

# New Mexico Summative Assessments Kiosk User Guide

This technology guide illustrates how to launch and log in to the New Mexico Summative Assessments 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 Summative Assessments 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.



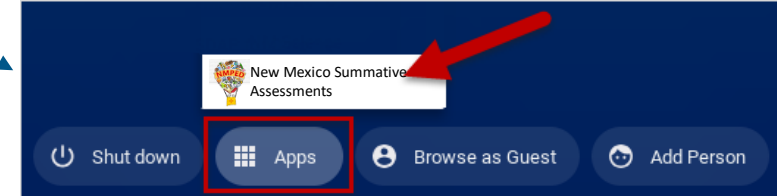
Please exit iTester and close the following application(s):

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

## Chromebook

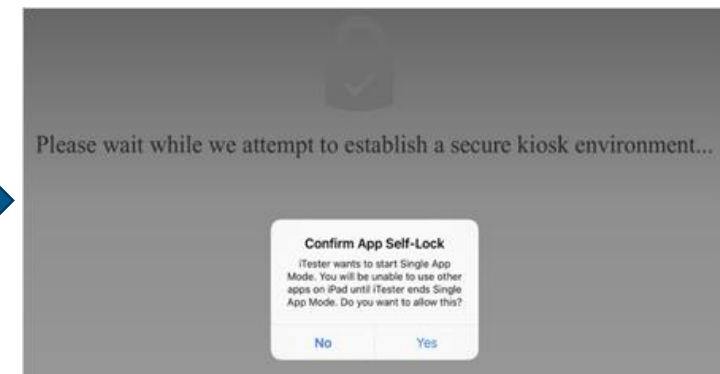
To launch the New Mexico Summative Assessments application on a Chromebook, click the *Apps* tray on the Chromebook login page and select the New Mexico icon.

*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 iTester New Mexico Summative Assessments application on an iPad, tap the iTester 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.



**NEW MEXICO**  
Public Education Department  
Summative Assessments

STUDENT SIGN IN

Username

Password

Sign In

Access the Practice Test

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

**6. Connectivity Indicator:** The dot in the top right corner indicates whether 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. Even if the student loses their internet connection, they can continue to test.

**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.

**7. Exit Button:** The exit button will close the application and bring the student to the main desktop or Chromebook log-in screen. To exit on an iPad, press the home button.

Copyright © 2019 eMetric LLC  
Carrier: 3.13.7.1 #ad6c350 #917  
Shell: v3.13.8.2 #8c948d84 rel  
[clear cache](#)

English ▼  
English  
Español



## NM-ASR Practice Test

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. Students will select the practice test from the drop-down and click **Go**.

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.

### Practice Test Names

Gr. 5 NM-ASR (English)
Gr. 8 NM-ASR (English)
Gr. 11 NM-ASR (English)
Gr. 5 NM-ASR (Spanish)
Gr. 8 NM-ASR (Spanish)
Gr. 11 NM-ASR (Spanish)



## NM-MSSA Practice Test

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. Students will select the practice test from the drop-down and click **Go**.

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.

Practice Test Names
Gr. 3 NM-MSSA (Math) (English) Gr. 3 NM-MSSA (Math) (Spanish) Gr. 3 NM-MSSA (ELA)
Gr. 4 NM-MSSA (Math) (English) Gr. 4 NM-MSSA (Math) (Spanish) Gr. 4 NM-MSSA (ELA)
Gr. 5 NM-MSSA (Math) (English) Gr. 5 NM-MSSA (Math) (Spanish) Gr. 5 NM-MSSA (ELA)
Gr. 6 NM-MSSA (Math) (English) Gr. 6 NM-MSSA (Math) (Spanish) Gr. 6 NM-MSSA (ELA)
Gr. 7 NM-MSSA (Math) (English) Gr. 7 NM-MSSA (Math) (Spanish) Gr. 7 NM-MSSA (ELA)
Gr. 8 NM-MSSA (Math) (English) Gr. 8 NM-MSSA (Math) (Spanish) Gr. 8 NM-MSSA (ELA)

# 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 60 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 60 minutes have passed.
3. The New Mexico Summative Assessments 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) or School Test Coordinator (STC). The DTC or STC will be able to locate the proctor password in the New Mexico Summative Assessments Portal (see the *New Mexico Summative Assessments 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  [Submit](#) [Cancel](#)



# 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.*

### 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

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.

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 allows a student to jump to a different question in the test.

**Bookmark:** Students can 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 the eMetric 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 multiple-choice 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 eMetric test review page. At the top, there's a toolbar with 'Question 3' and a star icon. Below this is a list of questions with their status: 1 answered, 2 answered, 3 not answered (marked with a star), 4 not answered, 5 answered, and 6 not visited. A progress bar at the bottom indicates 'You have completed: 3 out of 28 question(s)'.

# 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 and an expandable passage. The question is "What was the author's tone in A Story About Nothing?" and the passage is "A Story About Nothing" by Anonymous. The passage is shown in two states: collapsed and expanded. In the collapsed state, the passage is visible below the question. In the expanded state, the passage is shown in a full-screen view. The interface includes a top bar with a question number, a zoom icon, and a text-to-speech icon. The bottom bar contains navigation buttons: Clear, Pause/Exit, Back, Next, and Finish. A blue arrow points from the question to the passage, and a green arrow points from the passage to the full-screen view.

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

**A Story About Nothing**  
By: Anonymous

Clear Pause/Exit Back Next Finish

## Pop-Up Glossary

Students can 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.

## 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 60 minutes. The student will have 60 minutes to return to their test before they are completely exited. To return to their test within the 60 minutes they will enter their **Password** and click **Resume**. Any sketch or highlighting they did before pause will be retained when they resume testing.

\*If the student does not return within the 60 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		

Return to test Turn In

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.

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.



## Student Tool Bar

The Student Tools and a few of the Accessibility features & Accommodations available in the kiosk are 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.*

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. Na malesuada mauris, quis commodo leo. Ut lorem justo euismod quis vehicula eu, malesuada et nibh. Curab ligula dui. Fusce nec maximus diam, nec gravida felis metus risus, suscipit quis nunc eu, interdum euismo 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, egetas

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

Hide All

☐ A

 Angry

☐ B

 Cheesy

☐ C

 Depressed

☐ D

 Complacent

abc

Clear

Pause/Exit

Back

Next

Finish



## Answer Eliminator

claims she does not need to use any measuring tools during investigation 1. Which sentence describes her claim?

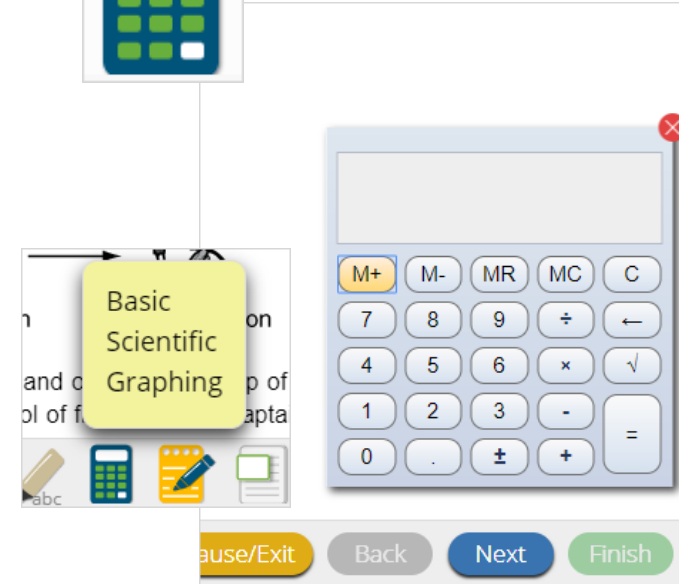
Hide All

- ☒ (A) ~~Her claim is correct because she does not measure the amount of gas produced.~~
- ☐ (B) Her claim is correct because she mixes four different combinations of liquid and solid.
- ☐ (C) Her claim is incorrect because she uses a beaker to measure the amount of liquid used.
- ☐ (D) Her claim is incorrect because she uses a balance to measure the amount of solid used.

**Answer Eliminator:** Provides the ability to cross-out multiple-choice answers on a test. Answer choices may not be selected while they are crossed-out.



## Calculator

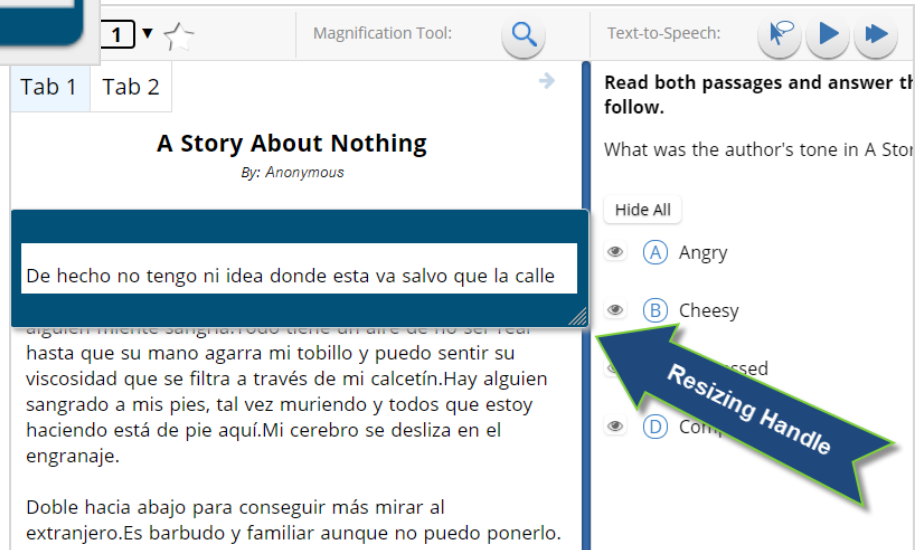


**Calculator:** Any of the three different calculators may be available on calculator portions of the test: Basic, Scientific, and Graphing. The Basic or Scientific calculator may also be assigned as accommodations on non-calculator portions of the test.





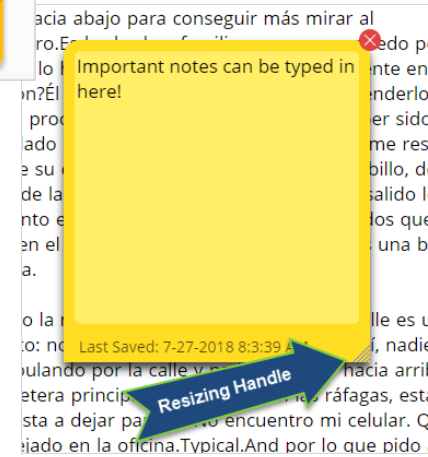
## Line Reader



**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

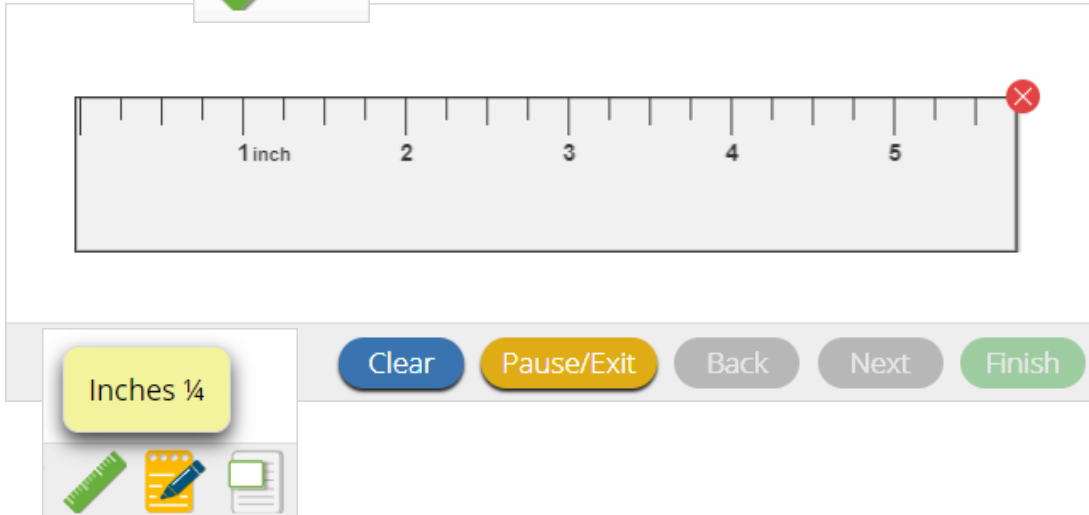


**Notepad:** Provides location for student's notes. Each item has its own notepad and notes persist uniquely per item. The notepad is resizable, draggable, and displays a timestamp for when its contents were last modified.

- 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.



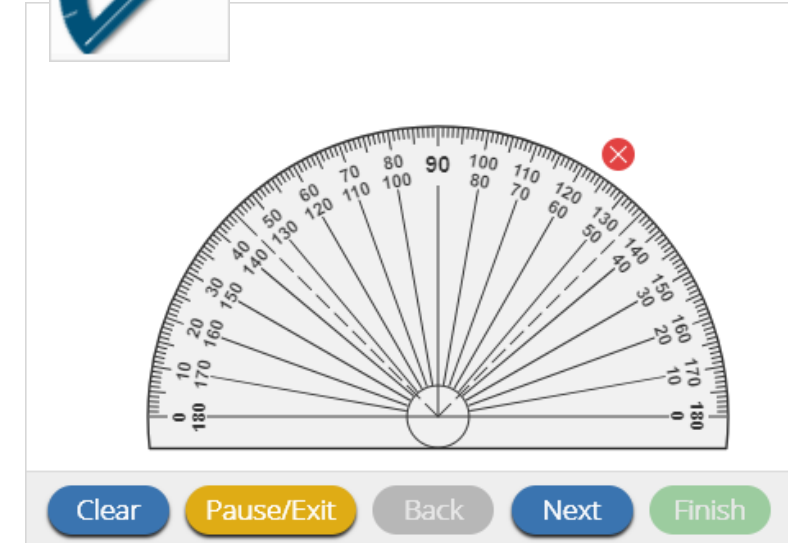
## Ruler



**Ruler:** The vector-based, partially translucent ruler is rotatable, draggable and resizable by the student. Either a  $\frac{1}{4}$  or  $\frac{1}{8}$  ruler tool will be available for specific items.



## Protractor



**Protractor:** The vector-based, partially translucent protractor is rotatable, draggable and resizable by the student. The protractor tool will be available for specific items.



## 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 encuentro 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... a sus pies  
y gracias a Dios no... me di  
cuenta pesadas cómo 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

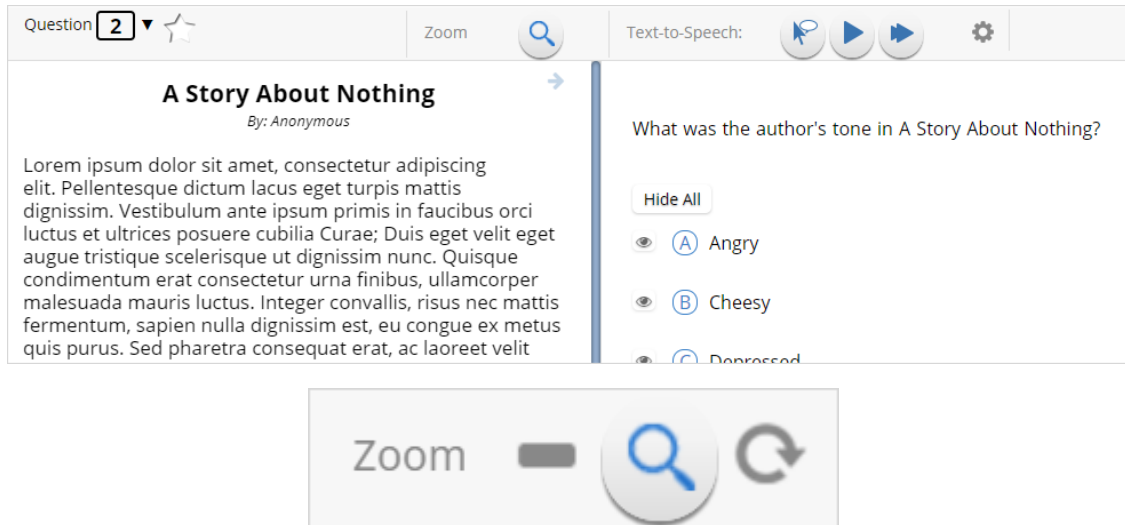
...e valued education and wanted Dahl to be a good  
student. She thought it would be best for him to attend a  
boarding school in England.

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 can 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.

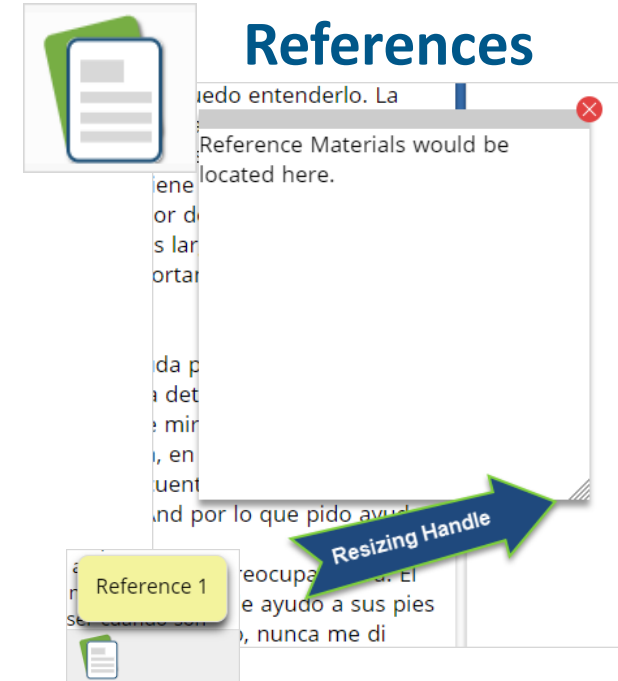
**Note:** The Highlighter is disabled when Text-to-Speech is actively playing in an item.

## Zoom View (magnifier)



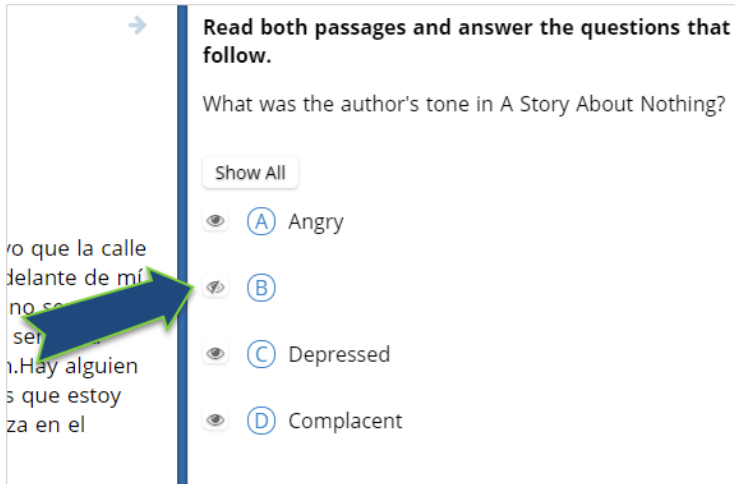
**Zoom:** Students can magnify the entire screen in four increments: 100%, 150%, 200%, and 300%. Click on the magnifying glass to zoom in, the minus symbol to zoom out and the circular arrow to return directly to the default 100% magnification.

## 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.

## Answer Masking



**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.

## Custom Masking

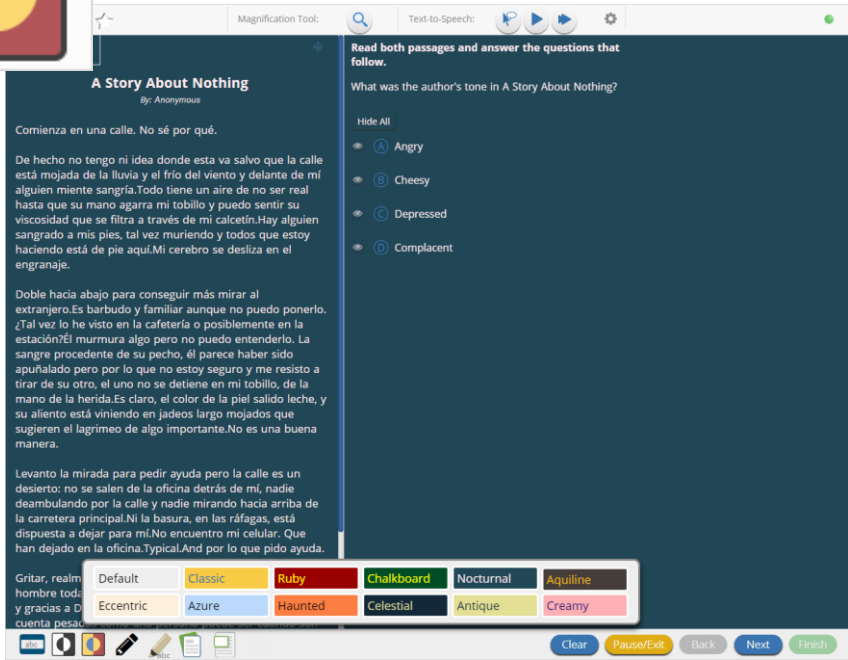


**Custom Masking:** Provides the ability to mask certain parts of the test interface or question. Custom masking planes may be resized and dragged around the screen.

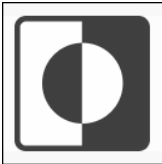
# Student Accessibility Features



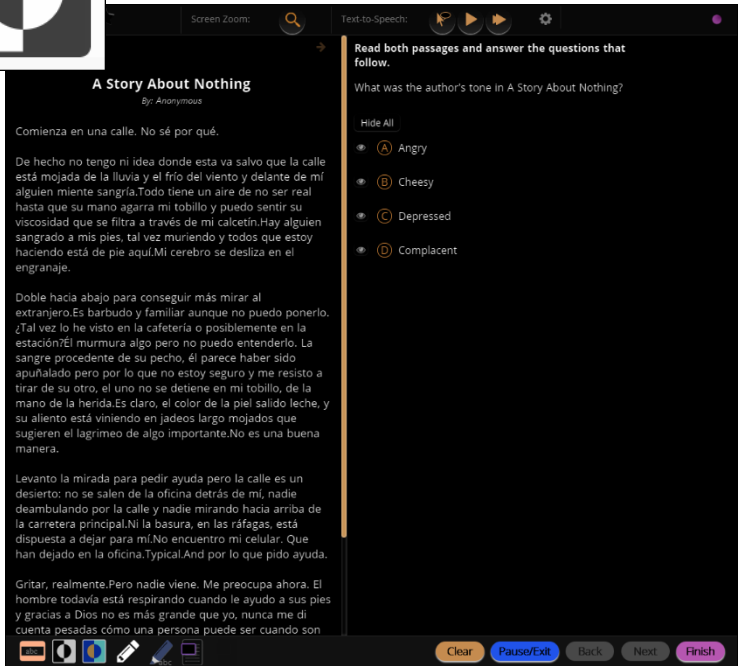
## Color Contrast



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



## Reverse Contrast



**Reverse Contrast:** Inverts all color values on the screen.

## 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 content area displays a story titled 'A Story About Nothing' by 'Anonymous'. The text is in two paragraphs. The first paragraph is highlighted in yellow, and a blue circle with the number '7' is placed over the word 'nunc'. To the right of the text, there's a 'Text-to-Speech' control panel. It includes a play button (1), a pause button (2), a skip button (3), a stop button (4), a volume slider (5) set to 100%, and a speed selector (6) with options for 'Slow', 'Normal', and 'Fast'. The text 'What was the' is visible in 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.

*Note: Text-to-Speech for ELA tests is an accommodation.*



## Accessibility Mode

Options

Text-to-Speech

Volume:100

Speed

Magnification Tool

Line Reader

Custom Masking

Accessibility Mode

Continue

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 third party assistive technology while testing in the New Mexico Summative Assessments 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.

## ASL Video

ASL

can Sign Language

Tab 1

Tab 2

Tab 3

Tab 4

Question 1

Tab 1

00:00 / 03:35

**ASL Video:** Students who are assigned the ASL Video accommodation will see an icon in the top toolbar indicating an ASL video is present. Students can use the bookmarking feature to switch between the source videos and question videos.



# Student Accommodations



Question 1

### 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.

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Double click to edit content.

the first

1	time
2	place
3	to
4	of
5	two

123

Clear Pause/Exit Back Next Finish

## Co:Writer®

**Co:Writer:** Students can utilize the word prediction tool for rich-text response items.

1. Click in the response text box and the Co:Writer icon will appear in the lower-right corner.
2. Click on the icon. An orange dot will appear indicating the vocabulary library is being downloaded.
3. Once complete, the icon will turn blue and the predictive text selection menu will appear in the text box.

*Please note: Co:Writer is only available on ChromeOS™ and is enabled if the student has the Word Prediction (Embedded) accommodation.*

# Guidance on Error Messages



## Error Messages when launching the NM Summative Assessments 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 Summative Assessments Portal. For Chrome OS, verify that your New Mexico Summative Assessments app is up to date.

# Guidance on Error Messages



## Error Messages when launching the NM Summative Assessments 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 Assessments kiosk:

**NEW MEXICO**  
Public Education Department  
Summative Assessments

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 Summative Assessments kiosk.

### *What should I do?*

Verify the correct username and password in the New Mexico Summative Assessments Portal and have the student retry.

**NEW MEXICO**  
Public Education Department  
Summative Assessments

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 New Mexico Summative Assessments 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 Summative Assessments kiosk.
2. Reestablish a connection to the internet.
3. Relaunch the NM Summative Assessments kiosk.
4. Check the connectivity indicator in the top right corner of the NM Summative Assessments 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 Summative Assessments 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 Summative Assessments 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.

# 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 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 New Mexico Summative Assessments 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 New Mexico Summative Assessments 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 New Mexico Summative Assessments 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 New Mexico 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

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

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 60 minutes.

### ***What should I do?***

Click exit and you will be brought back to the New Mexico Summative Assessments Kiosk student sign in page. When the student is ready to continue testing, they would log back into the New Mexico Summative Assessments 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.

### ***What happened and why did my student receive this message?***

Internet connectivity was lost after the student began testing; the New Mexico Summative Assessments Kiosk was idle for more than 60 minutes and the test session timed out.

### ***What do I do next?***

Click Exit. Reestablish a connection to the internet and relaunch the New Mexico Summative Assessments Kiosk. Student responses will be sent when the login screen appears on the New Mexico Summative Assessments 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 test 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 New Mexico Summative Assessments 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 New Mexico Summative Assessments 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 New Mexico Summative Assessments 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 New Mexico Summative Assessments 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.

## 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, or you can also try to send responses by clicking "Send Responses" button.

1

Send Responses

**Do not move the student to a different workstation.**

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

2

Proctor Password

3

Accept and Exit Test

4



5



#### *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 New Mexico Summative Assessments Kiosk was initially installed.

#### *What do I do next?*

1. Read the instructions in the message and click **Send Responses**, you will be notified to wait 10 seconds as the kiosk tries to determine if there is internet connection. If internet connectivity was reestablished before clicking Send Responses, the stored responses on this device will be sent to the servers, the test will submit, and the kiosk will exit the test. If there is no internet connection, the Send Response button will appear again. From here you can try to establish internet connection and click Send Responses again or move on to step 2.
2. Enter the proctor password to acknowledge that you have read and understand the instructions.
3. Select **Accept and Exit Test**.
4. Reestablish a connection to the internet.
5. Relaunch the New Mexico Summative Assessments Kiosk. Student responses will be automatically sent as soon as the New Mexico Summative Assessments Kiosk is relaunched, and the New Mexico Summative Assessments Kiosk is available for another student's test.

## Clearing the Application Cache

If for some reason any of the online testing files become corrupt, deleting the application cache will force the New Mexico Summative Assessments Kiosk to download a new set of cache files.

*(Windows, Mac)*

### ***What do I do next?***

1. From the New Mexico Summative Assessments 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 New Mexico Summative Assessments application to force close it, then re-launch the application.*

Copyright © 2018 eMetric LLC

Shell: v3.8.13 #b22a0ee s147

clear cache

Copyright © 2018 eMetric LLC

Shell: v3.8.13 #b22a0ee s147

Are you sure? yes

## Frozen Screen

Your student is taking their test in the New Mexico Summative Assessments 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 New Mexico Summative Assessments 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 and exit the test.
3. Move the student to the new testing device.
4. Ensure the testing device in the new location has an active internet connection.
5. Launch the New Mexico Summative Assessments kiosk.
6. Allow the student to login to the New Mexico Summative Assessments Kiosk and resume testing.
7. Confirm student's test has previously entered responses.
  - a. If you believe responses are missing, contact the Congnia 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: