '5 answered'. The sixth circle is grey and labeled '6 not visited'.

Test & Item Navigation



Expandable Passages

Clicking the arrow expands the passage to full screen in the kiosk, click the arrow again to return to the question.

The screenshot displays a test interface with a question titled "A Story About Nothing" by Anonymous. The question asks, "What was the author's tone in A Story About Nothing?". The passage is initially collapsed, showing only the first paragraph. A blue arrow points to a small arrow icon in the top right corner of the passage box. Clicking this icon expands the passage to full screen, as shown in the bottom right inset. In the expanded view, the passage is fully visible, and a blue arrow points to the same arrow icon in the top right corner, indicating that clicking it again will return the view to the question. The interface includes a top bar with "Question 2", a zoom icon, and a text-to-speech icon. The bottom bar contains navigation buttons: "Clear", "Pause/Exit", "Back", "Next", and "Finish".

Question 2

Zoom

Text-to-Speech:

A Story About Nothing
By: Anonymous

What was the author's tone in A Story About Nothing?

Question 2

Zoom

Text-to-Speech:

A Story About Nothing
By: Anonymous

Clear Pause/Exit Back Next Finish

Pop-Up Glossary

Students are able to view definitions of pre-selected words by selecting the words with book icon to launch a pop-up screen with the word's definition.

Question 1

The illustration below shows a cross section of the edge of a pond in the northeastern United States. Many species of organisms are part of this ecosystem. Some of the organisms surrounding the pond, some in the water, and some living in the pond are shown.

Definition

Small body of still water.

Phytoplankton

Zooplankton

Cattail

Willow

Bulrush

Mayfly

Heron

Frog

Water lily

Muskkrat

Arrowhead

Water snake

Pickerel

Pondweed

Soil fungi

Soil bacteria

Pond surface

Bottom of pond

Test & Item Navigation



Pausing & Exiting

Pause/Exit: When a student clicks on Pause/Exit, they will be given the option to either to pause their test, exit their test or cancel.



Clear

Pause/Exit

Back

Next

Finish

Do you want to pause your test or exit your test?

Pause the test to temporarily log out. Exit the test to log out and close the testing application.

Pause Test

Exit Test

Cancel

When a test is paused, a timer will begin to countdown from 20 minutes. The student will have 20 minutes to return to their test before they are completely exited. To return to their test within the 20 minutes they will enter their **Password** and click **Resume**. Any sketch or highlighting they did before pausing will be retained when they resume testing.

*If the student does not return within the 20 minutes the student will be exited from the test, any sketch & highlighting in the test will **NOT** be retained.

Your test is **paused**.

To resume testing, enter your password and click the Resume button. To exit the test and close the testing application, click the Exit button. When the timer reaches 00:00, your test will exit on its own.

00:56

Password

Resume

Exit Test

Test & Item Navigation



Turning in a Test

Question **2** Zoom Text-to-Speech

A Story About Nothing
By: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque dictum lacus eget turpis mattis dignissim. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Duis eget velit eget augue tristique scelerisque ut dignissim nunc. Quisque condimentum erat consectetur urna finibus, ullamcorper malesuada mauris luctus. Integer convallis, risus nec mattis fermentum, sapien nulla dignissim est, eu congue ex metus quis purus. Sed pharetra consequat erat, ac laoreet velit consectetur quis. Aenean vel leo consectetur, feugiat tortor id, vestibulum nulla. Cras ligula leo, viverra ac condimentum et, gravida vel odio. Vivamus laoreet enim dolor, nec finibus felis laoreet in. Morbi porta faucibus dui, at mattis elit ornare a.

Mauris ullamcorper aliquam eros quis placerat. Vivamus ac varius nulla, quis fermentum nibh. Vivamus aliquam libero viverra orci vestibulum volutpat. Aliquam tempus vel leo iaculis imperdiet. Vivamus diam mi, facilisis id arcu id, mollis faucibus lectus. Sed faucibus quis est quis convallis. Nunc facilisis et sapien ut maximus. Mauris aliquam vel nisi consequat tristique. Sed lorem felis, suscipit sed auctor at, fringilla ut lorem.

Integer ac commodo leo. Praesent tincidunt pulvinar porttitor. Nam lacus erat, pharetra ac iaculis ac, ullamcorper sit amet quam. Suspendisse sed est eget sapien condimentum finibus. Etiam eu ligula lacus. Aliquam ex magna, iaculis eget sodales non, rhoncus a lacus. Nam a malesuada mauris, quis commodo leo. Ut lorem justo, euismod quis vehicula eu, malesuada et nibh. Curabitur vel ligula dui. Fusce nec maximus diam, nec gravida felis. In metus risus, suscipit quis nunc eu, interdum euismod libero. In in lectus at orci condimentum sodales.

Proin sed aliquet justo, a rutrum nibh. Interdum et malesuada fames ac ante ipsum primis in faucibus. Proin velit turpis, auctor ut laoreet non, ultrices in nisl. In porttitor, magna ac pharetra pretium, velit sapien consequat felis, ut tempus nisi tellus sed orci. Fusce lacinia nibh vitae lacus euismod lobortis. Phasellus ut tempor eros. Duis ut quam enim. Mauris nunc quam, vulputate vel aliquet vitae, egestas

What was the author's tone in A Story About Nothing?

Hide All

- ☐ A) Angry
- ☐ B) Cheesy
- ☐ C) Depressed
- ☐ D) Complacent

On the last question of every test session, the **Finish** button will be activated to allow the student to click Finish. Clicking the Finish button will take the student to the test review page.

Clear Pause/Exit Back Next **Finish**

You have completed: **21** out of **28** question(s).

1 answered	2 answered	★ 3 answered
4 not answered	5 answered	★ 6 answered
7 not answered	8 not answered	9 answered
10 answered	11 not answered	
13 answered	14 answered	
16 answered	17 answered	
★ 19 answered	20 not answered	★
22 answered	23 answered	
25 answered	26 answered	
28 answered		

The test review page displays a full list of questions, their answer status, and any questions that have been bookmarked by the student. Click the **Turn In** button to submit the test or the **Return to test** button to return to the test.

Return to test Turn In

Are you sure you want to turn in your test?

Turn In Cancel

Turning in your test...



Once the student clicks **Turn In**, they will be prompted one final time to confirm that they wish to turn in the test. After clicking **Turn In**, the student will be returned to the test sessions page and the session they have completed will be grayed & crossed out.

Question **2**

Zoom

Text-to-Speech:

A Story About Nothing
By: Anonymous

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque dictum lacus eget turpis mattis dignissim. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Duis eget velit eget augue tristique scelerisque ut dignissim nunc. Quisque condimentum erat consectetur urna finibus, ullamcorper malesuada mauris luctus. Integer convallis, risus nec mattis fermentum, sapien nulla dignissim est, eu congue ex metus quis purus. Sed pharetra consequat erat, ac laoreet velit consectetur quis. Aenean vel leo consectetur, feugiat tortor id, vestibulum nulla. Cras ligula leo, viverra ac condimentum et, gravida vel odio. Vivamus laoreet enim dolor, nec finibus felis laoreet in. Morbi porta faucibus dui, at mattis elit ornare a.

Mauris ullamcorper aliquam eros quis placerat. Vivamus ac varius nulla, quis fermentum nibh. Vivamus aliquam libero viverra orci vestibulum volutpat. Aliquam tempus vel leo iaculis imperdiet. Vivamus diam mi, facilisis id arcu id, mollis faucibus lectus. Sed faucibus quis est quis convallis. Nunc facilisis et sapien ut maximus. Mauris aliquam vel nisi consequat tristique. Sed lorem felis, suscipit sed auctor at, fringilla ut lorem.

Integer ac commodo leo. Praesent tincidunt pulvinar porttitor. Nam lacus erat, pharetra ac iaculis ac, ullamcorper sit amet quam. Suspendisse sed est eget sapien condimentum finibus. Etiam eu ligula lacus. Aliquam magna, iaculis eget sodales non, rhoncus a lacus. Nam malesuada mauris, quis commodo leo. Ut lorem justo euismod quis vehicula eu, malesuada et nibh. Curabitur ligula dui. Fusce nec maximus diam, nec gravida felis metus risus, suscipit quis nunc eu, interdum euismod libero. In in lectus at orci condimentum sodales.

Proin sed aliquet justo, a rutrum nibh. Interdum et malesuada fames ac ante ipsum primis in faucibus. Proin velit turpis, auctor ut laoreet non, ultrices in nisl. In porttitor, magna ac pharetra pretium, velit sapien consequat felis, ut tempus nisi tellus sed orci. Fusce lacinia nibh vitae lacus euismod lobortis. Phasellus ut tempor eros. Duis ut quam enim. Mauris nunc quam, vulputate vel aliquet vitae, egestas

What was the author's tone in A Story About Nothing?

Hide All

A Angry

B Cheesy

C Depressed

D Complacent

Clear

Pause/Exit

Back

Next

Finish

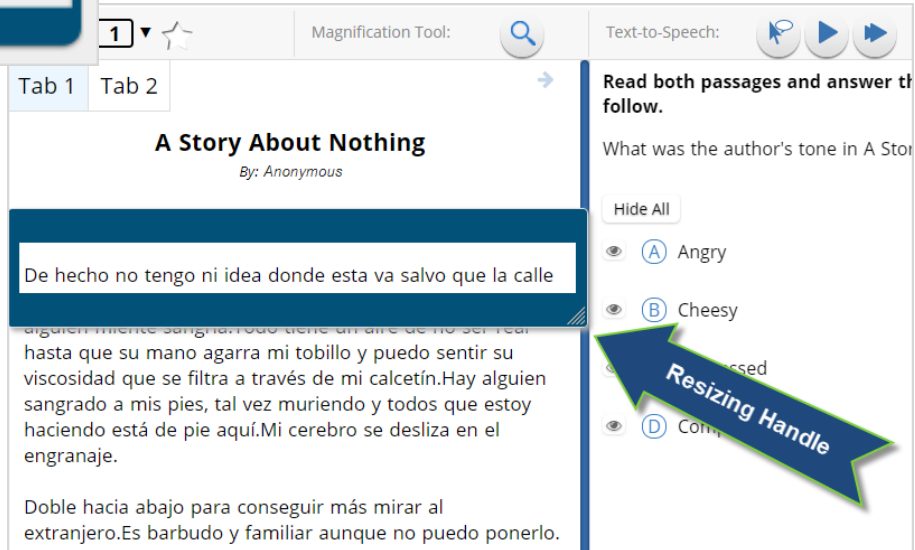
Student Tool Bar

The Student Tools and a few of the Accessibility features & Accommodations available in the kiosk are located in the Tool Bar at the bottom left corner of the testing interface. Hovering over each tool, accessibility feature or accommodation icon will reveal the tool, accessibility feature or accommodation name. Clicking on each icon will activate the tool, accessibility feature or accommodation.

Please note: The tools available for each question in the test may vary.



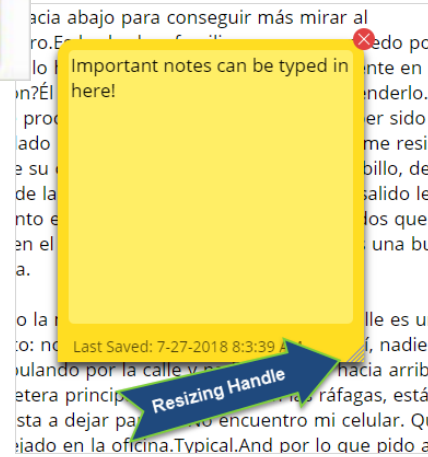
Line Reader



Line Reader: Helps the student focus on one or more lines of text when reading test content. Use the mouse or touch screen to raise and lower the tool for each line of text onscreen. Adjust the number of lines in the guideline tool window with the Resizing Handle.



Notepad



Notepad: Provides location for student's notes. Each item has its own notepad and notes persist uniquely per item. The notepad is resizable, draggable, and displays a timestamp for when its contents were last modified.

- The notepad is retained per item. If the student writes notes on Item 1, navigates to Item 2, returns to Item 1, the item 1 notes will still be there.
- Notes on passages are viewable for all items pertaining to the passage.
- Notes are NOT saved if a test is exited.
- Notes are NOT saved if a student finishes a test session and then has state-approved reactivation.



Sketch

vanto la mirada para pedir ayuda pero la calle es un
sierto: no se salen de la oficina detrás de mí, nadie
deambulando por la calle y nadie mirando hacia arriba de
la carretera principal. Ni la basura, en las ráfagas, está
dispuesta a dejar para mí. No encuentre mi celular. Que
han dejado en la oficina. Typical. And por lo que pido ayuda.
Gritar, realmente. Pero nadie viene. Me preocupa ahora. El
hombre todavía está... no a sus pies
y gracias a Dios no... me di
cuenta pesadas como una persona puede ser cuando son

Sketch: Provides sketch pad with the following features.

- Students may sketch using black, red, or blue brushes.
- Students may highlight using a semi-transparent yellow highlighter brush.
- Students may erase sketches and highlighting using the eraser.
- Students may draw anywhere on the item area while still being able to click on distracters

Sketches and highlighting uniquely persist per item. If a stimulus that is shared across multiple items is highlighted, the highlighting will persist. They can only be viewed by the student while taking the test and will not be visible to the scorer once the test has been submitted. The Sketch tool is not available on constructed response items.

Note: If the student exits the test, the sketches and highlighting will not be there when the student returns to the test.



Highlighter

...e valued education and wanted Dahl to be a good
student. She thought it would be best for him to attend a
boarding school in England.

5 While attending boarding school, Dahl missed his mother
and hated the endless rules. Although he did not like his
new school, he did find a few things to enjoy. He realized
he was great at sports, and he also developed a love of
photography. After graduation, he got a job
instead of going to college. He joined the Oil
Company and learned how to work on the company's oil

Highlighter: Students are able to select text and highlight the selection. They can erase the highlighted text by using the eraser and selecting the text to erase. To clear all highlighting on the screen click Clear All.

Note: The Highlighter is disabled when Text-to-Speech is actively playing in an item.

Answer Masking

→ Read both passages and answer the questions that follow.

What was the author's tone in A Story About Nothing?

Show All

☐ (A) Angry

☒ (B)

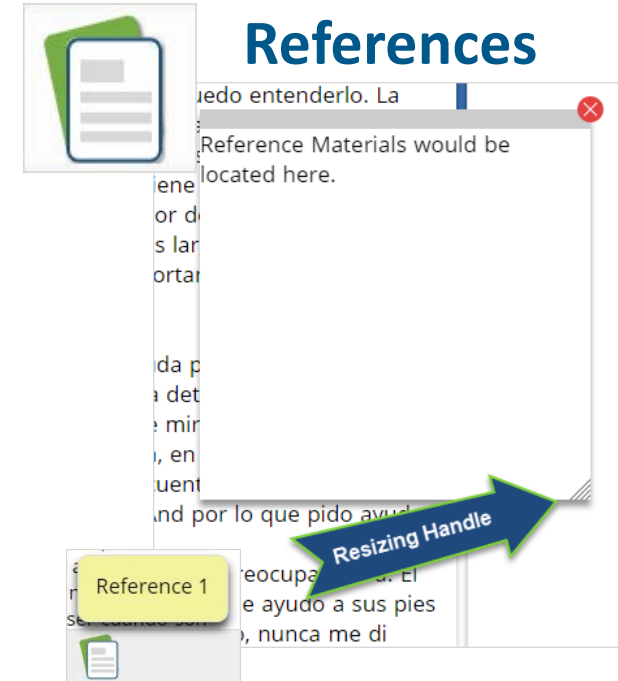
☐ (C) Depressed

☐ (D) Complacent

ro que la calle
delante de mí
no se
ser
n.Hay alguien
s que estoy
za en el

Answer Masking: Provides the ability to “hide” an answer by clicking on the eye icon next to the answer choice. This can be used to eliminate answer choices. Answer masking will persist if a student navigates away from the question, but not if the student exits the test. Answer choices may not be selected while they are masked.

References

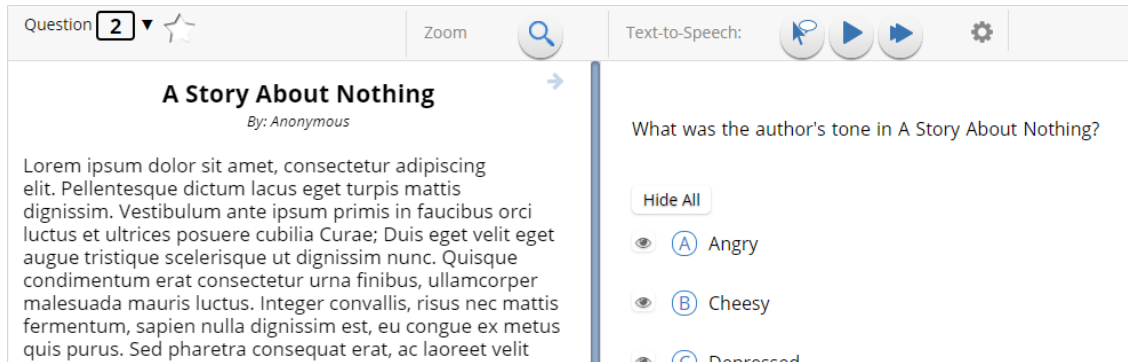


References: If reference material is available on the test, it can be accessed by clicking the reference material icon. The reference material window may be moved around the screen by clicking and dragging the box or may be resized by clicking and dragging the bottom right hand corner.

Student Accessibility Features



Zoom View (magnifier)



Zoom: Students can magnify the entire screen in four increments: 100%, 150%, 200%, and 300%. Click on the magnifying glass to zoom in, the minus symbol to zoom out and the circular arrow to return directly to the default 100% magnification.

Custom Masking

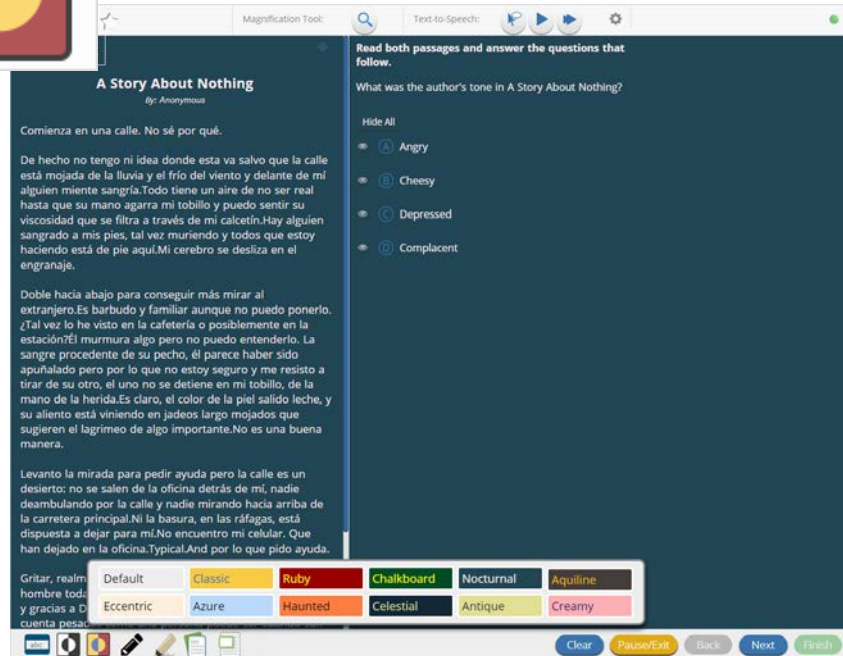


Custom Masking: Provides the ability to mask certain parts of the test interface or question. Custom masking planes may be resized and dragged around the screen.

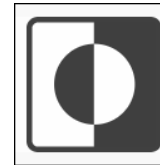
Student Accessibility Features



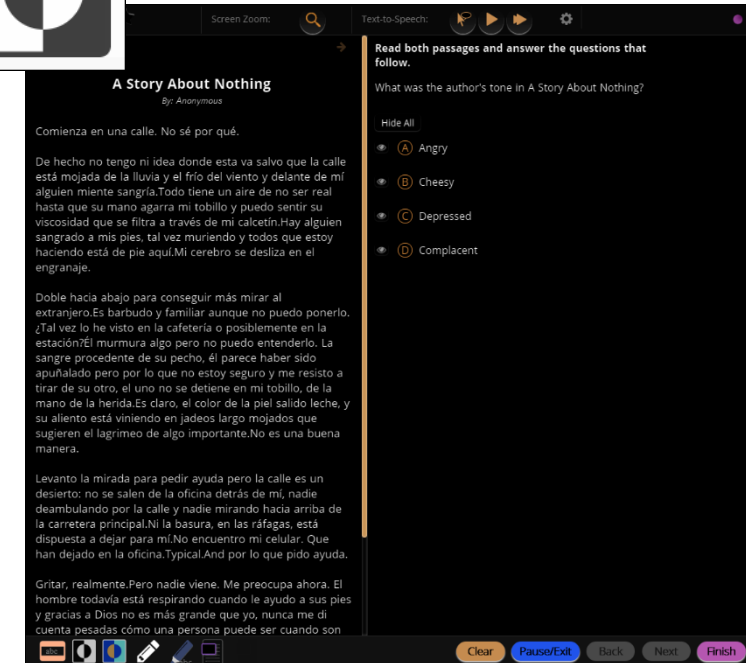
Color Contrast



Color Contrast: Changes the background color and text color of the test content.



Reverse Contrast



Reverse Contrast: Inverts all color values on the screen.

Accessibility Mode

Options

Text-to-Speech

Magnification Tool

Line Reader

Custom Masking

Accessibility Mode

Continue

Volume:100

Speed

100% 150% 200% 300%

The quick brown fox jumped over the lazy dog.

Enabled

Enabled

Proctor Password

Submit

Accessibility Mode

Enabled

Accessibility Mode: Allows students to use assistive technology while testing in the NM Science Kiosk. The proctor will be required to enter the proctor password on the Options page to enable. Accessibility Mode is only supported on **Windows** devices.

Text-to-Speech

The screenshot shows a digital reading interface. At the top, there's a 'Question' dropdown set to '2' and a 'Zoom' button. The main text area displays a passage titled 'A Story About Nothing' by 'Anonymous'. The text is in a serif font. A yellow highlight is placed over a sentence: 'Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Duis eget velit eget augue tristique scelerisque ut dignissim nunc.' A blue arrow points from the text to the TTS controls on the right. The TTS controls include a play/pause button (1), a skip button (2), a stop button (3), a volume slider (4) set to 100%, and a speed selector (5) with options 'Slow', 'Normal', and 'Fast'. A green status indicator is in the top right corner of the TTS panel.

Students who have a Text-to-Speech (TTS) accessibility feature or accommodation will have TTS controls.

1. **On-Demand TTS:** Click the On-Demand TTS button to activate. TTS will begin once a specific word or phrase is selected and will continue reading from that point until paused or stopped.
2. **Play/Pause:** To play the TTS, click the play button. To pause the TTS, click the pause button. To resume from the pause, click the play button again.
3. **Skip Stimulus:** Clicking the arrowhead button next to play/pause will skip the stimulus and start reading the question and answer choice section of the item.
4. **Stop:** To stop the TTS, click the stop button. Clicking play after clicking the stop button will restart the TTS from the beginning of the item's text.
5. **Adjust TTS Volume:** Click the gear icon. Use the slider next to "Volume" to adjust the TTS volume.
6. **Adjust TTS Rate:** Click the gear icon. Use the slider next to "Speed" to adjust the TTS rate between Slow, Normal, and Fast.
7. **Highlighted Text:** As the TTS reads the text, the text in the item will be highlighted.

*Headphones/earbuds are necessary tested individually in a separate setting. TTS volume can be adjusted using your device's volume controls.

Guidance on Error Messages



Error Messages when launching the kiosk:

No internet connection found.

Try again

Exit

Why did my student receive this error?

There is no internet connection on the device and the kiosk cannot launch.

What should I do?

Establish an internet connection and click Try again.

Please exit the kiosk and install the latest version.

Why did my student receive this message?

You are launching an older version of the kiosk. The kiosk on this testing device will need to be updated.

What should I do?

Exit the kiosk then download and install the latest version from the New Mexico Science Portal. For Chrome OS, verify that your NM Science SBA app is up to date.

Guidance on Error Messages



Error Messages when launching the kiosk:

There was a problem while launching the kiosk. Please check your internet connection or your access permissions to the cache folder.

[Click here to try again.](#)

Why did my student receive this error?

There is no internet connection on the device and the kiosk cannot launch.

What should I do?

Establish an internet connection and click Try again.

We could not establish a connection to our server, please check your internet connection.

Refresh

Why did my student receive this error?

eMetric servers cannot reach the stored response folder location due to a network connectivity failure.

What should I do?

Check your network connectivity and connectivity to the stored response folder location and relaunch the kiosk. If the message appears again call the New Mexico Service Desk.

The offline student responses on this machine could not be processed. Please contact Support in order to continue. (ErrorCode:1003)

Refresh

Why did my student receive this error?

Stored responses could not be sent to the eMetric servers. The kiosk will not be able to launch until this is resolved.

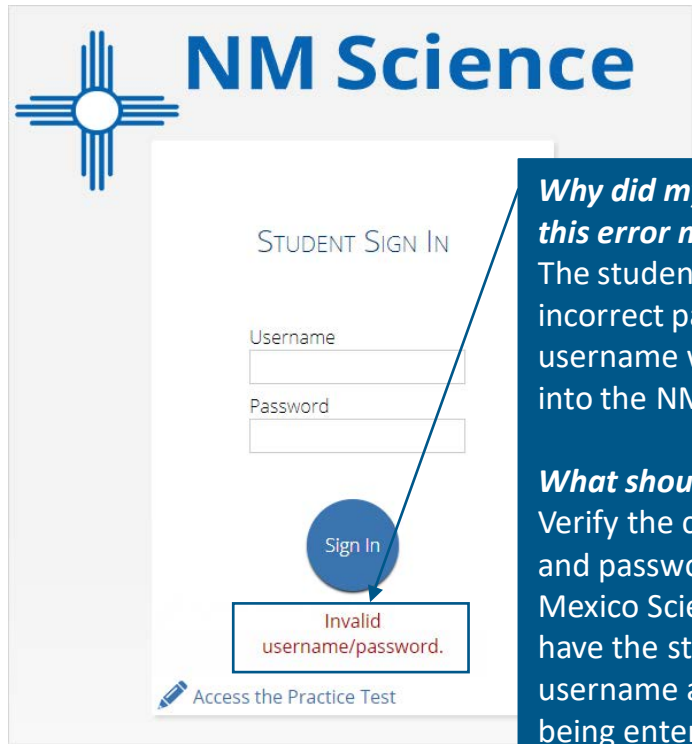
What should I do?

Call the New Mexico Service Desk and provide them with the error message and error code.

Guidance on Error Messages



Error Messages when logging into the NM Science Kiosk:



NM Science

STUDENT SIGN IN

Username

Password

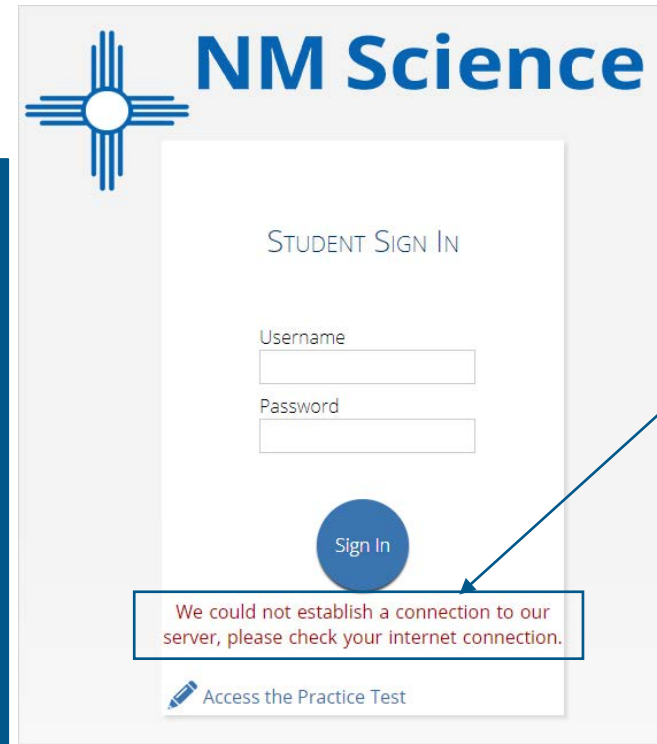
Sign In

Invalid username/password.

Access the Practice Test

Why did my student receive this error message?
The student is using the incorrect password or username when trying to log into the NM Science Kiosk.

What should I do?
Verify the correct username and password in the New Mexico Science Portal and have the student retry. If the username and password being entered is correct and still receiving the error message, verify that the student is not trying to log into the Practice Test Environment.



NM Science

STUDENT SIGN IN

Username

Password

Sign In

We could not establish a connection to our server, please check your internet connection.

Access the Practice Test

What happened and why did my student receive this message?

Internet connectivity was lost after the student entered their username and password. The NM Science Kiosk detected the loss of internet connectivity and will not allow the student to log in until internet connectivity is reestablished.

What do I do next?

1. Close the NM Science Kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the NM Science Kiosk.
4. Check the connectivity indicator in the top right corner of the NM Science Kiosk login screen.
 - a. If the connectivity indicator is green, the kiosk is connected to the internet and the student can log in and begin testing.
 - b. If the connectivity indicator is gray, check the internet connection again.
 - c. If the connectivity indicator is still gray and you are sure the internet is connected, move the student to a different testing device, launch the kiosk on the new testing device and verify the connectivity indicator is green.

Guidance on Error Messages



Error Messages when logging into a test session:

Session Access Code:

Incorrect session access code. Please try again.

Why did my student receive this error?

The student is using the incorrect session access code for the session selected or typing in the session access code incorrectly.

What should I do?

Verify the correct session access code in the New Mexico Science Portal and have the student retry.

Proctor Password

Invalid Password

Why did my student receive this error?

The proctor password entered was incorrect.

What should I do?

If you are a District Test Coordinator verify the correct proctor password in the New Mexico Science Portal. If you are not the DTC contact your District Coordinator to verify the proctor password. Once verified it is correct have the proctor retry. Proctor passwords are case sensitive. If the proctor password was changed while the student was logged in to kiosk, have them exit the kiosk and try again.

Guidance on Error Messages



Error Messages when logging into a test session:

Not Kelly Clarkson? [Exit](#)

Hello, Kelly Clarkson

363636 State Student ID	2/11/2008 Date of Birth	Female Gender
Grand Canyon Elementary School School Name	Role Teacher	04 Grade

The following tests have been scheduled for you:

We were unable to get your Test Session. Please check your internet connection and try again.

[Retry](#)

What happened and why did my student receive this message?

Internet connectivity was lost after the student logged in. The NM Science Kiosk detected the loss of internet connectivity and will not load the test sessions until a connection to the internet is reestablished.

What do I do next?

Click [Retry](#), if internet connectivity is established then the student will be directed to the test session. If internet connection is not detected, close the NM Science Kiosk, reestablish a connection to the internet and relaunch the kiosk.

Session 1 Directions

This is Session 1. You should complete all of the items in this session during the assigned time. Once the session is closed, you will not be able to return to the session to view questions or check answers.

Use the navigation buttons to move to the next question or to go back to the previous question in each session. Use the review button to access the Test Review screen.

Test questions will be presented one at a time. Sometimes you may need to use the scroll bar to see all of the content in a question. Each multiple-choice question will be followed by its possible answer choices. Be sure that you have seen all of the answer choices before you make your selection. Each constructed-response question will be followed by a text box. Type your response in the box.

An error occurred while loading the test! [Click here](#) to retry, or contact an administrator.

What happened and why did my student receive this message?

Internet connectivity was lost before the test session completely loaded. The NM Science Kiosk detected the loss of internet connectivity and will not load the test session until a connection to the internet is reestablished.

What do I do next?

Select [Click here](#) to load the test. If internet connectivity is established, the student will be directed to the test session. If internet connectivity could not be established, the student will be redirected to the Directions page.

Guidance on Error Messages



Error Messages during a test session:

Required language support is unavailable.

Continue

Why did my student receive this message?

This error will appear when students have a Spanish Text-to-Speech Accommodation and Cepstral language pack is not installed on the device.

What should I do?

Install Cepstral language pack if you already have the license, if you do not have a license please contact the Measured progress Service Desk to obtain a license.

The necessary support for audio playback is not detected on this device.

Continue

Why did my student receive this message?

This error will appear when students have the Text-to-Speech Accommodation and there is not a playback device (headphones, speakers, or internal speakers) set as default or connected to or the device.

What should I do?

Connect headphones or speakers to the machine and set them as the default playback device. Verify that sound is coming from the playback device.

Guidance on Error Messages



Error Messages during a test session:

Please raise your hand; your test session has timed out.

Exit

Why did my student receive this message?

The student has timed out of their test session, meaning they have been inactive in the test for 20 minutes.

What should I do?

Click exit and you will be brought back to the NM Science Kiosk student sign in page. When the student is ready to continue testing they would log back into the NM Science Kiosk, select the session they wish to continue. Once they have entered the session access code they will be then prompted for the proctor password, which the proctor will need to enter, and resume testing where they left off.

**Please raise your hand; your test session has timed out.
Your responses have been saved locally.**

Exit

What happened and why did my student receive this message?

Internet connectivity was lost after the student began testing; the NM Science Kiosk was idle for more than 20 minutes and the test session timed out.

What do I do next?

Click Exit. Reestablish a connection to the internet and relaunch the NM Science Kiosk. Student responses will be sent when the login screen appears on the NM Science Kiosk.

Guidance on Error Messages



Error Messages during a test session:

There is a problem because somebody else has logged into your test session. You have been logged out for security reasons.

Exit

Why did my student receive this message?

The student has logged into their tests session on two separate devices, the second log in would cause the first session to be logged out, or someone else has logged into the NM Science Kiosk with the same credentials.

What should I do?

Click exit and log back into the test session. Verify the student's test resumes where they were exited.

Please raise your hand and notify your proctor:

Your response is not able to be stored. To avoid losing your response, your test cannot be continued until connection to the storage location is re-established.

Retry Now

What happened and why did my student receive this message?

Access to the storage location was lost after the student began testing due to loss of network connectivity. The NM Science Kiosk will not allow the student to continue testing until access to the storage location is restored.

What should I do?

Click Retry Now. If a connection to the storage location is reestablished, the NM Science Kiosk will return to the screen where the student was prior to loss of connectivity. If, after several attempts, the connection to the network storage location cannot be reestablished, test administrators should either, force-quit the NM Science Kiosk and move the student to a new testing device that has connectivity to the network and storage location or contact their network administrator for further assistance.

Guidance on Error Messages



Error Messages during a test session:

Please raise your hand and notify your proctor.

A connection to the network could not be established. Your test has been saved offline.

Proctor, this student's test responses have been stored locally on this device. When network connection is restored, you must re-launch the kiosk or mobile app from this device in order to send the stored responses to the servers.

Do not move the student to a different workstation.

If you have any questions, please contact technical support immediately.

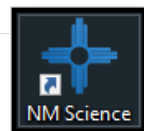
1 Proctor Password

2 Accept and Exit Test

3



4



What happened and why did my student receive this message?

Internet connectivity was lost after the student began testing and was not restored by the time the student completed the test. The student completed the test session and clicked "Turn in Test". The student's responses will be saved to the local folder configured when the NM Science Kiosk was initially installed.

What do I do next?

1. Read the instructions in the message and enter the proctor password to acknowledge that you have read and understand the instructions.
2. Select **Accept and Exit Test**.
3. Reestablish a connection to the internet.
4. Relaunch the NM Science Kiosk. Student responses will be automatically sent as soon as the NM Science Kiosk is relaunched and the NM Science Kiosk is available for another student's test.

Troubleshooting Tips



Clearing the Application Cache

If for some reason any of the online testing files become corrupt, deleting the application cache will force the NM Science Kiosk to download a new set of cache files. (**Windows, Mac, Linux**)

What do I do next?

1. From the NM Science Kiosk login screen, click **Clear Cache** in the lower right hand corner.
2. You will be asked “Are you sure?” Click **Yes**, and the kiosk will close and then re-launch.

Note: Chromebooks do not have an application cache or a method of force closing the application. For iPad, exit the application, press the home button and swipe up on the NM Science SBA application to force close it, then re-launch the application.



Frozen Screen

Your student is taking their test in the NM Science Kiosk and the kiosk stops responding and becomes frozen.

What should I do?

Try to pause the test and log back in. If you are unable to pause, restart the device. Once the device has been restarted log back into the test, enter the proctor password, and continue testing.

Images or Test Content

Your student's NM Science SBA test content or images are not rendering.

What should I do?

Pause the test and clear the application cache on the device. It appears that the cached files may have become corrupt. After the application cache has been cleared, log back into the test to download new test files and continue testing.

OE Response: Specific keys not working on Keyboard (desktop kiosk)

Your student is trying to answer an open ended question and specific keys on the keyboard are not working.

What should I do?

1. Pause the test and log in again. Try to type in the open ended box with those specific keys.
2. If it does not resolve the issue, you will need to clear the application cache, as the files may have become corrupt.
3. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices).

OE Response: Cannot type in the OE Box

Your student is trying to answer an open ended question but cannot type in the open ended answer box.

What should I do?

1. If they have not typed a response in the open ended box or they are ok with starting their response over, reset the question by clicking “Clear” to clear any response in the box in-case there are multiple spaces or odd characters. Try typing in the open box.
2. If you are unable to type, pause the test and log in again. Try to type in the open ended box.
3. If it does not resolve the issue, you will need to clear the application cache.
4. If clearing the application cache does not resolve the issue, you will need to delete the eMetric folder in the TEMP location (ex. %temp% for Windows devices) .

Note: *If the open ended box has a word count, and the student has reached it, they will not be able to type in the open ended response box.*

Intentionally Moving a Student to a Different Device

If students need extended time or must log-off their device and move to another device in a different location to continue testing, Test Administrators should take the following steps:

What should I do?

1. Ensure the student's current testing device has an active internet connection.
2. Pause the test.
3. Log out of the NM Science Kiosk.
4. Move the student to the new testing device.
5. Ensure the testing device in the new location has an active internet connection.
6. Launch the NM Science Kiosk.
7. Allow the student to login to the NM Science Kiosk and resume testing.
8. Confirm student's test has previously entered responses.
 - a. If you believe responses are missing, contact the Measured Progress Service Desk for further assistance.

Support Call-In Information



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?	

Support Call-In Information



Technical Information

Was the Site Readiness Test completed on the machine?
What is the Operating System on these devices (Windows 7, Chrome OS 65, 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: